

From: customerassist@daimlerchrysler.com
To: s [REDACTED]
Date: Thu Mar 11 12:36:38 EST 2004
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

Thank you for your recent email to DaimlerChrysler Motors regarding your 2002 Dodge Ram 1500.

Unfortunately, we are unable to diagnose the situation you have outlined in your email. There are too many variables involved and a detailed inspection of your vehicle will be required for proper diagnosis. We recommend that you contact your authorized DaimlerChrysler dealership for an appointment for proper diagnosis and repair.

DaimlerChrysler dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. We are confident that this concern is not beyond their capabilities. Should your dealer require factory assistance, it is available through our zone office.

Seek out the DaimlerChrysler dealerships that are known for excellence in customer service - our Five Star dealers. Visit <http://www.fivestar.com>, or call 1-800-677-5STAR.

If a Five Star Dealer is not convenient, you can find a dealership locator in the "Find/Locate a Dealer" area in the Chrysler (<http://www.chrysler.com>), Jeep® (<http://www.jeep.com>) or Dodge (<http://www.dodge.com>) web sites.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

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

REFERENCE NUMBER: 12132792

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM953278C0KM&

Sincerely,

Stacie Perry
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:

Two problems-1-turn signals are not functioning properly-when trying to turn left, right turn signal comes on, and other functions on the turn signal lever get hairy!-2-right door lock, electric window, etc. not functioning from right side.

Comments:

Not sure what is happening. The 1st problem is a hit & miss-does not happen
all the time. The second problem is continuous.

thanks for the help

Sender Information:

Title: Mr.
First Name:
Middle Initial:
Last Name:

