



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

2004

FOR AGENCY USE ONLY 252

Date Received

Repository ☐

APR 29 PM 2:53
05-APR-2004

Reference No.
10065530

OWNER INFORMATION (Type or Print)

Name

Address

City

SOUTH BOUND BROOK

State

NJ

Zip Code

Evening

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an ☒ YES ☐ NO
Signature of Owner _____ or name or address to the vehicle manufacturer.
Date 4/13/04

VEHICLE INFORMATION

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

PLEASE FILL IN 10RZNE27812210944

Make

SATURN

Model

SL WAGON

Model Year

2001

Date Purchased

2/23/04

Dealer's Name and Telephone Number

GARDEN STATE AUTO Auctions 908 965-1000

Engine: 1.9 Liter

No: Cylinders

4

Fuel Type:

unleaded

Original Owner

☐

Dealer's City

Elizabeth

State

NJ

Zip Code

07201

Transmission Type

Auto

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
05-APR-2004

Failure Mileage
61,000

Failure Speed
55

Ignition control module,

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

The Make

The Model (Name or Number)

The Size (Example P215/65R15)

DOT No. (Example: D0THA1SABC036)

☐ 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

0

Number of Deaths

0

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 55 MPH, THE CHECK ENGINE LIGHT APPEARS ON THE DASHBOARD AND REMAINS ON. THE VEHICLE STALLED. THE DRIVER WAS UNABLE TO RESTART. THE DRIVER HAD THE VEHICLE TOWED TO A MECHANIC. THE MECHANIC RESET THE COMPUTER SYSTEM. PLEASE FILL IN ADDITIONAL INFORMATION.

DATE

TIME

DATE

TIME

REPORTED BY

ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.
The Privacy Act of 1974 (Public Law 93-579) 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.

NHTSA Recall No. 03V231/GM Recall No. 03033/Saturn Recall No. 03-C-061.

I (my fiancé) purchased the car on 2/23/04. On 2/24/04 we brought the car in for service the very next day because the check engine light came on the very night we drove it home from dealer. A tuneup was performed by my mechanic (A&D Automotive).

One week later the service engine light came on, so I brought it back to my mechanic, he wasn't sure what it could be, but he reset the computer. Three weeks later it came on again. As a result I failed inspection. So this caused me to investigate further. I found that General Motors Had Recalled the 2000-2003 Saturn L-Series, because on certain passenger vehicles equipped with 2.2L I4 (L61) engines, a failure of the ignition control module 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. Prolonged operation of the vehicle following a resonator failure may lead to a fire. I called Saturn to find out if this recall also pertained to my 2001 Saturn SL Wagon. Because it sounded very similar to my car's problem. Quoted from Carol of Saturn customer Service, "The problem wasn't as wide spread on the SL series type." So I asked if I brought it to the dealer would they fix it, the same way they fixed the vehicles that were recalled. She (Carol at Saturn Cust. service) said, "Possibly, but there could be any number of problem." I agreed with her, but if they are going to replace the same things that they replaced on the recalled type, "Why should I be responsible to pay?" When obviously Saturn manufactured some faulty engine parts!

It seems to me that Saturn knows there is a problem with the SL series, but the problem isn't as widespread. I'm sure that the L series and SL series and other types built during that time frame were all built with similar, if not the same parts.

At this point I have to fix the car because my fiancé brings our children in her car (Saturn) and I (we) can't be worried about possibly having a car fire.

I'm not sure if other Saturn owners have had this similar problem, but please advise us what alternatives we have, since Saturn seems unwilling or even caring.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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GREETINGS

Far Far Away

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

OWNER'S

VEHICLE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THE FORM

ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline

(OASH) 2 DOT

U.S. Department of Transportation

National Highway Traffic Safety

Administration

Washington, D.C. 20590



General Motors Has Recalled the 2000-2003 Saturn I-Series Number Potentially Involved: 239,993

Dates of Manufacture: June 1999 - June 2003

On certain passenger vehicles equipped with 2.2L I4 (I61) engines, a failure of the ignition control module 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. Prolonged operation of the vehicle following a resonator failure may lead to a fire.

