

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Tue Oct 23 16:25:21 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center regarding your 2004 DODGE RAM 1500.

I understand your turn signals have gone awry.

A review of our records indicates that your truck does not currently require service for any recall campaigns. 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 "Owner Services" and then enter your Vehicle Identification Number (VIN).

Unfortunately, we are unable to provide technical assistance for the concern you described. You may contact your local dealership for further assistance, or you may refer to the vehicle's Service Manual.

Service Manuals provide all the information technicians need to diagnose, troubleshoot, maintain, service and repair Chrysler Motors vehicles. You can call Tech Authority to purchase Service Manuals at 1-800-890-4038 or 1-800-348-4696.

Thank you again for contacting us.

Sincerely,

Vivian

Senior Staff Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 16865625

EMAIL CASE NUMBER: 1856517

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5227836I25261L0K
M&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

When I actuate my turn signal to turn left, the right side lights activate.

I cannot find a recall on your website. I thought you should know about this problem as I see a headon collision on the way to the shop.

Comments:

The headon collision on the way to the shop part is a joke.....

VIN:

4J [REDACTED]

Mileage:

49500

Servicing Dealer:

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Gainesville

State:

FL

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]