

From: [REDACTED]  
To: customerassistre@chrysler.com  
Date: Mon Feb 11 13:04:35 EST 2008  
Subject: Chrysler LLC Customer Assistance  
Form Selected:

-----  
Category: Recall Information  
Brief Description:  
-----

Ref # 17210556 Safety concern hood latch and safety latch failure  
Comments:  
-----

I'm driving down the freeway at 45 MPH in a snow storm Pullig a snowmobile trailer and I see my hood on my 2000 Dodge Ram 2500, jump a little. I give it a cockeyed look and then 2 seconds later hood flies up and blocks my vision. The hood was bent back flat on the wind sheld, I couldn't see anythink forward. When I get the truck stopped on the side of the road, I try and close the hood and the hood hinges are bent all to hell, It won't close.

Sender Information:  
-----

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

From: customerassistre@chrysler.com  
To: [REDACTED]  
Date: Thu Feb 14 12:08:34 EST 2008  
Subject: Re: Chrysler LLC Customer Assistance  
Dear Brian:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2000 Dodge Ram.

We were sorry to learn of the incident and understand your being upset over it. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the damage to your Ram.

These types of issues are handled on a personal basis, over the telephone. Please indicate a telephone number where one of our Case Managers can contact you to discuss the matter.

The Case Manager will be gathering some critical information concerning the incident, and your vehicle, for further investigation. Some of this information will be: the date of the incident; the place; information about an accident report; where the vehicle is currently located; and other pertinent information.

Our Case Manager will then advise you concerning further actions.

Thanks again for your email.

Sincerely,

Chris  
Customer Service Representative  
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17210826

EMAIL CASE NUMBER: 1943510

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM5506690I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5506690I25261L0KM&)