

From: [REDACTED]  
To: customerassistre@daimlerchrysler.com  
Date: Wed Jun 21 10:39:54 EDT 2006  
Subject: DaimlerChrysler Customer Assistance  
Form Selected:

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Category: Recall Information  
Brief Description:  
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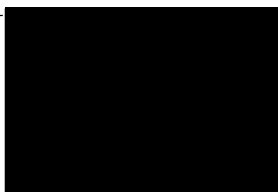
The secondary hood latch on my 2001 Dodge Ram 1500 failed while driving down the highway. The only damage was to the hood and the good looks of my beloved truck. I hear there is a recall fixing this problem. My VIN isn't creating any hits though. HELP!

Comments:  
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Even if the scope recall doesn't yet recognize my vehicles VIN, will you help me? The fact of the matter is the recall was initiated for secondary latch failure and that's exactly what happened to me. Please help a die hard Dodge customer. Also It's hard to tell on my vin Tag if the 1's are 1's or I's. Maybe this is why I didn't get any hits on your site?

Sender Information:  
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Title:  
First Name:  
Middle Initial:  
Last Name:



From: customerassistre@daimlerchrysler.com  
To: [REDACTED]  
Date: Thu Jun 22 13:34:55 EDT 2006  
Subject: Re: DaimlerChrysler Customer Assistance  
Dear [REDACTED]

Thank you for your recent email to DaimlerChrysler Motors regarding your 2001 Dodge Ram 1500 with the hood latch concern.

Our records indicate this vehicle is not involved in any outstanding factory recalls or any recall for the hood latch. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. If there is a recall in the future for the hood latch, Chrysler would review for refund any receipt(s) if the same part failed.

Your concern with the hood latch will be documented for any future reference. Based on the time and mileage of the vehicle, the 3 years or 36,000 mile warranty has expired. We apologize we can not offer any assistance with the repair cost, but would refer you to the nearest Dodge dealer service manager as retail service for this repair.

You may also want to refer to your insurance company regarding possible insurance claim.

Please contact us with any future changes of address.

You can also access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published. Simply go to one of our brand sites: [www.chrysler.com](http://www.chrysler.com); [www.dodge.com](http://www.dodge.com) or [www.jeep.com](http://www.jeep.com) and click on "For Owners" and then "Recall Notices" and follow the instructions on the pop up recall page. You will need the last eight digits of your Vehicle Identification Number (VIN).

In addition, the nearest dealer can be located at the [dodge.com](http://dodge.com) website.

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: 15071018

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM3906341I23430L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3906341I23430L0KM&)

Sincerely,

Don  
Senior Staff Representative  
DaimlerChrysler Customer Assistance Center

Original Message Follows:  
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## Recall Information - Dodge Brand Site

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VIN:

1J [REDACTED]

Mileage:

70000

Servicing Dealer:

New to area

Title:

Mr.

First Name:

Middle Initial:

S

Last Name:

Address 1:

Address 2:

City:

Jonesport

State:

ME

Zip:

Email:

Work Phone: