

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Mar 18 11:43:32 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Drag link broke

Comments:

While driving around my ranch might drag link on the front end of my truck broke into to be able to move the truck back off the ranch to the barn I had to remove the drag link on site I took the drag link in the truck to the dealership for them to look at for getting it fixed under warranty they told me that it would not be covered warranty because the truck I took a hard-hit I have pictures of the drag link it showed no damage. I had to pay to have my truck gixed and would like reconsideration

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: [REDACTED]@yahoo.com
To: customerassist@chrysler.com
Date: Fri Mar 18 11:43:32 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

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Brief Description:

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Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Mar 18 21:27:41 EDT 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message. We thank you for your recent email, although it does not contain any information that would cause a change in the previous decision.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative.

Any future communication related to this issue will be retained in corporate records.

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,

Jacob

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 - R-Mobile Brand Site

Brief Description:

Drag link broke

Comments:

While driving around my ranch might drag link on the front end of my truck broke into to be able to move the truck back off the ranch to the barn I had to remove the drag link on site I took the drag link in the truck to the dealership for them to look at for getting it fixed under warranty they told me that it would not be covered warranty because the truck I took a hard-hit I have pictures of the drag link it showed no damage. I had to pay to have my truck gixed and would like reconsideration

VIN:

[REDACTED]

Mileage:

11515

Servicing Dealer:

Ron Carter Alvin

Title:

First Name:

██████████

Middle Initial:

Last Name:

██████████

Address 1:

██████

Address 2:

██████████

City:

Friendswood

State:

TX

Zip:

██████████

Email:

████████████████████@yahoo.com

Home Phone:

██████████████████

From: customerassist@chrysler.com

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Date: Fri Mar 18 21:27:41 EDT 2016

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REPLY LINK:
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Original Message Follows:

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Brief Description:

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VIN:
[REDACTED]

Mileage:

11515

Servicing Dealer:

Ron Carter Alvin

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

[REDACTED]

City:

Friendswood

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sat Mar 19 01:54:06 EDT 2016

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

I think that this is ridiculous that you won't even hear what I have to say or have another tech review the photos that I have. This is my second Ram truck in 6 months. The first one saved my life and the second one is becoming a thorn in my side. Please take a look at the attached photos and video, Thanks in advance

> On Mar 18, 2016, at 8:27 PM, customerassist <customerassist@chrysler.com> wrote:

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> RAM Customer Assistance Center

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> REFERENCE NUMBER: [REDACTED]

> EMAIL CASE NUMBER: [REDACTED]

> REPLY LINK: =

[REDACTED]

[REDACTED]

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> US Customer Service - R-Mobile Brand Site

> Brief Description:=20

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> First Name:
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> Middle Initial:
>=20
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
> [REDACTED]
> City:
> Friendswood
> State:
> TX
> Zip:
> [REDACTED]
> Email:
> [REDACTED]
> Home Phone:
> [REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sat Mar 19 01:54:06 EDT 2016

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

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> RAM Customer Assistance Center

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> REFERENCE NUMBER: [REDACTED]

> EMAIL CASE NUMBER: [REDACTED]

> REPLY LINK: =

[REDACTED]
50861L0KM&

>=20

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> VIN:

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██████████

> Mileage:

> 11515

> Servicing Dealer:

> Ron Carter Alvin

> Title:

>=20

> First Name:

>

██████████

> Middle Initial:

>=20

> Last Name:

>

██████████

> Address 1:

>

██████

> Address 2:

>

██████████

> City:

> Friendswood

> State:

> TX

> Zip:

>

██████

> Email:

>

██

> Home Phone:

>

██████████

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> City:

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> State:

> TX

> Zip:

> [REDACTED]

> Email:

> [REDACTED]

> Home Phone:

> [REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sat Mar 19 01:55:16 EDT 2016

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

Attachment available until Apr 18, 2016

I forgot to attach the drag link, ThanksClick to Download

=

[REDACTED]

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> Home Phone:

> [REDACTED]