

From: [REDACTED]
To: customerassistre@daimlerchrysler.com
Date: Wed Jun 29 08:20:36 EDT 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

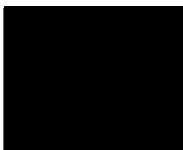
have taken truck back 3or4 times since November for noise in front end and they would just quite the noise down for a short time now we know what the noise is and they won't fix it and engine light is always on since november

Comments:

On 6/28/05 well leaveing Morrisville Motors I went about 5 miles down the road and my hood flew up.It made me so i could not see and I went off the shoulder of the road.

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Thu Jun 30 11:00:52 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

Your email concerning the accident you had was received and reviewed by the DaimlerChrysler Customer Assistance Center.

We were sorry to learn of the hood flying up, and understand your being upset over it. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the accident.

These types of issues are handled on a personal basis, over the telephone. Please indicate a telephone number where one of our Agents can contact you to discuss the matter.

The Agent will be gathering some critical information concerning the incident, and your vehicle, for further investigation. Some of this information will be: the date of the accident; the place; information about an accident report; where the vehicle is currently; the vehicle identification number of your vehicle; and other pertinent information.

Our Agent will then advise you concerning further actions.

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: 13728885

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2897001C0KM&

Sincerely,

Beth
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

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Sender Information:

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