

From: [REDACTED]  
To: customerassistre@daimlerchrysler.com  
Date: Sat May 27 06:21:50 EDT 2006  
Subject: DaimlerChrysler Customer Assistance  
Form Selected:

-----  
Category: Recall Information  
Brief Description:  
-----

Contacting Dodge for a few answers to my questions.  
Comments:  
-----

I was wondering if the one recall that is for my 2001 Dodge Ram could make the hood fly up while driving. I know that I had it latched properly but some how the whole hood flew up while I was driving. I didn't do any damage to the windshield luckily but the hood got mangled up towards the windshield. It is bent, the paint was completely stripped off of it, and is now rusting. I just wanted to see if maybe you have some info relating to this for a recall I didn't come across or maybe I am not the only one who has experienced this. If you can't find anything I have full coverage on it and hope that will cover it. Please respond to my email whenever you get a chance so I know where to go one from here. Thanks!

Sincerely,  
[REDACTED]

Sender Information:  
-----

Title:  
First Name:  
Middle Initial:  
Last Name:

[REDACTED]

From: customerassistre@daimlerchrysler.com  
To: [REDACTED]  
Date: Tue May 30 12:17:53 EDT 2006  
Subject: Re: DaimlerChrysler Customer Assistance  
Dear [REDACTED]

Thank you for contacting DaimlerChrysler Customer Assistance about the recall on your 2001 Dodge Ram. Our records indicate that the following recall campaign have not been performed by an authorized DaimlerChrysler dealer.

Recall Campaign # B04 POWER DISTRIBUTION CENTER CABLE CONNECTIONS

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.

Please take a copy of this message with you at the time of service.

Also, we would like to verify that you are the current owner of this vehicle. We have noticed that the name and address provided in your email are different from the name and address in our customer database. It is important to keep this database current so that we can keep you up-to-date on recalls, customer satisfaction notifications, and other important information. Please reply to the link below letting us know that you are verifying ownership and would or would not like the information to be updated in our system. Please include your date of purchase.

Thank you again for your email.

Sincerely,

Pat  
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: 14983047

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM3850995I23430L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3850995I23430L0KM&)

Original Message Follows:

-----  
Recall Information - Dodge Brand Site

Brief Description:

Contacting Dodge for a few answers to my questions.

Comments:

I was wondering if the one recall that is for my 2001 Dodge Ram could make the hood fly up while driving. I know that I had it latched properly but some how the whole hood flew up while I was driving. I didn't do any damage to the windshield luckily but the hood got mangled up towards the windshield. It is bent, the paint was completely stripped off of it, and is now rusting. I just wanted to see if maybe you have some info relating to this for a recall I didn't come across or maybe I am not the only one who has experienced this. If you can't find anything I have full coverage on it and hope that will cover it. Please respond to my email whenever you get a chance so I know where to go one from here. Thanks!

Sincerely, [REDACTED]

VIN:

1S656432

Mileage:

45400

Servicing Dealer:

Don Woods of Athens, Ohio

Title:

Miss

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Glouster

State:

OH

Zip:

Email:

Home Phone:

From: [REDACTED]  
To: customerassist@daimlerchrysler.com  
Date: Sat Jun 03 04:45:47 EDT 2006  
Subject: Reply to DaimlerChrysler (KMM3850995I23430L0KM)  
Reply Comments:

-----  
This [REDACTED] I had e-mailed Dodge about the recalls on the Dodge Ram 1500. It is a 2001. I am the primary owner even though the registration isn't in my name. The name that it is in doesn't pay a single cent for the vehicle. I have consulted a lawyer and he said that there should be no problem with certain things like this because if the person wanted to take the vehicle from me I could win in court because I have the proper paperwork stating that I pay every dime on the vehicle. It would be no problem for me to get the owner to take the truck in for repairs for the recall but I feel if there are certain recalls and other things that pertain to the vehicle I should be the one informed. If this is going to be a problem please let me know and I will provide his information for you. I am hoping that this won't be a problem though. Thanks!

Sincerely,  
[REDACTED]

From: [REDACTED]  
To: customerassist@daimlerchrysler.com  
Date: Sat Jun 03 04:45:45 EDT 2006  
Subject: Reply to DaimlerChrysler (KMM3850995I23430L0KM)  
Reply Comments:

-----  
This [REDACTED] I had e-mailed Dodge about the recalls on the Dodge Ram 1500. It is a 2001. I am the primary owner even though the registration isn't in my name. The name that it is in doesn't pay a single cent for the vehicle. I have consulted a lawyer and he said that there should be no problem with certain things like this because if the person wanted to take the vehicle from me I could win in court because I have the proper paperwork stating that I pay every dime on the vehicle. It would be no problem for me to get the owner to take the truck in for repairs for the recall but I feel if there are certain recalls and other things that pertain to the vehicle I should be the one informed. If this is going to be a problem please let me know and I will provide his information for you. I am hoping that this won't be a problem though. Thanks!

Sincerely,  
[REDACTED]

From: [REDACTED]  
To: customerassist@daimlerchrysler.com  
Date: Sat Jun 03 04:50:27 EDT 2006  
Subject: Reply to DaimlerChrysler (KMM3850995I23430L0KM)  
Reply Comments:

-----  
This is me again, [REDACTED] Could this problem be because when the truck was purchased the new ownership wasn't reported to you at DaimlerChrysler. That reminds me that I do have a green postcard in the glove compartment that is for reporting new ownership so the new owners can receive the updates on info pertaining to their vehicle. Also when I take the Ram in to get the recall fix does the owner of the vehicle, the name on the registration, have to take it in or can I? Or is this a dealership question? Just let me know at the address the recall email request was sent to. Thanks again!

[REDACTED]

From: customerassist@daimlerchrysler.com  
To: [REDACTED]  
Date: Mon Jun 05 11:39:10 EDT 2006  
Subject: Re: Reply to DaimlerChrysler (KMM3850995I23430L0KM)  
Dear [REDACTED]

Thank you for your reply to DaimlerChrysler Customer Assistance regarding your ownership of the 2001 Dodge Ram.

If you will please send in the change of ownership form we will be glad to get our records updated.

As for the recall, the dealer will give you the information you need to get it done.

Thank you again for your email.

Sincerely,

Pat  
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: 14983047

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM3864450I23430L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3864450I23430L0KM&)

Original Message Follows:

Comments:

This is me again, [REDACTED] Could this problem be because when the truck was purchased the new ownership wasn't reported to you at DaimlerChrysler. That reminds me that I do have a green postcard in the glove compartment that is for reporting new ownership so the new owners can receive the updates on info pertaining to their vehicle. Also when I take the Ram in to get the recall fix does the owner of the vehicle, the name on the registration, have to take it in or can I? Or is this a dealership question? Just let me know at the address the recall email request was sent to. Thanks again! [REDACTED]