



Commerce Insurance

The Commerce Insurance Company
Citation Insurance Company

Members of The Commerce Group, Inc.
11 Gore Road, Webster, Massachusetts 01570 (508) 949-1500
www.commerceinsurance.com

13182635

RECEIVED

FEB 15 REC'D

SPECIAL INVESTIGATIONS

February 10, 2005

Daimler Chrysler Motors
Po Box 21-6004
Auburn Hills, MI 48321-8004

RE: Insured: [REDACTED]
File #: YJ0050 / TRM838
Date of Loss: 1/15/2005
Claimant: [REDACTED]

Responsible Party: Curtis Towne
Reimbursement Due: \$2595.44

Dear Sir or Madam :

We were obligated to pay damages sustained as a result of the loss which took place on the date listed above. Our insured's vehicle was damaged due to a faulty hood latch. This vehicle is a 2000 Dodge Ram, bearing Vehicle Identification Number 1B7HF16Z5YS [REDACTED]

Our investigation reveals that Dodge is responsible for those damages due to the above referenced defect.

Due to the above findings, Commerce Insurance intends to subrogate against Daimler Chrysler for damages paid to our policyholder.

If you have an insurance policy which protects you for this claim, please forward this notice to your carrier.

Once this claim has been settled and our investigation complete, we will then seek reimbursement for the damages we have paid, as well as our insured's deductible amount. We will forward our supports and total claim amount once this matter has been finalized.

Thank you for your prompt attention to this matter.

If you have any questions, please feel free to contact me at 1-800-221-1605 extension 5299.

Sincerely,

THE COMMERCE INSURANCE COMPANY

Constance McNally
Claims Adjuster

CommGro Companies ...COME GROW WITH US

Insured: [REDACTED]
File #: YJ0050-TRM838

February 10, 2005
Page 2

* Please note although our insureds
Vehicle is a 2000 it was manufactured
in 10/99-

Thank you

**Hood: Recalls
Owner Letter**

claim # YJ0050

DAIMLERCHRYSLER

Dear Dodge Ram Pick-Up Truck Owner:

We are writing to inform you of a future safety recall on some 1994 through 1999 model year Ram pick-up trucks. These trucks have been operated for extended periods in geographic areas using large amounts of road salt for ice and snow removal. This safety action relates to a secondary latch that helps secure your vehicle's hood. There is also a primary latch, which is the principal mechanism holding the hood in place. Corrosion of the return spring on the secondary latch may cause the mechanism to bind in the "release position." If the primary latch is not engaged, and if the secondary latch binds, the hood could open unexpectedly.

This recall will include some 1994 and 1995 model year trucks that were involved in a prior safety recall involving the hood latch bracket. We have determined that those vehicles should be further repaired as part of this action.

We expect to send you another notification by the end of this year. At that time, we will ask you to take your vehicle to your dealer for installation of a replacement secondary latch.

During the interim, you can take some simple steps to ensure that your hood is secured. Your truck is equipped with both a primary and a secondary hood latch. If the primary hood latch is engaged, your hood will stay latched despite any corrosion to the secondary hood latch. To ensure the primary hood latch is engaged, open and close your hood strongly, then attempt to pull up on the hood. If the primary hood is engaged, the hood should not lift.

As a further measure, we ask that you lubricate the secondary hood latch in accordance with the instructions on the back of this letter. Lubrication will prevent the secondary hood latch from binding. If you prefer, you may make a service appointment with your dealer and your dealer will lubricate the secondary hood latch free of charge.

With these simple steps - ensuring that the primary latch is engaged and lubricating the secondary latch - your hood will stay secure. We will again notify you by letter when it is time to make an appointment with your dealer to have an improved secondary hood latch installed on your truck without charge.

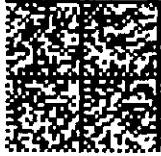
We are sorry for any inconvenience this may cause you. If you have any further questions about this action, please call our Customer Assistance Center at 1-800-853-1403. A representative will assist you.

Customer Services Field Operations
DaimlerChrysler Corporation
973W

The Commerce Insurance Company
a member of The Commerce Group, Inc.
11 Gore Rd., Webster, MA 01570-6802



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February 10, 2005

RECEIVED

MAR 18 REC'D

Daimler Chrysler Motors
Po Box 21-6004
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SPECIAL INVESTIGATIONS

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Date of Loss: 1/15/2005
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**Hood: Recalls
Owner Letter**

claim # YJ0050

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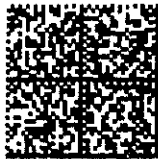
Customer Services Field Operations
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