Remedy: Dealers 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 power train control module calibration. Until parts become available, owners are being sent a letter advising what should be done in the interim. When parts become available, owners will be advised to contact their dealers for appointments to have their vehicles repaired. Parts should be available during September 2003. Owners may contact Saturn at 1-800-553-6000, prompt #3.

<http://www.safetyalerts.com/recall/a/01/00v309.htm>

2000-2001 Saturn Automobiles Recalled

Detroit, MI (SafetyAlerts) - The National Highway Traffic Safety Administration (NHTSA) has published two recalls affecting the 2000-2001 Saturn SC, SC1, SC2, SL, SL1, SL2 SW, SW1 and SW2 automobiles.

The first recall affects models that were manufactured between March and July 2000.

Certain passenger vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard No. 301, "Fuel System Integrity." These vehicles were built with an inadequate weld of the vent valve on the top portion of the fuel tank. Fuel spillage could occur during refueling or if the vehicle were involved in a rollover. If an ignition source were present, a fire could occur.

6,092 automobiles are affected by this recall.

Dealers will inspect the vehicle to ensure the fuel tank vent valve is properly welded. If necessary, dealers will replace the fuel tank assembly.

NHTSA Recall No. 00V309/GM Recall No. 000811

In a separate action, GM is also issuing a recall for these Saturns manufactured between January - July 2000.

Certain passenger vehicles equipped with automatic transaxles fail to comply with the requirements of Federal Motor Vehicle Safety Standard No. 114, "Theft Protection."

These vehicles were built with an improperly adjusted automatic transaxle park lock cable assembly. If improperly adjusted, it is possible to shift from the "park" position with the ignition key removed. This condition increases the risk of a crash resulting from unintended movement.

Saturn is asking owners and retailers to perform a functional check of the automatic transaxle park lock cable assembly operation and, if necessary, to have the cable adjusted. If owners are not comfortable performing the functional check themselves, they can have their dealer perform this inspection for them.

<http://auto.consumerguide.com/auto/used/reviews/full/index.cfm/id/2400#recallhistory>

NHTSA Recall History

2000-03: Ignition-control module may fail. The "Service Engine Soon" light will go on, and the vehicle will be hard to start. Dealers will inspect and replace all affected parts. 2001: Small number of vehicles may have passenger-airbag-inflator module with incorrect amount of gas.

<http://www.cbsnews.com/stories/2003/06/24/national/main560190.shtml>

Saturn Recalls 250,000 Cars

DETROIT, June 24, 2003

(AP) General Motors Corp. is recalling about 254,000 model year 2000-03 Saturn I-Series cars to correct an engine problem that has led to fires.

Of the cars, which are equipped with 2.2-liter engines, about 240,000 of the vehicles are in the United States and about 14,000 are in Canada, the world's No. 1 automaker said Tuesday.

GM will replace the ignition module and spark plugs. The company plans to begin notifying owners of the vehicles next month and instruct them to bring the cars to Saturn dealers.

Also, on 2002-03 models, GM said mechanics will reprogram the powertrain control module. The repairs will be done at no charge to the customer.

Some of these vehicles may misfire, which could lead to failures in the exhaust system. If the initial condition is not fixed and the vehicle continues to be driven, there could be further damage to the brakes, fuel system or other components.

Continued driving could result in a car fire, GM said. There have been seven reports of fires related to the problem, but no crashes, serious injuries or fatalities.

GM said early warnings signs of the problem are that the vehicle may be hard to start, that the overall power of the engine is reduced and that there is a change in idle. The "Service Engine Soon" light also would be flashing and there could be noticeable exhaust noise.

Owners should contact their Saturn dealers if they notice these problems, GM said.

2.

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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).**