



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 100218

Date Received

2004 MAY -1
06-MAY-2004

Repository ☐

Reference No.
10072189

OWNER INFORMATION (Type or Print)

Name

Address

City WEST DES MOINES

State IA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA
in the absence of an
Signature of Owner

of your vehicle? ☒ YES ☒ NO
address to the vehicle manufacturer.

Date 6/18/04

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GBAL52F93Z152735

Make

SATURN

Model

ION

Model Year

2003

Date Purchased
2003

Dealer's Name and Telephone Number
Saturn of Des Moines 515-252-1700

Engine:
No. Cylinders

4

Fuel Type:

Reg

Original Owner

☒

Dealer's City

Des Moines

State

IA

Zip Code

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Automatic
4 cylinder

Vehicle Component Code

341000 COMMUNICATIONS:HORN ASSEMBLY

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

Horn

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: DOTH19ABC036)

☐ 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).

HORN ASSEMBLY WAS HARD WHEN PRESSING DOWN. CONSUMER DROVE THE VEHICLE TO THE DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT HORN WAS DESIGNED THAT WAY. *AK This is a manufacture problem not a dealer,

I have gotten into other IONS and They all have horns that are very hard to activate. Anyone with weak hands could not activate the horn on IONS which could cause an accident. It's not just my car it's all of them.

Include, if available: Police/Fire Department Report, Photos, and Repair Invo(s).

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.