

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Feb 24 17:58:05 EST 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

recurring issue with steering coming loose

Comments:

After having an alignment done at the dealership, i have a recurring issue with something in the front end coming loose over time, causing my steering wheel to slowly end up at 90 degrees off center after a few hundred miles. This has happened 3 times and is definitely a safety concern of mine. Luckily, i have not been on a trip when this happened and I have been able to get into the dealership. This needs to be fixed right once and for all. If it happens again, I am going to file a complaint with the NHTSA.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

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Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Feb 25 10:03:14 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center.

Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and we appreciate the time and effort you took to bring this matter to our attention. A case has been opened for you and the number is at the bottom of this page.

Due to the nature of your concern, your file has been escalated for further review. We feel this referral action will provide the best resource for your concerns. An agent will attempt to contact you within one business day at the phone number provided in your email ([REDACTED]). If you wish to be reached at an alternative number, please respond so we may update your file appropriately.

Thanks again for your email, [REDACTED]. We look forward to further addressing this matter further with you.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Victoria

Customer Service Representative

RAM Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:
[REDACTED]

Original Message Follows:

US Customer Service - Chrysler Brand Site

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VIN:

[REDACTED]

Mileage:

11000

Servicing Dealer:

Glendale Dodge

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

Smith

Address 1:

[REDACTED]

Address 2:

City:

Los Angeles

State:

CA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Feb 25 10:03:14 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the RAM Customer Assistance Center.

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EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:
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Original Message Follows:

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11000

Servicing Dealer:

Glendale Dodge

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Los Angeles

State:

CA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Wed Feb 25 11:34:50 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance ([REDACTED])

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Wed Feb 25 11:34:50 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance ([REDACTED])

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] 35224V76594L0K=

[REDACTED]

[REDACTED]

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Feb 25 11:40:55 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance [REDACTED]

Dear [REDACTED],

Thank you for your timely response. I have updated your phone number in our system. Your case manager will be contacting you within 1 business day.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Victoria

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REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

That you for elevating this concern. I just want to have it fixed properly so that I can continue enjoying my Ram 2500. My correct number is [REDACTED]

Best,

[REDACTED]

-----Original Message-----

From: customerassist <customerassist@chrysler.com>

To: [REDACTED] >

Sent: Wed, Feb 25, 2015 7:03 am

Subject: Re: Chrysler Group LLC Customer Assistance [REDACTED]

Dear [REDACTED],

Thank you for contacting the RAM Customer Assistance Center.

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██████

Email:

████████████████████

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Work Phone:

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