

From: [REDACTED]
To: customerassistre@daimlerchrysler.com
Date: Sat Jan 22 14:52:57 EST 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

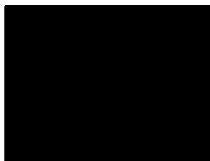
Hood Latch Stuck

Comments:

My hood latch is stuck and I am not able to open it. I was wondering if this part is under warranty or if there might be a recall on the part?

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassistre@daimlerchrysler.com
To: [REDACTED]
Date: Mon Jan 24 18:44:39 EST 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

Thank you for your recent email to DaimlerChrysler Motors Corporation.

Records indicate this vehicle is not involved in any outstanding factory recalls. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. Please contact us with any future changes of address.

You can also access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published. Simply go to one of our brand sites: www.chrysler.com; www.dodge.com or www.jeep.com and click on "For Owners" and then "Recall Notices" and follow the instructions on the pop up recall page. You will need the last eight digits of your Vehicle Identification Number (VIN).

If you are currently experiencing issues with your vehicle I would suggest for you to take vehicle to your local dealership for proper diagnosis and repair.

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: 13085596

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2240656C0KM&

Sincerely,

Jacquelyn
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

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