

From: customerassistre@daimlerchrysler.com
To: [REDACTED]
Date: Mon Jan 29 16:02:15 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center regarding your 2006 Dodge Ram.

We are very sorry to learn of your dissatisfaction with the handling of your service needs.

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.

Thanks again for your email.

Sincerely,

Shauna

Senior Staff Representative
Chrysler Group Customer Assistance Center

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

REFERENCE NUMBER: 15901484

EMAIL CASE NUMBER: 1653358

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4619934I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

the turn signal lights on my truck are not working right

Comments:

The turn signal lights on truck sometimes they just don't work right. Sometimes I want to go right, I turn it right but the one on the left is the one that start blinking and that happens on the opposite way too, sometimes they don't work at all. I took my truck to the dealer service twice because of that but they said no problems found and nothing had been fix...

VIN:

6J [REDACTED]

Mileage:

6224

Servicing Dealer:

planet Dodge

Title:

Mrs.

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

miami

State:

FL

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]