

From: [REDACTED]
To: customerassistre@daimlerchrysler.com
Date: Sat Aug 12 15:49:10 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Hood Latch recall/malfuction

Comments:

The hood latch on this truck malfunctioned causing the hood to completely open, crack the windshield, disable the windshield wipers and narrowly avoid a wreck. A recall on the latches had been done for earlier models, but not this one, but it is the same latch. This truck had been driven over 50 miles before the hood latch released for some reason. Has there been a recall on this hood, and what is the method for getting the damage repaired?

Sender Information:

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

From: customerassistre@daimlerchrysler.com
To: [REDACTED]
Date: Sat Aug 19 10:08:22 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center regarding a hood latch issue with your 2001 Dodge Ram.

Records indicate this vehicle is not involved in any outstanding factory recalls. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. 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 www.dodge.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).

Thank you again for your email.

Sincerely,

Ahmad
Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15288003
EMAIL CASE NUMBER: 1478010
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4136912I25261L0K
M&

Original Message Follows:

Recall Information - Dodge Brand Site

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VIN:

1G [REDACTED]

Mileage:

92571

Servicing Dealer:

Durham Chevrolet, Kilgore, TX

Title:

Mr.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Longview,

State:

TX

Zip:

Email:

Work Phone: