

From: Postmaster@wkamerica.notes.chrysler.com
To: Reply_By_Link_Only@daimlerchrysler.com
Date: 2003-01-26 18:22:10.150
Subject: DELIVERY FAILURE: 250 OK [#2217636]

From: Reply_by_Link_Only@dcx.com
To: [REDACTED]
Date: 2003-01-27 15:15:04.203
Subject: DaimlerChrysler Customer Assistance [#2217636]
Dear [REDACTED]

Thank you for your recent e-mail to DaimlerChrysler Motors Corporation regarding your Ram. In order to address your concerns, we require some additional information.

Please provide the information requested below:

*In your e-mail, you stated numerous times that your truck was "not running properly," but you have not stated specifically what the concern is. Please reply using the link below to advise as to what current problem the vehicle is displaying.

Thank you again.

NOTE: Please do not use the 'Reply' function of your email. If you have a need to respond to this, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 10878607

TICKET (Tracking) NUMBER: 2217636

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?category=U&ticket_id=2217636&reference=10878607

Sincerely,

Jason Machasic
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

----- Original Message -----

From: [REDACTED]
Date: 01/26/03 18:19:02

Form Selected:

Category: US Customer Service

Brief Description:

Unsatisfied Customer with truck problems

Comments:

In March of 2000 I had purchased a 2000 Dodge Ram 4x4 from Matway Dodge in Sutersville, Pennsylvania. My problems began in the summer of 2001 on my way back from vacation. As I was traveling home from Maryland, suddenly my rear end exploded with only 26,000 miles. I had to pull off the road. I had to have it towed to a dealer in Maryland and it was left there for a week. I was not offered a rental car by the dealership, and had to stay in Maryland for a week for the repairs to be made. The diagnosis was the rear end spider gears had shattered. Since then the rear

end has been fine. In August of 2001 I had taken my truck to Laurel Valley Dodge of PA to get the transmission checked. The service manager had said that the transmission needed to be overhauled and a new torque converter had to be installed. My truck was still under warranty so no charge was applied. A month later I took the truck back to Laurel Valley complaining that the truck wasn't running correctly. !

They had told me it was the kick down linkage which the service manager told me that it was never adjusted when the transmission was replaced. Within that same year I continued to take my truck to Laurel Valley Dodge with complaints of the truck still not running correctly. The mechanics had stated that nothing appeared to be wrong without taking it for a complete test ride. In the spring of 2002 my truck still wasn't running correctly. I had made numerous calls to Laurel Valley explaining the problem I was experiencing. Finally they came to the conclusion that the throttle positioning sensor was bad. This supposedly was not covered under warranty so I had to pay for it. The next day my truck still wasn't running correctly, so I called to tell them that the problem wasn't fixed. I had to drive back up to Laurel Valley again. They checked it over and said that the torque converter was bad and I needed a governor sensor. I had asked them if it will still be covered since all my problems occurred within the year of which they installed the transmission and torque converter which was still under warranty. Their response was no, nothing will be covered. By that time I was so fed up with the long trips it took to Laurel Valley Dodge to pick my truck up when it wasn't even fixed. I finally decided it wasn't worth all the hassle dealing with the service manager who was of no help at all. On my way home from picking my truck up on January 23, 2003, I was traveling down a very busy, snowy highway and the hood flew open. The mechanic had never shut the hood. Luckily no one was hurt. The truck seemed to be fine with no damage done. I immediately called Laurel Valley and told them what had happened. The secretary had given me the name of the mechanics supervisor and now I am waiting to hear from him about the recent problems of my truck and the incident that had occurred. I am writing this to you to tell you how unsatisfied I am with the Dodge product and service of your dealers.

I have had this truck for only two years and half of that has been in the shop. I would not recommend this truck to anyone. Please respond promptly. I have done my part in dealing with the situation. I have remained calm for two years, and nothing has been done to better the truck. I spent too much money on my truck to let it go to waste. I still have another year to pay on it and I am so disappointed that I had bought this truck brand new and it has done nothing but give me trouble. I can not understand how I had just had the transmission replaced last year when it was still under warranty and the problem was never fixed. But now I have to pay for them to do what they should have done in the beginning. I have all the receipts from my trips to Laurel Valley documenting how many times I was there and what little work they had done.

