

From: [REDACTED]  
To: customerassistre@daimlerchrysler.com  
Date: Wed Dec 20 21:18:08 EST 2006  
Subject: DaimlerChrysler Customer Assistance  
Form Selected:

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Category: Recall Information  
Brief Description:  
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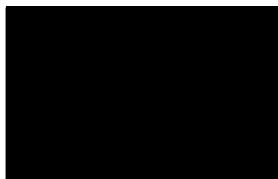
Is there a problem with the hood latches on my vehicle? Twice now my hood has  
flew up while driving and has caused signifigant damage to the vehicle,

Comments:  
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Twice now, while driving the hood of my vehicle has became unlatched Causing  
it to fly back and cause considerable damage, it happened again today while  
driving 60 mph I was not injured, but could have been seriously injured or  
killed. Please let me know as soon as possible, my vehicle will be in the  
shop for repairs this week.

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



From: customerassistre@daimlerchrysler.com  
To: [REDACTED]  
Date: Thu Dec 21 16:42:27 EST 2006  
Subject: Re: DaimlerChrysler Customer Assistance  
Dear [REDACTED]

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the issue of the hood on your 2001 Dodge Ram 1500 pickup truck.

Your message concerning a problem with your Dodge Ram 1500, was received and reviewed by the Chrysler Group Customer Assistance Center.

We regret the malfunction and the expenses you have incurred, and suggest that you give your local Dodge dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with DaimlerChrysler vehicles.

Furthermore, your dealer is empowered by DaimlerChrysler to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Chrysler Group Customer Assistance Center at 800-992-1997 for additional discussion.

Thanks again for your email.

Sincerely,

William  
Senior Staff Representative  
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 15796019

EMAIL CASE NUMBER: 1625486

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM4531169I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4531169I25261L0KM&)

Original Message Follows:

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Recall Information - Dodge Brand Site

Brief Description:

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Comments:

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VIN:

1G236818

Mileage:

130000

Servicing Dealer:

herrnstein's

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Chillicothe

State:

OH

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]