

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS
1-888-DASH-2-DOT
(1-888-327-4298)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

 Od_or _____
 rt_at _____
 od_rt _____
 up_ltr _____

Reference No.

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City

State

Zip Code

Domestic 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 your signature, NHTSA will NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 06/09/04

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of
windshield on driver's side)

Make

Model

Year

1G8J45ZXY

Saturn

LS 1

2000

Purchased Date

Dealer's Name

Engine Size
(CID/CC/L)☐ Turbo☐ Diesel☐ Gas☒ Fuel Injection

June 2000

Saturn of Robinson Township

Dealer's City

State

Zip Code

No. Cylinders

4

☐ New ☐ Used
 Manufacture Date
(on driver's door or pillar)

Transmission Type

Restraint System

Cruise Control

Drivetrain

Vehicle Type

Body Style

11/99

☐ Manual☒ Automatic
☒ Driver's Side Air Bag
☐ Motorcyclist
☒ Passenger's Side Air Bag
☐ 2-Point Belt
☒ 3-Point Belt
☒ Yes☐ No☒ Front☐ Rear☐ 4-Wheel☒ Car☐ Van☐ Minivan☐ Other☐ Sport Utility☐ Truck☐ Motorcycle☐ 2-Door☒ 4-Door☐ Station Wagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S) PART(S) INFORMATION

Part Name(s)

Location

Failed Part(s)

Handicap Adaptive Equip

Brake Wear Pad Indicators

☒ Left☐ Front☒ Right☐ Rear☒ Original☐ Replacement☐ Yes☒ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☒ Yes☐ No

NHTSA Previously

Contacted?

☒ Yes☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

Fire

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes ☒ No☐ Yes ☒ No

0-

0-

☒ Yes ☐ No

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

Both left and right front brake wear pad indicators failed to perform as warranted on p. 326 of the Car Owner's Handbook. Specifically they failed to give an audible warning sound that the brake pads had worn to a dangerously low level. The car's brakes had been inspected in 11/03 and again on 3/04 and passed. Failure of the wear pad indicators to sound resulted in premature wear of both front rotors at 26,475 miles. Both rotors had to be replaced as a result on 5/12/04. See my letter to NHTSA of 5/13/04 for additional details.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.