

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Thu Apr 05 12:31:46 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Group Customer Assistance Center.

Your email was received by the DaimlerChrysler Customer Assistance Center that addresses issues with vehicles currently in the United States. Naturally, we are sorry to learn of this incident, and the costly damage that occurred to your truck.

Hood latches, door hinges, and other operating mechanisms should be inspected, cleaned, and lubricated on a regular basis to maintain ease of operation, and to provide protection against rust and wear. According to your Owner's Manual, the hood latch release mechanism and safety catch should be lubricated with Multi-purpose Grease NLGI Grade 2 whenever normal underhood services (oil changes) are performed.

Please be advised, there are no current recalls on your vehicle relating to this incident. However, there is an open recall for the following:

B04-POWER DISTRIBUTION CENTER CABLE CONNECTIONS

We suggest you contact a local authorized dealer to arrange for this service.

If you require further assistance, we recommend that you contact our office responsible for your area by calling 32-2-717-3302 or contact them at talkto@daimlerchrysler.com. That Center is staffed with trained professionals, ready to address your concerns.

Thanks again for your email.

Sincerely,

Jay S.
Senior Staff Representative
Chrysler Group Customer Assistance Center

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

REFERENCE NUMBER: 16097462

EMAIL CASE NUMBER: 1701478

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4768252I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Failure of hoodlock Dodge RAM 1500

Comments:

Good morning, We are owner of a Dodge RAM 1500 build in 2001. Last week the

hood lock failed while driving and the hood suddenly opened. The hood and the windscreen are broken. Fortunately, no following accident happened. Job-related, I know, that hood locks normally are designed to be ok during the complete lifecycle of the car and the second hook has to insure, that the opening while driving could not happen. Please give us a statement about the occurrence and your following action. I had some problems, to fill out the question about us in the layout, so here our correct contact information: [REDACTED]

[REDACTED] (0)4244 - 362417 49- (0)179 - 7873665 Best regards
[REDACTED] (Dipl.-Ing. virtual functional layout, development of complete vehicle)

VIN:

1J248719

Mileage:

100000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Harpstedt

State:

AK

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Tue Apr 03 06:13:54 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Failure of hoodlock Dodge RAM 1500

Comments:

Good morning,
We are owner of a Dodge RAM 1500 build in 2001. Last week the hood lock failed while driving and the hood suddenly opened. The hood and the windscreen are broken. Fortunately, no following accident happened. Job-related, I know, that hood locks normally are designed to be ok during the complete lifecycle of the car and the second hook has to insure, that the opening while driving could not happen.=20
Please give us a statement about the occurence and your following action.

I had some problems, to fill out the question about us in the layout, so here our correct contact information:

[REDACTED]
29
27243 Harpstedt - Germany
49- (0)4244 - 362417
49- (0)179 -
7873665

Best regards

[REDACTED] Dipl.-Ing. virtual functional layout, development of complete vehicle)

Sender Information:

Title: =20
First Name: [REDACTED]
Middle Initial: =20
Last Name: [REDACTED]