



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

Repository ☐

2004 MAR 3 PM 2:35

Reference No.
10054190

OWNER INFORMATION (Type or Print)

Name

Address

City

FISHKILL

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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: 2/21/04

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

1G8JUS2F1Y

Make

SATURN

Model

I-SERIES

Model Year

2000

Date Purchased
12-NOV-00

Dealer's Name and Telephone Number

SATURN OF Poughkeepsie

845-

462-1400

Engine:

No. Cylinders 4

Fuel Type:

PMS

Original Owner

☒

Dealer's City

Poughkeepsie

State

NY

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

AUTOMATIC

Vehicle Component Code

061110 ENGINE AND ENGINE COOLING; ENGINE-GASOLINE; BELTS AI

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

10-12-03

Failure Mileage

57,000

Failure Speed

35

TIMING CHAIN BROKE AND CAUSED
ADDITIONAL DAMAGE TO HEAD & VALVES

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(es).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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

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 DRIVING 45 MPH THE VEHICLE'S ENGINE DIED. THE VEHICLE WAS TAKEN TO THE DEALER WHO DETERMINED THAT THE TIMING CHAIN BROKE. PLEASE PROVIDE ANY ADDITIONAL INFORMATION. *NM

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 2004 (Public Law 107-173) 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)

On 10-12-93 Cam Brake down + Saturn had it towed to dealership at the cost of \$70 - Looked at it for \$80 - Bill Klein said it was due to not having oil change - which was not true. Had it towed to our mechanic who does our oil changes w/ Saturn parts who said it was nothing to do with the oil - Then Bill Klein said he NEVER SAID THAT TO US. Bill Klein originally told us it would be between \$2500 to \$2700 to fix our CAR - After Bill said it was due to the oil we wanted our mechanic to fix it Bill then came down in price by "several" Hundred dollars off the price. Our mechanic - Mike Winter at Wits Auto - 845-896-2767 has seen more Saturns with the same problem - its a defect - Saturn has repaired them cars because they had a intended warranty or realized this was a defect.

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

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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**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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<http://www.dot.gov/defects>

**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).**