

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Tue Sep 13 10:36:50 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear Steve ,

Thank you for your email requesting information on recalls affecting your Dodge Ram.

A review of our records indicates that your Ram does not currently require service for any recall campaigns issued by DaimlerChrysler. 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" and then "Recall Notices" and follow the instructions on the pop up recall page. You will need the last eight digits of your Vehicle Identification Number (VIN).

Thank you for your email to DaimlerChrysler regarding your (insert vehicle).

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

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: 14039307

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3200067C0KM&

Sincerely,

William

Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

I had a problem with my blinker (blinks wrong direction) on my 2002 1500 and took it to Longhorn Dodge in Ft. Worth Texas in 2004 and had it fixed. Now I am having the same problem. Is there a recall on this issue? Is this normal? Best regards

Comments:

When I took this in it would sometimes work ok and sometimes not, when it was not working right it would flash in wrong direction and sometimes not at all.

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