Sender Information:

VIN: YS [REDACTED]
Mileage: 50222
Servicing Dealer: Laurel Valley Motors Latrobe, PA
Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Address 1: [REDACTED]
Address 2:
City: Irwin
State: PA
Zip: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
Code: U
Submit Time: 2003-01-26 05:57:34
Promotion:
Formid: 10

From: Postmaster@wkamerica.notes.chrysler.com
To: Reply_By_Link_Only@daimlerchrysler.com
Date: 2003-01-28 09:05:39.390
Subject: DELIVERY FAILURE: 250 OK [#2217636]

From: Reply_by_Link_Only@dcx.com

To: [REDACTED]

Date: 2003-01-28 09:03:28.843

Subject: DaimlerChrysler Customer Assistance [#2217636]

NOTE: Please do not use the 'Reply' function of your email. If you have a need to respond to this, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

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REFERENCE NUMBER: 10878607

TICKET (Tracking) NUMBER: 2217636

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?category=U&ticket_id=2217636&reference=10878607

Sincerely,

Jason Machasic

Senior Staff Representative

DaimlerChrysler Customer Assistance Center

----- Original Message -----

From: Reply_by_Link_Only@dcx.com

Date: 01/27/03 15:15:04

Dear Robert:

Thank you for your recent e-mail to DaimlerChrysler Motors Corporation regarding your Ram. In order to address your concerns, we require some additional information.

Please provide the information requested below:

*In your e-mail, you stated numerous times that your truck was "not running properly," but you have not stated specifically what the concern is. Please reply using the link below to advise as to what current problem the vehicle is displaying.

Thank you again.

NOTE: Please do not use the 'Reply' function of your email. If you have a need to respond to this, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

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REFERENCE NUMBER: 10878607

TICKET (Tracking) NUMBER: 2217636

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http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?category=U&ticket_id=2217636&reference=10878607

Sincerely,

Jason Machasic

Senior Staff Representative
DaimlerChrysler Customer Assistance Center

----- Original Message -----

From: [REDACTED]
Date: 01/26/03 18:19:02

Form Selected:

Category: US Customer Service

Brief Description:

Unsatisfied Customer with truck problems

Comments:

In March of 2000 I had purchased a 2000 Dodge Ram 4x4 from Matway Dodge in Sutersville, Pennsylvania. My problems began in the summer of 2001 on my way back from vacation. As I was traveling home from Maryland, suddenly my rear end exploded with only 26,000 miles. I had to pull off the road. I had to have it towed to a dealer in Maryland and it was left there for a week. I was not offered a rental car by the dealership, and had to stay in Maryland for a week for the repairs to be made. The diagnosis was the rear end spider gears had shattered. Since then the rear end has been fine. In August of 2001 I had taken my truck to Laurel Valley Dodge of PA to get the transmission checked. The service manager had said that the transmission needed to be overhauled and a new torque converter had to be installed. My truck was still under warranty so no charge was applied. A month later I took the truck back to Laurel Valley complaining that the truck wasn't running correctly. !

They had told me it was the kick down linkage which the service manager told me that it was never adjusted when the transmission was replaced. Within that same year I continued to take my truck to Laurel Valley Dodge with complaints of the truck still not running correctly. The mechanics had stated that nothing appeared to be wrong without taking it for a complete test ride. In the spring of 2002 my truck still wasn't running correctly. I had made numerous calls to Laurel Valley explaining the problem I was experiencing. Finally they came to the conclusion that the throttle positioning sensor was bad. This supposedly was not covered under warranty so I had to pay for it. The next day my truck still wasn't running correctly, so I called to tell them that the problem wasn't fixed. I had to drive back up to Laurel Valley again. They checked it over and said that the torque converter was bad and I needed a governor sensor. I had asked them if it will still be covered since all my problems occurred within the year of which they installed the transmission and torque converter which was still under warranty. Their response was no, nothing will be covered. By that time I was so fed up with the long trips it took to Laurel Valley Dodge to pick my truck up when it wasn't even fixed. I finally decided it wasn't worth all the hassle dealing with the service manager who was of no help at all. On my way home from picking my truck up on January 23, 2003, I was traveling down a very busy, snowy highway and the hood flew open. The mechanic had never shut the hood. Luckily no one was hurt. The truck seemed to be fine with no damage done. I immediately called Laurel Valley and told them what had happened. The secretary had given me the name of the mechanics supervisor and now I am waiting to hear from him about the recent problems of my truck and the incident that had occurred. I am writing this to you to tell you how unsatisfied I am with the Dodge product and service of your dealers.

