

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Tue Jan 11 10:19:49 EST 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

Thank you for emailing DaimlerChrysler regarding the issue you stated you had with your Dodge Ram.

A review of our records indicates that your truck is not involved in any recalls for the hood latch. Because no recalls have been release and because your vehicle is out of warranty, any needed repairs would be at your expense. I suggest you contact your insurance company about possible coverage.

I would also like to bring to your attention two incomplete recalls on your truck. These include recall 8591 to reprogram the PCM OBD catalyst monitor and recall 872 for the trailer hitch reinforcement brackets.
Thank you again for your email.

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: 13003736

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2200369C0KM&

Sincerely,

Kristen
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: Recall Information

Brief Description:

Hood opened while driving

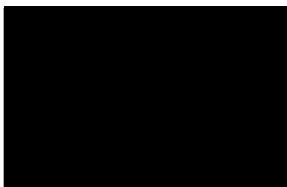
Comments:

I own a 2000 Dodge Ram and the hood opened last week while I was driving. Fortunately, I was able to steer to the side of the road and did not have an accident. There was, however, a considerable amount of damage to the hood and windshield. At the bodyshop I went to for an estimate, I was told there had been a recall on Dodge Ram up to '99 models for this problem. Is this recall being extended to 2000 models? If not, how can I make a claim with Dodge for reimbursement of the expense to repair the damage for this defect?

Thank you,
Glenn O'Connell

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Tue Jan 11 13:40:22 EST 2005
Subject: Re: DaimlerChrysler Customer Assistance (KMM2200369V56789L0KM)

Thank you for your response to my inquiry.

While I am aware there has not been aware a recall for the hood latch on my vehicle, I am also aware that there was a recall for the latch up to the model year 1999 and I do believe it is more than a coincidence that my truck, a model year 2000, has the same defect. Your suggestion to have the vehicle fixed at my own expense is not a sufficient resolution in my opinion. Simply because the vehicle is out of warranty should not mean Chrysler has no responsibility to correct an obvious manufacturer's defect.

While my vehicle was damaged extensively when the hood opened, I was driving 55 mph on a two lane highway and feel very lucky that vehicle damage was the only outcome. I, or any other driver on the road at the time, could have been seriously - even fatally - injured.

I hope we can come to an amicable solution to this matter, however, I am prepared to pursue other legal options if necessary.

Sincerely,
[REDACTED]

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

From: customerassist
Sent: Tuesday, January 11, 2005 9:33 AM
To: [REDACTED]
Subject: Re: DaimlerChrysler Customer Assistance (KMM2200369V56789L0KM)
Dear [REDACTED]

Thank you for emailing DaimlerChrysler regarding the issue you stated you had with your Dodge Ram.

A review of our records indicates that your truck is not involved in any recalls for the hood latch. Because no recalls have been release and because your vehicle is out of warranty, any needed repairs would be at your expense. I suggest you contact your insurance company about possible coverage.

I would also like to bring to your attention two incomplete recalls on your truck. These include recall 8591 to reprogram the PCM OBD catalyst monitor and recall 872 for the trailer hitch reinforcement brackets.

Thank you again for your email.

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Sincerely,

Kristen

Senior Staff Representative

DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: Recall Information

Brief Description:

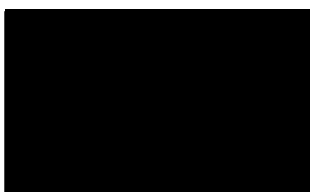
Hood opened while driving
Comments:

I own a 2000 Dodge Ram and the hood opened last week while I was driving.
Fortunately, I was able to steer to the side of the road and did not have an accident. There was, however, a considerable amount of damage to the hood and windshield. At the bodyshop I went to for an estimate, I was told there had been a recall on Dodge Ram up to '99 models for this problem. Is this recall being extended to 2000 models? If not, how can I make a claim with Dodge for reimbursement of the expense to repair the damage for this defect?

Thank you,
Glenn O'Connell

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Tue Jan 11 14:30:15 EST 2005
Subject: Re: Re: DaimlerChrysler Customer Assistance (KMM2200369V56789L0KM)
Jenni,
I received your email.

