

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Thu Sep 08 09:50:08 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

Thank you for contacting DaimlerChrysler regarding a service reimbursement.

Letters are the most efficient way to submit requests for reimbursement consideration on service repair costs or service performed on items that have been recalled.

Your letter should include the following items (where applicable) in order for us to resolve your issue as soon as possible:

Your name
Your address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers (we call you to confirm receipt of your information)
Vehicle Identification Number (VIN)
Name of dealership where vehicle was purchased
Date of purchase
Description of the problem
The vehicle mileage at the time the problem began
The action you're requesting

NOTE: We need original receipts from the company that provided the service, and proof of payment, in order to reimburse. If you do not have the original, contact the service provider for a duplicate. Copies are usually not acceptable.

Please provide the above information in document form, attach the receipts and send it to:

DaimlerChrysler Customer Assistance Center
P. O. Box 21-8004
Auburn Hills, MI 48321-8004

After we read your letter, we will try to contact you by phone to provide you with a prompt response.

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: 14020885

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3185942C0KM&

Sincerely,

Pat
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

WIRING AT IGNITION SWITCH BURNT

Comments:

I have had the following problems with my truck for sometime even while it was still under warranty:

1. Blower motor would shut off by itself.
2. Blower motor remains engaged after ignition switch is off and key is removed.
3. Windshield wipers when in high position remain low.
4. When using turn signal to in left position right blinker engages.

All of the problems as stated above were intermittent except for number three which the service center was able to duplicate.

The service center replaced the ignition switch module and wiring using a harness that was used for 2002 Dodge Ram 1500's because of a fire hazard. The wires on my truck were melted and according to the technician at one point could have resulted in a fire. I have the parts and can take a picture if you desire. I did not take the vehicle in under warranty because the fan motor shut off only once. As the problem became more progressive a movement of the steering column would correct all of the above when they occurred. I paid a total of 125.60 for the repair. I feel that a problem that was under recall for your 2002 Ram is the same as in my 2003 Ram. I would like some feed back and feel this is a safety hazard. A refund would be nice as well.

Thank You,
Mark C. Noonan

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

