



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 100161

Date Received

24-JUN-2003

Repository ☐

Reference No.
10024805

OWNER INFORMATION (Type or Print)

Name

Address

City

BAY POINT

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ Yes ☐ NO
In the absence of your signature, please print your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 8/15/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G8JUB2F0Y6742B3

Make

SATURN

Model

L-SERIES WAGON

Model Year

2000

Date Purchased
18-NOV-00

Dealer's Name and Telephone Number

Saturn of Concord (925) 682-6400

Engine:

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Concord

State

CA

Zip Code

94520

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

125000 EXTERIOR LIGHTING: BRAKE LIGHTS

Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

21-JUN-2003

Failure Mileage

Failure Speed

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: DOTM19AB036)

☐ 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

Fire

☐ Yes ☒ No

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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).

ON 6/21/2003 THE VEHICLE WAS TAKEN TO THE DEALER BECAUSE THE BRAKE LIGHTS WERE NOT WORKING. DEALER STATED THERE WERE NO BULBS IN THE SOCKETS. THE CONSUMER STATED THAT THE VEHICLE HAS BEEN TO THAT DEALER SIX TIMES TO FIX THE BRAKE LIGHTS. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is reported 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)

Since owning the car the items have all been replaced:
Brake lights in op. 6 times. Bulbs are now "burning out of the sockets." (12/00-6/03)
Power Steering Gear Assembly - 9/21/02
Weatherstripping - Defective - 9/21/02
Both Wiper Arm - Defective - 12/11/02, 9/21/03
Interior Dome Light - 12/11/02, 11/25/02, 2/10/03
Steering Intermediate shaft - Defective, 2/10/03
Recall - Ignition Control Module, spark plugs, 8/5/03
Fuse Panel
Fan Motor (Heat & Air conditioning) 9/7/02
Door handles
Near Seatbelt Striker Latch - Defective 9/11/01
Near Wiring Harness & Engineer to check electrical system

Official Business
Penalty for Private Use \$300

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



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**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



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In the absence of an authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.

☒ YES

☐ NO

Signature of Owner

Date 8/13/03

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Failure Message

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July, 2003

Dear Saturn Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Saturn has decided that a defect relating to motor vehicle safety exists in certain 2000, 2001, 2002 and certain 2003 Saturn I-Series vehicles equipped with 4-cylinder 2.2L (L61) engines. A failure of the ignition control module in these vehicles may cause deterioration in idle quality, reduction in overall engine power and the vehicle may be hard to start. Continued operation of the vehicle after such an ignition module failure will result in the "Service Engine Soon" light flashing, and may lead to secondary failures of the catalytic converter, oxygen sensor and exhaust resonator. Failure of the resonator will cause increased exhaust noise and prolonged operation of the vehicle following a resonator failure may lead to an undercar fire without other prior warning.

What Saturn will do:

To prevent this condition from occurring, Retailers will (1) replace the ignition control module, (2) replace the ignition control module and spark plugs or (3) replace the ignition control module, spark plugs and update the powertrain control module calibration on certain vehicles. Repairs will take about 1 hour although some additional time may be required for paperwork and processing. This repair will be performed for you at no charge.

Unfortunately, this situation presents a unique challenge for Saturn because our parts availability is not sufficient to perform replacements at this time. We are currently working with our parts supplier to produce quality parts in a timely manner. We anticipate having a sufficient quantity of parts in September, 2003.

As parts become available, Saturn will re-contact you. At that time you should contact your Saturn Retailer to schedule an appointment for the repair to your vehicle.

What you should do:

Your Saturn is equipped with a computer that monitors operation of the fuel, ignition, and emission control systems. When a problem occurs, a "Service Engine Soon" light comes on steady or flashes to indicate that service is required. At this time, unless your vehicle experiences the "Service Engine Soon" light on steady or flashing, or exhibits the operating conditions stated in the beginning of this letter, it is not necessary to take your vehicle to a Saturn Retailer for repair.

Your Retailer is best equipped to obtain parts and provide service to ensure your vehicle is corrected as promptly as possible. If your car is provided to the Retailer on the agreed service date and the condition is not remedied on that date, or within a reasonable time, please contact the Saturn Customer Assistance Center at 1-800-553-8000 prompt 3, or for the hearing impaired, 1-800-833-8000. We will assist you and the Retailer in getting your car serviced.

If, after contacting your Saturn Retailer and the Saturn Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 7th St., SW, Washington, DC 20590, or call 1-888-327-4236.

We sincerely regret any inconvenience or concern this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Saturn provides you many miles of enjoyable driving.

Sincerely,
Saturn Corporation
03-C-06

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**