

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Jun 06 11:22:36 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

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

We regret the inconvenience you have experienced and appreciate the time and effort you took to write to us.

We have reviewed your email regarding the problem with the turn indicators. In response to your email, we would like to inform you that we are unable to diagnose your vehicle via email. Although we recommend that you contact your selling dealer for assistance, any authorized dealer can assist you with your issue. You are not limited to the dealership that sold you the vehicle.

Also, you can seek the dealerships that are known for their excellence in customer service - our Five Star dealers. Please visit our website <http://www.fivestar.com>, or call 1-800-677-5-STAR. If a Five Star Dealer is not convenient, you can find a dealership/ locate a dealership using the "Find a Dealer" area on the Dodge web site at <http://www.dodge.com>.

Also, we would like to inform you that a review of our records indicates that your 2006 Dodge Ram 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 your vehicle's involvement in any/all recalls that are published. Simply log on to our brand website: www.dodge.com, click on "For Owners" and then enter your Vehicle Identification Number (VIN).

If we can be of any assistance to you in the future, please feel free to contact us. We appreciate you and your business.

Thanks again for your email.

Sincerely,

John Cooper
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17574007

EMAIL CASE NUMBER: 2028262

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5752533I25261L0K
M&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Turn indicator not functioning properly, showing right turn when left is activated

Comments:

some times when I put my left turn signal on, it lights up my right side both inside indicators on dash and outside on lights. when this happens I have learned that the only way to activate the left turn signal is to activate the hazard switch. This will then activate only the left indicators and after a short while, it will reset the lights and everything will work normal. This has now happened twice in the past two weeks. If you are not paying attention to the indicators on the dash, you will be indicating the wrong turn, which could cause an accident. Is there a recall on this issue?

VIN:

6G [REDACTED]

Mileage:

45000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

A

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

O'Fallon

State:

MO

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]