From: customerassistre@daimlerchrysler.com
To: ███████████████████
Date: Wed Jun 08 14:49:18 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear ████████████

Thank you for your recent email to DaimlerChrysler Motors regarding your 2000
Dodge Ram.

Our records do not indicate that there is nor has there been a recall on the
hood latch on your vehicle.

However there is a recall campaign that has not been performed by an authorized
DaimlerChrysler dealer.

8591   - REPROGRAM PCM OBD CATALYST M EMISSION

Since we can't always confirm that the needed service has been performed, we ask
that you contact your local authorized Dodge dealer to make arrangements for an
inspection and, if necessary, corrective action at no charge to you.

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: 13642818
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2819168C
0KM&

Sincerely,

Susan
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

          Form Selected:

               Category: Recall Information
       Brief Description:
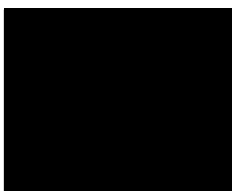   ------------------
hood blew open at 60 miles per hour. Is there a recall for the hood latch
               Comments:

Has ther been problems with the hood poping open or recall to fix hood
latches

       Sender Information:

```
          Title:
     First Name:
 Middle Initial:
     Last Name:
```

From: ████████████████████████

To: customerassistre@daimlerchrysler.com
Date: Tue Jun 07 21:46:58 EDT 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

                 Category: Recall Information
         Brief Description:
         ----
hood blew open at 60 miles per hour. Is there a recall for the hood latch
                 Comments:

Has ther been problems with the hood poping open or recall to fix hood
latches

         Sender Information:

                    Title: ██████████
              First Name: ██████████
          Middle Initial: ██████████
               Last Name: ██████████