

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Wed May 16 09:29:30 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

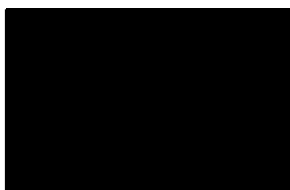
Category: US Customer Service
Brief Description:

While driving down the road, the hood of my 2000 Dodge Ram Truck flew open.
Comments:

We would like to know if there is any kind of recall on the latch (or anything that may have caused this to happen). My husband and I have driven your vehicles for years and look forward to your response.

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Thu May 17 08:57:22 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center regarding a hood issue with your 2000 Dodge Ram.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thank you again for your email.

Sincerely,

Ahmad
Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16307504
EMAIL CASE NUMBER: 1730157
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4853791I25261L0K
M&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

While driving down the road, the hood of my 2000 Dodge Ram Truck flew open.

Comments:

We would like to know if there is any kind of recall on the latch (or anything that may have caused this to happen). My husband and I have driven your vehicles for years and look forward to your response.

VIN:

YJ [REDACTED]

Mileage:

130000

Servicing Dealer:

Title: [REDACTED]

Mrs.

First Name:

[REDACTED]

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Levering

State:

MI

Zip:

Email:

Work Phone: