

From: [REDACTED]  
To: customerassistre@daimlerchrysler.com  
Date: Wed Apr 14 13:16:06 EDT 2004  
Subject: DaimlerChrysler Customer Assistance  
Form Selected:

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Category: Recall Information  
Brief Description:  
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Lack of claim of responsibility and poor service  
Comments:  
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I am writing to inform you of my disgust and complete dissatisfaction with Chrysler Dodge. Recently while driving in rush hour, the hood of my Dodge Ram unlatched, smashing my windshield and damaging the roof and hood of my truck. Luckily, my daughter and fiancée were not in the truck and I was able to safely stop without causing harm to myself or anyone else. When I took the truck to the dealership- Great Northern Dodge, I was told they would be speaking to someone at Corporate and would get back to me. I was told that there had been a recall on earlier models for corrosion of the hood latch, but my truck was not on the recall list. I also told them of a noise that had started in the truck after the incident. They told me it was just the wind and they would fix it when they fixed all the other damage. One day later, my transmission went. Through conversations I have had with "lay" people, I was told that Chrysler transmission problems are very common; yet, the dealership claimed it was just the wind knowing the transmission problem exist with Dodges. I never received the call back in regards to what Chrysler Dodge was going to do to fix the situation. I will NEVER purchase another Dodge vehicle after this experience because of the lack of concern shown by both the Corporation and the dealership. The claim that the part is not under warranty is completely unacceptable, due to the fact that I could have been killed! Yes, that is the truth. I no longer trust Dodge vehicles to keep me or my family safe and will recommend to everyone I come into contact with of this situation and the fact that Dodge does not have their customers' best interest in mind. This letter is being sent to the local news channels since I have gotten no where when trying to deal directly with you in good faith.

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

From: customerassist@daimlerchrysler.com  
To: [REDACTED]  
Date: Thu Apr 22 09:04:54 EDT 2004  
Subject: Re: Reply to DaimlerChrysler (KMM1119219C0KM)  
Dear Scott:

Thank you for your reply to DaimlerChrysler regarding your Dodge Ram, and the hood latch.

We regret to learn of this incident, and have filed a complaint in our corporate record. Currently, there are no recalls issued on your vehicle for this complaint. Unfortunately, when the repairs begin on your truck, DaimlerChrysler can no longer investigate the concern. This is due to the vehicle not being available in its original condition for inspection.

I have also filed a complaint pertaining to your service experience with Great Northern Dodge. DaimlerChrysler dealers are all independently owned and operated, and therefore responsible for any service related disputes. Your complaint has been filed in our dealer file for review.

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: 12221372

REPLY LINK:

[http://www.chrysler.com/wccsapp/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM1146807C0KM&](http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM1146807C0KM&)

Sincerely,

Diane  
Senior Staff Representative  
DaimlerChrysler Customer Assistance Center

Original Message Follows:

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Reply Comments:  
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Reference Number: 12221372

Dear Dianne,

Thank you for responding  
and showing a little bit of concern. I appreciate that.

The truck is  
in the body shop rite now being worked on. Not only was the windshield  
cracked, but the hood was bent all out of shape, the hood hinges are  
destroyed and there is a big dent on the top of the cab from where the hood  
hit it.

The part that I was refering to about not being under  
warranty is the hood latch return spring. This is the item that failed on  
me. It is not even so much that it is not under warranty, but the fact that  
this same exact item had a recall on it in previous years and the problem  
obviously has not been fixed. This to me is a serious safety issue.  
As to me having any ongoing concerns. Yes I do, as I just mentioned, I feel

very unsafe with this vehicle. What's to tell me that this will not happen again and that if it does, It will not cause a very serious accident. I am worried about my safety and the safety of anyone who happens to be riding in this vehicle with me.

I must also say again that I am very disgusted with the quality of service I received from Great Northern Dodge in North Olmsted, Ohio. I never did really care for there customer service, but now I think that it just stinks. The truck is in a shop now being worked on(not G.N. Dodge)and when they turned it on and put the vehicle in gear, they new immediately that the transmission was bad. These are not "Dodge" guys and they knew what the problem was. Why didn't the G.N. Dodge people? I feel that they have incompetant people working there and I will personally never go to G.N. Dodge for anything. I am not sure if there is anything you can do about this, but I feel as if you should now that one of your dealerships is not up to par.

Once again, Diane, thank you for your concern.

Sincerely,

A solid black rectangular box used to redact the signature of the sender.

