

From: [REDACTED]  
To: customerassistre@daimlerchrysler.com  
Date: Mon Apr 09 21:04:09 EDT 2007  
Subject: DaimlerChrysler Customer Assistance  
Form Selected:

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Category: Recall Information  
Brief Description:

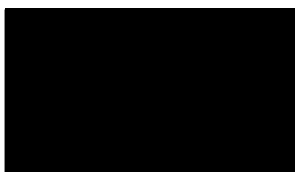
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hood latch malfunction on dodge ram while on the highway

Comments:

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I had the hood latch break on my dodge ram while traveling on the highway and the hood flew up into my view of driving. I had it fixed at the Schoner Chevy body work and had to pay \$80.00 on top of my deductible for the latch. Is there a way to get this reimbursed to me due to the fact that the earlier rams of this body style had this recall.

Sender Information:

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Title:  
First Name:  
Middle Initial:  
Last Name:



From: customerassistre@daimlerchrysler.com  
To: [REDACTED]  
Date: Wed Apr 11 14:08:50 EDT 2007  
Subject: Re: DaimlerChrysler Customer Assistance  
Dear [REDACTED]

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2001 Dodge Ram 1500.

Letters are the most efficient way to submit requests for reimbursement consideration on service repair costs or service performed on items that have been recalled.

Your letter should include the following items (where applicable) in order for us to resolve your issue as soon as possible:

Your name  
Your address  
Vehicle owner name (if different)  
Vehicle owner address (if different)  
Day and evening phone numbers (we call you to confirm receipt of your information)  
Vehicle Identification Number (VIN)  
Name of dealership where vehicle was purchased  
Date of purchase  
Description of the problem  
The vehicle mileage at the time the problem began  
The action you're requesting

NOTE: We need original receipts from the company that provided the service, and proof of payment, in order to reimburse. If you do not have the original, contact the service provider for a duplicate. Copies are usually not acceptable.

Please provide the above information in document form, attach the receipts and send it to:

DaimlerChrysler Customer Assistance Center  
P.O. Box 4639  
Oak Ridge, TN 37831

After we read your letter, we will try to contact you by phone to provide you with a prompt response.

Thanks again for your email.

Sincerely,

Annelle  
Senior Staff Representative  
Chrysler Group Customer Assistance Center

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

REFERENCE NUMBER: 16136934  
EMAIL CASE NUMBER: 1706007

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM4780450I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4780450I25261L0KM&)

Original Message Follows:

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Recall Information - Dodge Brand Site

Brief Description:

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VIN:

1S [REDACTED]

Mileage:

73000

Servicing Dealer:

wally armour dodge

Title:

Mr.

First Name:

Middle Initial:

j

Last Name:

Address 1:

Address 2:

City:

alliance

State:

OH

Zip:

Email:

Home Phone: