

From: [REDACTED]
To: customerassistre@daimlerchrysler.com
Date: Mon Jan 24 19:41:31 EST 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

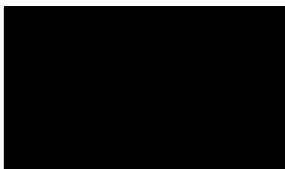
HOOD recall!?

Comments:

wondering about the recall on the 1999 Dodge Ram hoods, but not the 2000, just had our hood fly up onto windshield and mechanic told us that there was a recall for that reason, but when we called dealership and checked on line this was not listed for our vehicle?! Obviously same problem/defect. Please explain what course of action if any we may take,
Christine and
Jeff Parker

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassistre@daimlerchrysler.com
To: [REDACTED]
Date: Tue Jan 25 18:04:41 EST 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

Thank you for your recent email to DaimlerChrysler Motors Corporation.

Our records indicate your vehicle is involved in the factory recall campaigns listed below.

Please contact your local authorized DaimlerChrysler dealer to arrange for these repairs. The recall services are performed free of charge.

Recall Campaign #8591- REPROGRAM PCM OBD CATALYST MONITOR
872- TRAILER HITCH REINFORCEMENT BKTS

***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.

***Our corporate owner information database has been updated to reflect the name/address change in your email. This will allow the post-office to deliver your mail to the correct address. Also, if your vehicle is involved in a future factory recall campaign, you will be notified promptly by mail.

Thank you again for your email.

Sincerely,

Brad
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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: 13092475

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2244670C0KM&

Original Message Follows:

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