

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Feb 20 06:15:52 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

should be recall on hood latch

Comments:

we have bought 3 used and 1 new dodge pickups since the early 90's
and have
been happy. but this last one [the new one we bought] back 2 yrs or so
ago the hood popped up while going down the road. we put it through our
insurance even though i thought you should be responsible for it. well
guess what, it happened again this morning when my wife was going to work.
i understand there was a recall on the 1997's and i think you should have
had it on the 2000's also.
everybody we know and even those we dont know,
knows we are a big dodge
family. if i dont get any satisfaction on this
it will be the last chrysler product i will ever buy and let everybody know
how dodge
wouldnt take care of a [should be a recall] on the truck.
i
am very serious about this matter and i do expect a good response to this
complaint!!!!!!!!!!!!
stephen fortin

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Feb 22 13:07:43 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Stephen:

Thank you for contacting the Chrysler Customer Assistance Center.

A review of our records indicates that your vehicle does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail.

You can also access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published. Simply go to one of our brand sites: www.Chrysler.com; www.Dodge.com or www.Jeep.com and click on "For Owners" at the top of the home page and then enter the last eight digits of your Vehicle Identification Number (VIN).

Thank you.