

From: customerassist@daimlerchrysler.com  
To: [REDACTED]  
Date: Thu May 15 11:43:18 EDT 2003  
Subject: Re: DaimlerChrysler Customer Assistance  
Dear [REDACTED]

Thank you for your email to DaimlerChrysler regarding your 2000 Dodge Ram Truck.

I regret your dissatisfaction and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

Unfortunately, we are unable to offer assistance in this matter as the vehicle has exceeded the time and mileage limitations of the manufacturer's warranty.

DaimlerChrysler has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced.

I have reviewed your records, and found no current recalls on your vehicle.

If you have further issues to discuss, you can simply reply to the link below with further details. I will be more than happy to record your concerns.

Thank you again for writing.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, 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: 11258484

REPLY LINK:

[http://www.chrysler.com/wccsapp/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM84984C0KM&](http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM84984C0KM&)

Sincerely,

Diane  
Senior Staff Representative  
DaimlerChrysler Customer Assistance Center

Original Message Follows:

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Form Selected:

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Category: US Customer Service

Brief Description:

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I have a problem with my 2000 Dodge Ram. The hood latch failed and lifted back into the windshield. The hood is ruined, and windshield is broken.

Comments:

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I would like to speak with someone regarding the hood issue and other quality issues with this truck

Sender Information:

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Title: [REDACTED]  
First Name: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]

From [REDACTED]  
To: customerassist@daimlerchrysler.com  
Date: Thu May 15 07:21:17 EDT 2003  
Subject: DaimlerChrysler Customer Assistance  
Form Selected:

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Category: US Customer Service  
Brief Description:

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I have a problem with my 2000 Dodge Ram. The hood latch failed and lifted back into the windshield. The hood is ruined, and windshield is broken.

Comments:

-----  
I would like to speak with someone regarding the hood issue and other quality issues with this truck

Sender Information:

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Title: Mr.  
First Name: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]

From: [REDACTED]  
To: customerassist@daimlerchrysler.com  
Date: Thu May 15 13:11:33 EDT 2003  
Subject: Reply to DaimlerChrysler (KMM84984C0KM)  
Reply Comments:

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Yes, that is the typical canned answer I was expecting. This is why I will never purchase another vehicle from DCX. I have also replaced the trans at 70k and know others with similar problems who are equally dissatisfied with your customer "service". I drove GM trucks that lasted many years without such basic quality issues. You would think that your company would be interested in keeping customers happy. Instead all I have ever received is poor service, and problems with your products.  
Thanks for nothing!