From: customerassist@daimlerchrysler.com  
To: [REDACTED]  
Date: Wed Apr 28 08:43:23 EDT 2004  
Subject: Re: Reply to DaimlerChrysler (KMM1146807C0KM)  
Dear Scott:

Thank you for your reply to DaimlerChrysler regarding the 2001 Dodge Ram, and the hood latch.

I have thoroughly reviewed your message and the entire file on this matter. Your concerns are understandable. Unfortunately there is nothing further that can be done to more fully address these issues.

Although a more favorable reply can't be provided, sharing your concerns is appreciated.

Thank you again for writing.

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REPLY LINK:

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Sincerely,

Diane  
Senior Staff Representative  
DaimlerChrysler Customer Assistance Center

Original Message Follows:

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Reply Comments:  
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Reference # 12221372

Thank you for the complaints you have filed in regards to the corrosion of my 2001 Dodge Ram hood latch and complaint of Great Northern Dodge. While I understand Chrysler can no longer inspect the damage sustained by my truck and thus not take full responsibility of the damage, I do not believe that I should bare the full responsibility of the repairs. It was necessary for me to have my vehicle fixed as I had already waited 4 weeks for a response and needed transportation. The hood latch had been recalled for previous year Rams and from my view point as not been adequately corrected. I have a receipt obtained from a certified Dodge dealership which specifically states "hood latch and safety catch corroded." I am asking for Dodge to fully reimburse my insurance deductible I incurred and the expenditures incurred by my insurance company for the cost of repairing the damage of my Ram on 3/24/04 while driving at 60 mph when the hood of the truck flew open. Scott

From: replyform@daimlerchrysler.com  
To: customerassist@daimlerchrysler.com  
Date: Thu Apr 22 07:43:23 EDT 2004  
Subject: Reply to DaimlerChrysler (KMM1119219C0KM)  
Reply Comments:

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Reference Number: 12221372

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personally never go to G.N. Dodge for anything. I am not sure if there is  
anything you can do about this, but I feel as if you should now that one of  
your dealerships is not up to par.

Once again, Diane, thank you for  
your concern.

Sincerely,

[REDACTED]

From: customerassist@daimlerchrysler.com  
To: [REDACTED]  
Date: Wed Apr 28 10:32:47 EDT 2004  
Subject: Re: Reply to DaimlerChrysler (KMM1239042C0KM)  
Dear Scott:

Thank you for your reply to DaimlerChrysler regarding our recall information.

There is no specific number that needs to be met in regards to complaints to get a recall issued. There are several factors involved in a recall investigation. Therefore, the questions to your answers may not be answered. Should a recall be issued you would be notified by mail.

Thank you again for writing.

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

REFERENCE NUMBER: 12221372

REPLY LINK:

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Sincerely,

Diane  
Senior Staff Representative  
DaimlerChrysler Customer Assistance Center

Original Message Follows:

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Reply Comments:


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Ref # 12221372

Diane~ I don't know if that was to be considered a threat, but I hope my communications are kept in a corporate file, as this is a very serious complaint. I appreciate you reply, however, my questions were not responded to. I am asking how many complaints does DaimlerChrysler require before a recall is issued? Also, how long after this "quota" is met before I will be contacted by DaimlerChrysler admitting their error and full responsibility of my claim or is this an item I will have to follow-up with on a regular basis? I appreciate your replies, however, if you do not know the answers to these questions I have asked; please forward this message on to your superior. Respectively, [REDACTED]

From: replyform@daimlerchrysler.com  
To: customerassist@daimlerchrysler.com  
Date: Tue Apr 27 22:21:33 EDT 2004  
Subject: Reply to DaimlerChrysler (KMM1146807C0KM)  
Reply Comments:

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Reference # 12221372

Thank you for the complaints you have filed in regards to the corrosion of my 2001 Dodge Ram hood latch and complaint of Great Northern Dodge. While I understand Chrysler can no longer inspect the damage sustained by my truck and thus not take full responsibility of the damage, I do not believe that I should bare the full responsibility of the repairs. It was necessary for me to have my vehicle fixed as I had already waited 4 weeks for a response and needed transportation. The hood latch had been recalled for previous year Rams and from my view point as not been adequately corrected. I have a receipt obtained from a certified Dodge dealership which specifically states "hood latch and safety catch corroded." I am asking for Dodge to fully reimburse my insurance deductible I incurred and the expenditures incurred by my insurance company for the cost of repairing the damage of my Ram on 3/24/04 while driving at 60 mph when the hood of the truck flew open. 

