



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received
RECEIVE
FEB 25 2008 7:35 AM
OFFICE

Repository
Reference No.
10004167

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: MINNEAPOLIS State: MN Zip Code: [Redacted]

E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: / /

VEHICLE INFORMATION

Make: SATURN Model: VJE Model Year: 2002
Date Purchased: _____ Dealer's Name and Telephone Number: SATURN OF GOLDEN VALLEY
Original Owner: State: MN Zip Code: 55116 Engine: No. Cylinders: 4 Fuel Type: GAS
Transmission Type: Manual Antilock Brakes Powertrain: ? Cruise Control
Vehicle Component Code: 103500 POWER TRAIN-AUTOMATIC TRANSMISSION-LEVER AND LIN
Multiple Failure: 7

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 1-14-03 Failure Mileage: 10000 Failure Speed: in Reverse and 1st gear

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P215/65R15): _____
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: _____
Tire Component Code: _____ Tire Failure Type: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
Seat Type: _____ Installation System: _____
Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure.
i.e., parts repaired or replaced (and if old part is available).

WHILE SHIFTING FROM REVERSE TO FIRST GEAR, CONSUMER STATES THE SHIFTER BROKE, WOULD NOT SHIFT AND WAS REALLY FLOPPY LIKE IT WAS BROKEN AWAY FROM WHERE IT WAS ATTACHED. CAUSE IS UNKNOWN. PLEASE PROVIDE ANY FURTHER INFORMATION. TS

1/15/08 new shift cable and adjuster
also there has been a "chatter" in shifting while releasing the clutch & pressing on gas - sometimes leading to a surge in 1st gear

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

1-15-03

Repaired by Saturn of Golden Valley - "Shift
cable stripped and adjuster broken"

As of today 2-5-03 the manual transmission
shifter is not smooth or shifting easily

and we will return it for further fixing.

(also there seems to be a surge in the speed in 1st gear)

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



**VEHICLE
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QUESTIONNAIRE**

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TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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http://www.nhtsa.dot.gov/vehicles