

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Fri Oct 01 10:58:22 EDT 2004
Subject: Re: DaimlerChrysler Customer Assistance
Dear Jonathan,

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

I regret the dissatisfaction you have experienced in attempting to resolve your vehicle's turn signal concern and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are used in product development and quality analysis.

To review your concerns, I spoke with April, Service Advisor at Dodge Country who advised that on the last repair visit no problem was found or duplicated.

Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

We regret your dissatisfaction and trust you will understand our position.

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: 12679620

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM1941430C0KM&

Sincerely,

Angela
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

My Dodge truck has turned out to be a worthless lemon and the Dealer will not stand behind the warranty and make the proper repairs!!!!

Comments:

I am having a very bad experience with my 02 Dodge QuadCab 2WD truck. First at less than 3000 miles the wiring harness caught fire and cause extensive damage. That was investigated by a third party rep for Dodge and was determined to be due to faulty wiring. Second, the turnsignal indicators stopped working and that was repaired through warranty. The third was the dash lights quit and was repaired under warranty. Now, I am deployed to Iraq and the turn signals are acting up again and my wife took the truck back to Dodge Country only to be told that there was nothing wrong and they tried to charge her \$32.50 for labor. This truck has an extensive history of electrical problems and I want it fixed. If I do not get satisfactory resolution, I have full intentions of invoking the Texas Lemon law.

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

