



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 100764

Date Received

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Repository ☐

Reference No.
10076170

OWNER INFORMATION (Type or Print)

Name

Address

City ROCKHART

State GA

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

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

1G8JC54F54

Make

SATURN

Model

L 300

Model Year

2004

Date Purchased

2-20-04

Dealer's Name and Telephone Number

Saturn of Union City

Engine:

No. Cylinders

Fuel Type:

Unleaded

Original Owner

☒

Dealer's City

4100 Jonesboro Rd, Union City

State

Ga

Zip Code

30291

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

121000 EXTERIOR LIGHTING: HEADLIGHTS & Dash lights

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-JUN-2004

Failure Mileage

8700

Failure Speed

65

Headlights and Dash lights blink off and on intermittently at night

multiple

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: DOTM18ABC036)

☐ 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).

INTERMITTENTLY WHILE DRIVING AT ANY SPEED HEADLIGHTS AND DASHBOARD LIGHTS MALFUNCTIONED. THE LIGHTS STAYED OFF FOR A FEW SECONDS AND THEN CAME BACK ON AGAIN. DEALER CLAIMED THAT THIS WAS PERFECTLY NORMAL. THIS PROBLEM OCCURRED FOUR TIMES IN THE LAST TWO WEEKS. *AX

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 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:

Starting on March 30, 2004 with approximately 3700 miles on the vehicle.

While driving at night the headlights and dash lights blinked off and on, twice. On the first occasion, a tractor trailer thought that I had signaled it that it was okay for him to pull over into my lane and I had not. He was too close and I had to run off the road to prevent being hit. When I took the car into Saturn of Thornton Road for repairs, the Assistant Service Manager David Cagle instructed the technicians to check the grounds on the car. There was not a service ticket provided on this date. A couple of weeks later, the problem came back. The car was again taken to Saturn of Thornton Road for service on May 28, 2004. I informed the Service Manager that the headlights and dash lights had blinked off and on again on multiple occasions and that the car would loose power during the occurrences. The car was returned without any repairs. The car was driven at night only a few evenings later, by my wife, the lights again blinked off and on. The car, which was in front of her, slowed down and tried to run her off the road while hollering at her. Again the car was returned for service to Saturn of Thornton Road on June 7, 2004. I informed the service technician that the lights again blinked off and on and the car lost power. I also told him that they could have the car for three days and I would return on Wednesday, June 9. The technician called only a couple of hours later and stated the car was ready for pick up. When I inquired about repairs, the technician stated nothing had been done; there was no problem with the car. I instructed the technician to keep the vehicle and drive it at night, then and only then could the problem be detected. Yet when the car was picked up on June 11, nothing had been done. On the morning of June 17, while still dark, I was on the way to my work. While driving, a vehicle in front of me motioned for me to pull over. At the next traffic light, the man jumped out of his car in raged and started towards me. He stopped only when I stepped out and he saw my uniform. He apologized and said that I had been blinking my lights at him. On the following morning, June 18, when I completed my shift, I again took the car into Saturn of Thornton Road for service. This time nothing at all was done, just a service ticket completed and handed to me.