

From: customerassist@chrysler.com
To: [REDACTED]
Date: Sat Oct 06 13:39:25 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED],

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

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

Sincerely,

Holly

Senior Staff Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 16811282

EMAIL CASE NUMBER: 1844732

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5190369I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

MAFUNCTIONING HOOD LATCH

Comments:

I WAS DRIVING DOWN THE HIGHWAY AND THE HOOD FLEW UP FOR NO REASON. AND KNOW THE HOOD IS ALL BENT UP AND THE HINGES. I WAS TALKING TO SEVERAL PEOPLE WITH THE SAME PROBLEM. CAN YOU HELP ME WITH THIS PROBLEM. THANK YOU MRS. TINA WHITNEY

VIN:

YS6 [REDACTED]

Mileage:

90000

Servicing Dealer:

Title:

Mrs.

First Name:

Middle Initial:

Last

Address 1:

Address 2:

City:

COMMERCE

State:

MI

Zip:

Email:

Home Phone:

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Oct 05 19:44:51 EDT 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

MALFUNCTIONING HOOD LATCH

Comments:

I WAS DRIVING DOWN THE HIGHWAY AND THE HOOD FLEW UP FOR NO REASON. AND KNOW
THE HOOD IS ALL BENT UP AND THE HINGES. I WAS TALKING TO SEVERAL PEOPLE
WITH THE SAME PROBLEM. CAN YOU HELP ME WITH THIS PROBLEM.
THANK YOU
MRS.
TINA WHITNEY

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

[REDACTED]