

May 17, 2007

[REDACTED]
[REDACTED]
Holland, MI [REDACTED]

Reference No.: 16290842

VIN: 1B7HC16X31S [REDACTED]

Dear [REDACTED]

This is in regard to a contact that was referred to us regarding the hood flying up on your 2001 Dodge Ram pickup.

Please be advised that this vehicle has no warranty or recall that would cover any problem, of any kind, on your vehicle.

You should be aware that each vehicle comes equipped with two latches. The primary latch is the one that you pull a lever inside the vehicle to release. Then, you must go to the front of the vehicle and pull a second lever to remove the safety catch. In order for a hood to fly up, both of these latches would have to be unsecured. The fact is, had the primary latch been shut, it would have been impossible for the hood to fly up on your vehicle. Your vehicle does not have a secondary hood latch safety recall; therefore, we would be unwilling to become involved in this matter.

Our only suggestion would be to handle this with your insurance carrier.

Thank you for contacting DaimlerChrysler Motors Corporation.

Sincerely,

Roger
Special Investigations
(248) 944-7056

RAB/kat