I regret that you are unhappy with my response and have documented your concerns in our file. However, DaimlerChrysler covers any manufacturer's defects per the terms of the manufacturer's warranty. Because your vehicle is out of warranty with no outstanding recalls for the matter, we will be unable to provide any assistance in the matter.

Thank you.

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:
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2201756C0KM&

Sincerely,

Kristen
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Thank you for your response to my inquiry.
While I am aware there has not been aware a recall for the hood latch on my vehicle, I am also aware that there was a recall for the latch up to the model year 1999 and I do believe it is more than a coincidence that my truck, a model year 2000, has the same defect. Your suggestion to have the vehicle fixed at my own expense is not a sufficient resolution in my opinion. Simply because the vehicle is out of warranty should not mean Chrysler has no responsibility to correct an obvious manufacturer's defect.
While my vehicle was damaged extensively when the hood opened, I was driving 55 mph on a two lane highway and feel very lucky that vehicle damage was the only outcome. I, or any other driver on the road at the time, could have been seriously - even fatally - injured.
I hope we can come to an amicable solution to this matter, however, I am prepared to pursue other legal options if necessary.

Sincerely,
[REDACTED]

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

From: customerassist
Sent: Tuesday, January 11, 2005 9:33 AM
To: [REDACTED]
Subject: Re: DaimlerChrysler Customer Assistance (KMM2200369V56789L0KM)

[REDACTED]

Thank you for emailing DaimlerChrysler regarding the issue you stated you had with your Dodge Ram.

A review of our records indicates that your truck is not involved in any recalls for the hood latch. Because no recalls have been release and because your vehicle is out of warranty, any needed repairs would be at your expense. I suggest you contact your insurance company about possible coverage.

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Sincerely,

Kristen

Senior Staff Representative

DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: Recall Information

Brief Description:

Hood opened while driving

Comments:

I own a 2000 Dodge Ram and the hood opened last week while I was driving.

Fortunately, I was able to steer to the side of the road and did not have

an accident. There was, however, a considerable amount of damage to the hood and windshield. At the bodyshop I went to for an estimate, I was told

there had been a recall on Dodge Ram up to '99 models for this problem.

Is

this recall being extended to 2000 models? If not, how can I make a claim

with Dodge for reimbursement of the expense to repair the damage for this defect?

Thank you,

[REDACTED]

Sender Information:

Title:

First Name:

Middle Initial: [REDACTED]

Last Name:



From: [REDACTED]
To: customerassistre@daimlerchrysler.com
Date: Tue Jan 04 19:58:05 EST 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

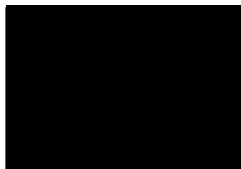
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Thank you,
[REDACTED]

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Tue Jan 25 08:29:01 EST 2005
Subject: Re: Re: DaimlerChrysler Customer Assistance (KMM2201756V71815L0KM)
As I stated,
I am completely dissatisfied with your response. I believe the hood problem, while not yet facing recall, could very well be a larger problem than just our one vehicle. This matter is not settled as far as we are concerned.

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

From: customerassist
Sent: Wednesday, January 12, 2005 11:20 AM
To: [REDACTED]
Subject: Re: Re: DaimlerChrysler Customer Assistance (KMM2201756V71815L0KM)

I received your email.

I regret that you are unhappy with my response and have documented your concerns in our file. However, DaimlerChrysler covers any manufacturer's defects per the terms of the manufacturer's warranty. Because your vehicle is out of warranty with no outstanding recalls for the matter, we will be unable to provide any assistance in the matter.

Thank you.

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REPLY LINK:

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Sincerely,

Kristen

Senior Staff Representative

DaimlerChrysler Customer Assistance Center

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I hope we can come to an amicable solution to this matter, however, I am prepared to pursue other legal options if necessary.

Sincerely,
[REDACTED]

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

From: customerassist

Sent: Tuesday, January 11, 2005 9:33 AM

To: [REDACTED]

Subject: Re: DaimlerChrysler Customer Assistance (KMM2200369V56789L0KM)

Dear [REDACTED]

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Kristen

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Brief Description:

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Is

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with Dodge for reimbursement of the expense to repair the damage for this

defect?

Thank you,

[REDACTED]
Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

