

STATE OF MICHIGAN  
DEPARTMENT OF ATTORNEY GENERAL



MIKE COX  
ATTORNEY GENERAL

October 23, 2006

15490018  
P.O. BOX 30213  
LANSING, MICHIGAN 48909

Refer to AG No.: 200615663  
Web No.: cp26or390d

DAIMLER CHRYSLER CUSTOMER ASSISTANCE CENTER  
PO BOX 21-8004  
3851 HAMLIN RD  
AUBURN HILLS MI 48321

**RECEIVED**

OCT 26 REC'D

**SPECIAL INVESTIGATIONS**

Dear Sir/Madam:

Re: [REDACTED]

Enclosed is a copy of the consumer complaint recently filed with this office by the above. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to [cp\\_email@michigan.gov](mailto:cp_email@michigan.gov) putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we do take will be based in part on our experience, information and knowledge of and about the person complained against. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 calendar days, we will be recontacting you regarding this matter.

Sincerely yours,

MIKE COX  
ATTORNEY GENERAL

Consumer Protection Division  
(517) 373-1140  
(517) 241-3771 - Fax

Enc.  
1048

**CP INTERNET WEB COMPLAINT**

Date Received: 10/16/2006

CP No. 200615663

Internet ID No. cp26or390d

Present Status: Open

**Consumer Information**

Name [REDACTED]  
Address [REDACTED]  
City, State, Zip HAZLET NJ [REDACTED]  
County OUT-OF-STATE  
Home Phone No. [REDACTED] Work Phone No. [REDACTED]

**Primary Company Complained Against**

Name DAIMLER CHRYSLER CORPORATION  
Address POST OFFICE BOX 21  
City, State, Zip AUBURN HILLS MI 48321  
County OAKLAND  
Company Ph No. 248-944-7173 Company Fax No. [REDACTED]  
Company Email [REDACTED]  
Company Website [REDACTED]

**Secondary Company Complained Against**

Name MIKE BROZOWSKI C/O DAIMLER CHRYSLER CORPORATION  
Address POST OFFICE BOX 21  
City, State, Zip AUBURN HILLS MI 48321  
Company Ph No. 248-944-71723 Company Fax No. [REDACTED]  
Company Email [REDACTED]

**Complaint Information**

Did you sign a contract? n Y = Yes N = No  
Where did you sign this contract? [REDACTED]  
Is there a court action pending? n Y = Yes N = No

**Motor Vehicle Warranty Complaint Information**

Vehicle Make, Model and Year: DODGE, RAM 1500 XTL PICK UP  
VIN No.: 1b7hf13z2y [REDACTED]

**Is there additional documentation being forwarded?**

How? [REDACTED]

IN \_\_\_\_\_

## Complaint Detail Information

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On May 8, 2006 will my husband was driving to work the hood on his truck just flew open, the hood was totaled and need to be replaced between buying the hood and haveing it replaced the total was about \$650.00 we just thought it was a freak thing, i called Chrysler to see if there were any recalls for hood latches and they told me that Dodge Rams 1500 did have a recall for the year 1999, but not 2000 they said they could do nothing for me. My husband was still scared to drive the truck in case it happened again, so just for some extra protection he fastened two bungee cord to the hood.

Well it happened again this time on Sept 5, 2006 the hood flew open even with the new hood and two bungee cords for extra protection, this time not only is the hood total but my wind shield it broking and the dash board crack for the force of the hood flying open.

I called Chrysler and spokw with a women Gina and explain to here the whole situation and advised me to speak with a Mike Brozowski regarding the issue. Mike advised me to take the truck to the nearst Dodge Dealer and have them give me an estimate for damages he said that i would need to pay for the damaged and they will reimburse me.

i called and advised Mike how much the damages were and he said he needed to contact the Dealer (Werener Dodge in Belford NJ ) and he would get back to me. i waited about 1 1/2 weeks and he did not return any of my phone calls so i called the Dealer to see if they heard from Mike, John at Werner Dodge advised me that Mike with Chrysler told him they would not be paying any damage, because they found the hood latch not to be faulty.

this was a false statment by both the dealer and Mike with Chrysler, when i was at the dealer i had to open the hood and remove the bungee cords for them look at the hood.

i need to have this matter taken care of, this truck is a hazard not only to my self but other people on the road. i will not even put my children in this truck.

if you have any questions you may call me at 201-388-6596.

Sincerely,

[REDACTED]

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海島志



**PINEY BOWLES**

[illegible]

October 27, 2006

Mr. Mike Cox  
Office of the Attorney General  
State of Michigan  
P.O. Box 30213  
Lansing, MI 48909

RE: Your Constituent: [REDACTED]  
Your File No.: 200615663  
Our File No.: 15490018  
Web #: CP26OR390D  
V.I.N.: 1B7HF13Z2Y [REDACTED]

Dear Mr. Cox:

This is regarding your letter of October 23, 2006.

After reviewing [REDACTED] complaint, we must advise you that we are unable to determine any factory responsibility with regard to this incident.

In order for us to become involved in an incident such as this, we would have to find that there was a defect in the vehicle, the defect warranty would have to be in effect, and/or there would need to be a recall. After reviewing our files, we find that the warranty has expired and there are no recalls. Furthermore, when this was investigated previously on more than one occasion, it was determined that there was no problem found with the latches on this truck.

In view of the above, we must concur with the decisions previously rendered as we consider this to be an insurance matter.

Thank you for contacting DaimlerChrysler Motors Corporation and allowing us the opportunity to review this file and advise you with regard to our position.

Sincerely,

Roger  
Special Investigations  
(248) 944-7056

RAB/kat