I have had this truck for only two years and half of that has been in the shop. I would not recommend this truck to anyone. Please respond promptly. I have done my part in dealing with the situation. I have remained calm for two years, and nothing has been done to better the truck. I spent too much money on my truck to let it go to waste. I still have another year to pay on it and I am so disappointed that I had bought this truck brand new and it has done nothing but give me trouble. I can not understand how I had just had the transmission replaced

last year when it was still under warranty and the problem was never fixed. But now I have to pay for them to do what they should have done in the begining. I have all the reciepts from my trips to Laurel Valley documenting how many times I was there and what little work they had done.

Sender Information:

VIN: YS [REDACTED]
Mileage: 50222
Servicing Dealer: Laurel Valley Motors Latrobe, PA
Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Address 1: [REDACTED]
Address 2: [REDACTED]
City: Irwin
State: PA
Zip: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
Code: U
Submit Time: 2003-01-26 05:57:34
Promotion:
Formid: 10

From: [REDACTED]
To: customerassist@dcx.com
Date: 2003-01-26 18:19:02.420
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Unsatisfied Customer with truck problems

Comments:

In March of 2000 I had purchased a 2000 Dodge Ram 4x4 from Matway Dodge in Sutersville, Pennsylvania. My problems began in the summer of 2001 on my way back from vacation. As I was traveling home from Maryland, suddenly my rear end exploded with only 26,000 miles. I had to pull off the road. I had to have it towed to a dealer in Maryland and it was left there for a week. I was not offered a rental car by the dealership, and had to stay in Maryland for a week for the repairs to be made. The diagnosis was the rear end spider gears had shattered. Since then the rear end has been fine. In August of 2001 I had taken my truck to Laurel Valley Dodge of PA to get the transmission checked. The service manager had said that the transmission needed to be overhauled and a new torque converter had to be installed. My truck was still under warranty so no charge was applied. A month later I took the truck back to Laurel Valley complaining that the truck wasn't running correctly. !

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Sender Information:

VIN: YS [REDACTED]

Mileage: 50222

Servicing Dealer: Laurel Valley Motors Latrobe, PA

Title: Mr.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City: Irwin

State: PA

Zip:

Home Phone:

Email:

Code:

Submit Time: 2003-01-26 05:57:34

Promotion:

Formid: 10

From: Reply by Link Only@dcx.com

To: [REDACTED]

Date: 2003-01-26 18:21:43.420

Subject: Re: DaimlerChrysler Customer Assistance [#2217636]

*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

Thank you for your email inquiry. Your question has been sent to the DaimlerChrysler Customer Assistance Center in order to provide the best answer for your Chrysler, Dodge, or Jeep question. Every effort will be made to respond to your email within 3 business days.

While waiting for our response, feel free to visit our brand web sites at <http://www.chrysler.com>, <http://www.dodge.com> or <http://www.jeep.com>. These sites may provide the information you have requested.

NOTE: This is an automatically generated response. Our system is NOT able to accept email at this address. Please do not use the 'Reply' function of your email.

If this matter is urgent, please call us at 800.992.1997 (8:00 a.m. to 5:00 p.m., Monday thru Friday).

For ALL future communications (related to this email), please refer to the following information:

REFERENCE NUMBER: 10878607

TICKET (Tracking) NUMBER: 2217636

-----[REDACTED] wrote -----

Form Selected:

Category: US Customer Service

Brief Description:

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VIN: YS [REDACTED]
Mileage: 50222
Servicing Dealer: Laurel Valley Motors Latrobe, PA
Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Address 1: [REDACTED]
Address 2:
City: Irwin
State: PA
Zip: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
Code: U
Submit Time: 2003-01-26 05:57:34
Promotion:
Formid: 10

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Date: 2003-01-27 15:16:18.217
Subject: DELIVERY FAILURE: 250 OK [#2217636]