

From: [REDACTED]
To: customerassistre@daimlerchrysler.com
Date: Mon Jan 09 09:48:27 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

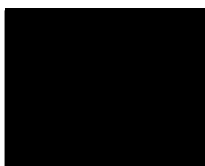
Hoodlatch opening releasing while driving on interstate causing hood to fly open
smashing against windshield.

Comments:

I would like to have someone look into why this hood latch failed. I am
aware that this has been a recalled item in the year of 1999. I am looking
to have this vehicle fixed and would like an immediate response. Thank You

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassistre@daimlerchrysler.com
To: [REDACTED]
Date: Wed Jan 11 14:07:03 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

Thank you for your email to DaimlerChrysler Motors Corporation concerning the hood latch on your vehicle.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thank you again for contacting DaimlerChrysler.

Sincerely,

Cynthia
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: 14467499

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3503176C0KM&

Original Message Follows:

Form Selected:

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