



28635 Mound Road
Warren, Michigan 48092-3499
(586) 753-3326
FAX (586) 753-3335

Facsimile Cover Sheet
DaimlerChrysler Vehicle Investigation

Owner: [REDACTED]

Project No. DAIM-0001

CAIR No.: 10551005

TO: R. Anthony

FROM: Tina Martin

Date Sent: 10-17-02

DUE DATE: 10-22-02

***PLEASE ACKNOWLEDGE PROMPTLY BY FAX OR EMAIL**

***Receipt of CAIR and Accepting case for investigation?** ☒ Yes ☐ No

Date: 10-17-02

Coversheet for DaimlerChrysler (Service Associate Use Only)
(Also fax or email to EAA for closure)

*Closure Date: 10-21-02

b pager

DaimlerChrysler Fax No.: 248- 512-8748

☐ Bennis (248) 944-7036

☐ Martell (248) 944-7038

☐ Bott (248) 944-7056

☒ Susalla (248) 944-7149

☐ Gilbert (248) 944-7037

☐ Porterfield (248) 944-7134

Comments: _____

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REFERENCE # 10551005

ADDENDUM A

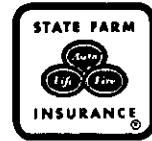
Interviewed the owner / driver, [REDACTED] on 10-21-02. Owner states that he was driving his 2000 Dodge Ram on Rte. 81 in Fayetteville, NY on 10-14-02. He states that he was traveling at approximately 65 mph when the hood on the vehicle flew open. He states that he immediately attempted to drive the vehicle off from the roadway and as he was doing so he struck a temporary construction road sign that he could not see. Owner states that he then got the vehicle stopped and when he got out to look at the hood he noticed that the left hood hinge had ripped away from the hood and was no longer attached. He then removed the hood from the vehicle and drove it home. Owner states that there were no injuries as a result of the incident. Owner states that he has not obtained a complete estimate at this time for the repairs. Owner states that he has been forced to rent a truck to use as his is not drivable. Owner states that he feels that Chrysler should pay for repairs because he inspected the hood latches and both the primary and the secondary latched were stuck in the open position. Owner states that the last time the hood was opened prior to the above incident was approx. 1 week before.

Inspected the vehicle at the owner's residence on 10-21-02. The vehicle was parked with the hood removed and in the bed of the truck. The vehicle had some surface scratches along the driver side fender, door and rear fender. The hood was dented and ripped on both rear corners above the hinges. Both of the hood hinges are bent. Upon inspecting the primary hood latch there was no visible damage to the primary latch. The primary latch did not appear to be excessively corroded. There was a significant amount of lubricant on the primary latch. The owner indicated that when he brought the vehicle to the Sam Dell Dodge dealership the technician lubricated and freed up the primary latch because it was frozen in the open position. Upon pressing the latching mechanism within the primary hood latch the spring tension was strong and the return spring returned the latch to its original position without restriction. I pulled the hood latch lever in the passenger compartment and the lever moved freely, without any restrictions. The return spring tension felt normal and the return spring returned the lever to its original position. Upon inspecting the secondary hood latch the secondary latch lever was stuck in the open position. The return spring on the secondary latch was not corroded but the hinge pin that the return spring is mounted on was corroded, and in order return the lever back to the closed position I had to push it manually. I pushed the secondary latch from the open position to the closed position multiple times and the return spring did not return the lever to the closed position and movement was restricted. There was no visible damage to the secondary latch lever or to the rods that connect the lever to the latch. There was no visible lubricant upon the secondary latch or on the spring. The hood release cable appeared to properly mounted and is not damaged.

There was no police report filed by the owner. Photographs of the above inspection were taken and the film sent to KSK.

1055/005

State Farm Insurance Companies



December 19, 2002

ACC Subrogation
PO Box 8014
101 State Farm Place
Ballston Spa, NY 12020
Hours of Operation:
Monday - Friday: 8:00am - 4:15pm

Daimler Chrysler Motors Corporation
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

RECEIVED

JAN 2 2 2003

SPECIAL INVESTIGATIONS

RE: Claim Number: 52-2639-968
Date of Loss: October 14, 2002
Our Insured: [REDACTED]

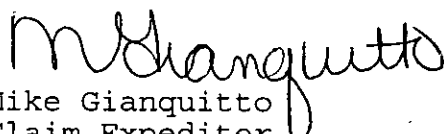
Dear Warranty Litigation Dept. :

This State Farm insured 2000 Dodge BR1500 4x4 Quad, VIN# 3B7HF13Y9YG [REDACTED] was involved with the hood coming up and causing damage. We settled a claim with our insured in the amount of \$2,388.38, which includes our insured's deductible. Our investigation revealed the cause of the loss was due to corrosion of the return spring on the hood secondary latch.

Enclosed is the documentation of State Farm's claim. The evidence is being held for your inspection. You may contact claim representative Suzanne Telesca at 315- 461-5016 to make arrangements to inspect the vehicle.

Please consider this letter as our demand to Daimler Chrysler Motors Corporation for the reimbursement of \$2388.38.

Sincerely,


Mike Gianquitto
Claim Expediter
(888) 326-0153 Ext. 5921

State Farm Mutual Automobile Insurance Company

RECEIVED

JAN 16 2003

Warranty Litigation
Office of General Counsel
DaimlerChrysler Corporation

October 22, 2002

[REDACTED]
Bridgeport, NY [REDACTED]

Reference No.: 10551005

VIN: 3B7HF13Y9YC [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to DaimlerChrysler Motors Corporation, regarding your 2000 Dodge Ram 1500.

Mr. Hinman, naturally, we were sorry to learn of the incident described to us during the initial contact. However, we have had the opportunity to review the inspection report and must inform you that we are not led to believe that the incident was due to a manufacturing responsibility. Therefore, we must respectfully decline any assistance associated with this incident.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity in reviewing this matter with you.

Sincerely,

J. S. Susalla
Special Investigations
(248) 944-7149

JSS/mtr

State Farm Insurance Companies



December 19, 2002

Daimler Chrysler Motors Corporation
1000 Chrysler Drive
Auburn Hills, MI. 48326-2766

1055/1005

ACC Subrogation
PO Box 8014
101 State Farm Place
Ballston Spa, NY 12020
Hours of Operation:
Monday - Friday: 8:00am - 4:15pm

RE: Claim Number: 52-2639-968
Date of Loss: October 14, 2002
Our Insured: [REDACTED]

RECEIVED
JAN 2 2003
Warranty Litigation
Office of General Counsel
Daimler Chrysler Corporation

Dear Warranty Litigation Dept:

The identified 2000 Dodge BR1500 4x4 Quad is insured by State Farm Insurance Company. This Dodge BR1500 experienced a hood release failure. VIN# 3B7HF13Y9YG [REDACTED]

State Farm would like to give you an opportunity to inspect the hood and parts and give you advance notice of our potential subrogation claim.

Please contact claim representative Suzanne Telesca at 315-461-5016 to set up a time for your inspection.

Sincerely,

Mike Gianquinto
Claim Expediter
(888) 326-0153 Ext. 5921

State Farm Mutual Automobile Insurance Company