

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Wed May 18 09:29:17 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

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

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment 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: 13557995

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2751549C0KM&

Sincerely,

Jeff
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

Dash Board

Comments:

My Dash Board is Cracking All around the Air Bag on the passager side of the Dash. Is my Air Bag leaking? And Why is the Dash Board Cracking After only 4 years old. I have a 86 Grand Am and the Dash Board has never Cracked. Also i had to replace the Cup holder after 2 years old. Why???

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: [REDACTED]

To: customerassist@daimlerchrysler.com

Date: Tue May 31 14:16:34 EDT 2005

Subject: Reply to DaimlerChrysler (KMM2751549C0KM)

Reply Comments:

i just went to go get a oil change on my truck and the hood latch fell off. They where unable to get the hood open. Why is the truck falling apart? i am so upset i do not know what to do next.

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Wed Jun 01 15:06:13 EDT 2005
Subject: Re: Reply to DaimlerChrysler (KMM2751549C0KM)
Dear [REDACTED]

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

Again, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Unfortunately, the vehicle in question has exceeded the time and mileage limitations of the manufacturer's warranty. Although a more favorable reply could not be provided, sharing your concern with us is appreciated.

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: 13557995

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2795940C0KM&

Sincerely,

Jeff
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Reply Comments:

According to Vicki Qualls Servers Manager at Moss Motors in Riverside, Ca, Numerous dashboards have been replaced at Moss Motors. And the air i hear is the windshild needs resealed. What is this on a truck only 4 years old. And the part that opens my hood according to the serves manager again oh that happens all the time. What is going on with Dodge's? this truck is falling apart in front of me. Why???????

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Wed Jun 01 11:05:10 EDT 2005
Subject: Reply to DaimlerChrysler (KMM2751549C0KM)
Reply Comments:

According to Vicki Qualls Servers Manager at Moss Motors in Riverside, Ca, Numerous dashboards have been replaced at Moss Motors. And the air i hear is the windshild needs resealed. What is this on a truck only 4 years old. And the part that opens my hood according to the serves manager again oh that happens all the time. What is going on with Dodge's? this truck is falling apart in front of me. Why???????

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Tue May 31 14:25:12 EDT 2005
Subject: Re: Reply to DaimlerChrysler (KMM2751549C0KM)
Dear [REDACTED]

Thank you for your recent email to DaimlerChrysler Motors Corporation.

I regret your dissatisfaction in your DaimlerChrysler product, and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced.

Thank you for sharing your concerns.

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: 13557995

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2792181C0KM&

Sincerely,

Jeff
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Reply Comments:

i just went to go get a oil change on my truck and the hood latch fell off. They where unable to get the hood open. Why is the truck falling apart? i am so upset i do not know what to do next.

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Tue May 17 12:54:49 EDT 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Dash Board

Comments:

My Dash Board is Cracking All around the Air Bag on the passager side of the Dash. Is my Air Bag leaking? And Why is the Dash Board Cracking After only 4 years old. I have a 86 Grand Am and the Dash Board has never Cracked. Also i had to replace the Cup holder after 2 years old. Why???

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