From: [REDACTED]  
To: customerassist@daimlerchrysler.com  
Date: Wed Apr 28 10:03:40 EDT 2004  
Subject: Reply to DaimlerChrysler (KMM1238553C0KM)  
Reply Comments:

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Reference # 12221372:

Diane~ My concern on this matter remains extremely high. At what point does DaimlerChrysler assume responsibility for a faulty part? Does it take a certain number of complaints before a recall is issued? Or does the faulty part have to cause serious injury or death before anything will be done? I was lucky to not have anything serious happen to myself or anyone on the road with me at the time. I am the one who has to pay my insurance deductible and the likelihood of increased premiums due to the corrosion of the hood latch, while DaimlerChrysler, a multi-billion dollar industry, simply puts a complaint in the file and can not even consider reimbursing me for expenses I incurred due their faulty part. How long after the next complaint(s) is (are) filed or the death of a customer occurs will it be before I receive correspondence from DaimlerChrysler stating their apologies and a full reimbursement to myself and my insurance agency?



From: customerassist@daimlerchrysler.com  
To: [REDACTED]  
Date: Wed Apr 28 10:09:26 EDT 2004  
Subject: Re: Reply to DaimlerChrysler (KMM1238553C0KM)  
Dear [REDACTED]

Thank you for your recent email referring to previous communication with DaimlerChrysler.

Your email does not contain any information that would cause a change in the previous decision. Therefore, your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

If at some future date we can be of assistance to you, in some other area, please let us know.

Thank you again for writing.

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REFERENCE NUMBER: 12221372

REPLY LINK:

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Sincerely,

Diane  
Senior Staff Representative  
DaimlerChrysler Customer Assistance Center

Original Message Follows:

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Reply Comments:  
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Reference # 12221372:

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To: customerassist@daimlerchrysler.com  
Date: Wed Apr 28 10:27:54 EDT 2004  
Subject: Reply to DaimlerChrysler (KMM1239042C0KM)  
Reply Comments:

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Ref # 12221372

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From: customerassist@daimlerchrysler.com  
To: [REDACTED]  
Date: Fri Apr 16 11:24:12 EDT 2004  
Subject: Re: DaimlerChrysler Customer Assistance  
Dear [REDACTED]

Thank you for your email to DaimlerChrysler regarding your 2001 Dodge Ram Pickup.

We regret to learn of your dissatisfaction with your vehicle. In order to clarify the situation, please reply with the following information:

- \* Has windshield concern been repaired?
- \* Is there any ongoing concerns?
- \* Which part are you referring to that is not under warranty?

Thank you again for writing.

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Sincerely,

Diane  
Senior Staff Representative  
DaimlerChrysler Customer Assistance Center

Original Message Follows:

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Form Selected:

-----  
Category: Recall Information

Brief Description:

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Lack of claim of responsibility and poor service

Comments:

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I am writing to inform you of my disgust and complete dissatisfaction with Chrysler Dodge. Recently while driving in rush hour, the hood of my Dodge Ram unlatched, smashing my windshield and damaging the roof and hood of my truck. Luckily, my daughter and fiancée were not in the truck and I was able to safely stop without causing harm to myself or anyone else. When I took the truck to the dealership- Great Northern Dodge, I was told they would be speaking to someone at Corporate and would get back to me. I was told that there had been a recall on earlier models for corrosion of the hood latch, but my truck was not on the recall list. I also told them of a noise that had started in the truck after the incident. They told me it was just the wind and they would fix it when they fixed all the other damage. One day later, my transmission went. Through conversations I have had with "lay" people, I was told that Chrysler transmission problems are

very common; yet, the dealership claimed it was just the wind knowing the transmission problem exist with Dodges. I never received the call back in regards to what Chrysler Dodge was going to do to fix the situation. I will NEVER purchase another Dodge vehicle after this experience because of the lack of concern shown by both the Corporation and the dealership. The claim that the part is not under warranty is completely unacceptable, due to the fact that I could have been killed! Yes, that is the truth. I no longer trust Dodge vehicles to keep me or my family safe and will recommend to everyone I come into contact with of this situation and the fact that Dodge does not have their customers' best interest in mind. This letter is being sent to the local news channels since I have gotten no where when trying to deal directly with you in good faith.

Sender Information:

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Title: Mr.  
First Name:  
Middle Initial:  
Last Name:

