



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 100147

Date Received

Repository ☐

08-AUG-2004

Reference No.

7106238

OWNER INFORMATION (Type or Print)

Name

Address

City CINCINNATI

State OH

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 1/1

VEHICLE INFORMATION

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

Make

SATURN

Model

184-
LW1

Model Year

2000

Date Purchased

11/99

Dealer's Name and Telephone Number

SATURN OF BEECHWOOD 513-478-5688

Engine:

No. Cylinders

4

Fuel Type:

REG

Original Owner

☒

Dealer's City

CINCINNATI

State

OH

Zip Code

45255

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

08000 ENGINE AND ENGINE COOLING

Multiple Failure: 25

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-JUN-2002

Failure Mileage

TOO MANY
TO COUNT

Failure Speed

PARKED

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R16)

DOT No. (Example: DOTM4SABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Seat Type:

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).

WHEN ATTEMPTING TO START VEHICLE WOULD NOT START. CONSUMER WOULD HAVE TO WAIT 10 MINUTES BEFORE THE VEHICLE WOULD START. CONSUMER TOOK THE VEHICLE TO DEALERSHIP FOR INSPECTION, HOWEVER, THE MECHANIC COULD NOT DUPLICATE THE PROBLEM.

*AK

THE ABOVE HAS HAPPENED SEVERAL TIMES. THEY HAVE ALSO REPLACED MODULES IN THE ENGINE & REMOTES. (SEE SERVICE HISTORY) THE PROBLEM CONTINUES & IS GETTING WORSE.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-578 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.

SATURN OF BEECHMONT
8549 BEECHMONT AVENUE
CINCINNATI, OH. 45255 513-474-5525

SO# 2038802 DATE/TIME IN: 7/09/2001 9:02 DATE/TIME OUT: 7/10/2001 16:23
TAG# SA: CURTIS APPEL DOC COUNT: 1 PAGE: 1

02 1G8JU82F9YE
2000 SATURN LN1 BEIGE
CINCINNATI OH ENGINE: L61 2.2LL4 LIC.NO:
STK#: U852820
MILES IN/OUT 23289 /
PLAN DESC: T SVC DATE: 11/03/1999
SALESPERSON: RICHARDSON, GREGORY M
A/R#: 84561 RATE: 66.00

LINE 1 CUSTOMER STATES CAR HAS EXTENDED CRANK AT TIMES, NE
RY INTERMITTENT.

TECH COMM: CUST STATES CAR HAS EXTENDED CRANK AT TIMES. CJHEC
LED FOR CODES FOUND NONE. CHECKED FOR LONG CRANK
NO PROBLEM FOUND AT THIS TIME.

REPAIR 1 ENGINE/MOTOR - SYMPTOM DIAGNOSIS

OPCODE: J9995

SALE TYPE: C

\$.00

PRIMARY TECH: ED CHRISWELL

LINE 2 013 CUSTOMER STATES REMOTES ARE INOP.

CAUSE: DEFECTIVE PART

TECH COMM: CUST STATES REMOTES ARE INOP. CHECKED CLEANED CONT
ACTS FOR REMOTES AND REPROGRAMMED.

REPAIR 1 TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - R

OPCODE: R4491

SALE TYPE: W

WTY

HRS: .20

PRIMARY TECH: ED CHRISWELL

LINE 3 Campaign # 01C06001 L-SERIES INSIDE DOOR HANDLE A

REPAIR 1 (D1-C-06) INSPECTION OF FRONT-INTERIOR DOOR HANDLE

OPCODE: V0749

SALE TYPE: WC

WTY

HRS: 1.00

ADMIN HRS: .10

PRIMARY TECH: ED CHRISWELL

WARR PARTS: 2

PARTS DESC FP QTY PRICE SALE TYPE

SN 22674221 HANDLE AS Y 1

WC

WTY

SN 22674222 HANDLE AS N 1

WC

WTY

CUSTOMER SIGNATURE

CUSTOMER TOTAL

\$.00

SATURN OF BEECHMONT
8549 BEECHMONT AVENUE
CINCINNATI, OH. 45255 513-474-5525

SO# 2039178 DATE/TIME IN: 7/31/2001 12:05 DATE/TIME OUT: 7/31/2001 12:54
TAG# [REDACTED] SA: CURTIS APPEL DOC COUNT: 1 PAGE: 1

[REDACTED] 02 1G8JU82F9Y [REDACTED]
2000 SATURN LW1 BEIGE
CINCINNATI OH [REDACTED] ENGINE: L61 2.2LL4 LIC.NO: [REDACTED]
[REDACTED] STR#: U852820
MILES IN/OUT 24211 / 24212
PLAN DESC: T SVC DATE: 11/03/1999
SALESPERSON: RICHARDSON, GREGORY M
A/R#: 94561 RATE: 66.00

LINE 1 CUSTOMER STATES WRENCH LIGHT IS COMING ON.

REPAIR 1 PARTS ON ORDER-BCM
OPCODE: X5050 SALE TYPE: C \$.00
PRIMARY TECH: ED CHRISWELL

LINE 2 CUSTOMER STATES THAT CAR DOES NOT ALWAYS START
JUST CRANKS
AFTER ABOUT 10 MINUTES CAR WILL FINALLY START

REPAIR 1 PARTS ON ORDER-SEE REPAIR LINE NUMBER ONE
OPCODE: X5050 SALE TYPE: C \$.00
PRIMARY TECH: ED CHRISWELL

LINE 3 CUSTOMER STATES THAT SECURITY LIGHT HAS ALSO COMES
ON

REPAIR 1 PARTS ON ORDER-BCM-SEE REPAIR LINE ONE
OPCODE: X5050 SALE TYPE: C \$.00
PRIMARY TECH: ED CHRISWELL

CUSTOMER SIGNAT [REDACTED] CUSTOMER TOTAL \$.00

SATURN OF BEECHMONT
8549 BEECHMONT AVENUE
CINCINNATI, OH. 45255 513-474-5525

SO# 2039512 DATE/TIME IN: 8/20/2001 9:31 DATE/TIME OUT: 8/20/2001 16:13
TAG# [REDACTED] SA: CURTIS APPEL DOC COUNT: 1 PAGE: 1

[REDACTED] 02 1G8JU82F9YY [REDACTED]
2000 SATURN LW1 BEIGE
CINCINNATI OH [REDACTED] ENGINE: L61 2.2LL4 LIC.NO: [REDACTED]
[REDACTED] STK#: U852820
MILES IN/OUT 24729 / 24735
PLAN DESC: T SVC DATE: 11/03/1999
SALESPERSON: RICHARDSON, GREGORY M
A/R#: 84561 RATE: 66.00

LINE 1 L04 CUSTOMER STATES INSTALL BCM, PER LAST SERVICE
CAUSE: DEFECTIVE PART
TECH COMM: TECH FOUND BODY CONTROL MODULE CAUSING
INTERMITTENT NO START. TECH REPLACED MODULE TO
CORRECT CONCERN.

REPAIR 1 COMPUTER (CONTROL), BODY - R&R OR REPLACE
OPCODE: N4800 SALE TYPE: W WTY
HRS: .70
PRIMARY TECH: DAVID PLUNKETT
WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	22683355 MODULE AS	Y	1	W		NTY

CUSTOMER SIGNATURE [REDACTED] CUSTOMER TOTAL \$.00

SATURN OF BEECHMONT
8549 BEECHMONT AVENUE
CINCINNATI, OH. 45255 513-474-5525

BO# 2039758 DATE/TIME IN: 9/04/2001 15:23 DATE/TIME OUT: 9/05/2001 16:42
TAG# SA: CURTIS APPEL DOC COUNT: 1 PAGE: 1

02 1G8JU82F9YY
2000 SATURN LW1 BEIGE
CINCINNATI OH ENGINE: L61 2.2LL4 LIC.NO:
STK#: U852820
MILES IN/OUT 25590 / 25592
PLAN DESC: T SVC DATE: 11/03/1999
SALESPERSON: RICHARDSON, GREGORY M
A/R#: 54561 RATE: 66.00

LINE 1 013 CUSTOMER STATES CAR WILL NOT START VERY INTERMITTE
N.

CAUSE: DEFECTIVE PART
TECH COMM: TECH OPEN TAC CASE 5019169, REPLACED PASS LOCK
SENSOR DUE TO PAST HISTORY. TEST DROVE AND COULD
NOT DUPLICATE CONCERN AGAIN. CLOSED CASE.

REPAIR 1 MODULE, IGNITION LOCK CYLINDER (HOUSING) - R&R OR
OPCODE: E7650 SALE TYPE: W WTY
HRS: 1.10
PRIMARY TECH: DAVID PLUNKETT
WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	21019793 HOUSING K Y	1		W		WTY

LINE 2 M01 CUSTOMER HAS RENTAL CAR.

CAUSE: DEFECTIVE PART
TECH COMM: TWO DAY CAR RENTAL

REPAIR 1 MODULE, IGNITION LOCK CYLINDER (HOUSING) - R&R OR
OPCODE: E7650 SALE TYPE: CX \$60.00
PRIMARY TECH: DAVID PLUNKETT

NET ITEM: C ENTERPRISE RENTAL CAR SALE TYPE
CX \$60.00

UNIT QTY: 2 UNIT AMT: 30.00 RENTAL DAYS: 2

LINE TOTAL \$60.00

CUSTOMER SIGNATURE

NET ITEMS \$60.00
CUSTOMER TOTAL \$60.00
PAYMENT (SSP) \$60.00

BEECHMONT
BEECHMONT AVENUE
CINCINNATI, OH 45255 513-474-5535

51764 DATE/TIME IN: 6/24/2003 11:06 DATE/TIME OUT: 6/25/2003 11:45
SA: TOMMI L HAMILTON DOC COUNT: 2 PAGE: 1

02 1G8J082F5YY
2000 SATURN LW1 BEIGE
ENGINE: L61 2.2LL4 LIC.NO:
STK#: U852820
MILES IN/OUT 50465 /
PLAN DESC: T SVC DATE: 11/03/1999
SALESPERSON: RICHARDSON, GREGORY M
A/R# 84561 RATE: 75.00

LINE 013 CUST STATES CAR WILL NOT START AT TIMES SEE HISTOR
Y CUST HAD SAME CONCERN PREVIOUSLY BCM WAS REPLACED
COND: D INTERMITTANT
CAUSE: DEFECTIVE PART
TECH COMM: CHECKED FOR NO START FOUND SECURITY CODES REPLACED
HOUSING DUE TO FAILURE IN PART SETTING SECURITY CO
DE. CUST ASSISTANCE TAKING CARE OF CUST DIRECT CASE
NUMBER 1-7028914

REPAIR 1 MODULE, IGNITION LOCK CYLINDER (HOUSING) - R&R OR
OPCODE: E7650 SALE TYPE: CX \$79.56
HRS: 1.30
PRIMARY TECH: LARRY STEVENS

PARTS	DESC	FP	QTY	PRICE	SALE TYPE
SN	21019793 HOUSING K Y	1		82.801 CX	\$82.90

NET TERM: C ENTERPRISE RENTAL CAR SALE TYPE
CX \$30.00

RENTAL DAYS: 1

LINE TOTAL \$192.46

LINE 02 CUST STATES REMOTES ARE INOP AT TIMES
TECH COMM: CHECKED BOTH REMOTES BOTH CHECK OK. REPLACED BATT
EYS

REPAIR 1 CHECK REMOTES
OPCODE: M5300 SALE TYPE: C \$0.00
PRIMARY TECH: LARRY STEVENS

PARTS	DESC	FP	QTY	PRICE	SALE TYPE
SN	12495816 BATTERY-R N	2		1.720 C	\$3.44

LINE TOTAL \$3.44

F. BEECHMONT
BEECHMONT AVENUE
ANAT, OH. 45255 513-474-5525

51764 DATE/TIME IN: 6/24/2003 11:06

DATE/TIME OUT: 6/25/2003 11:45

SA: TOMMY L HAMILTON

DOC COUNT: 2 PAGE: 2

02 1G8J082F9YY

LINE 3 013 CUST STATES SERVICE WRENCH LAMPS COME ON INTERMITT
ANT AND SECURITY LAPS BOTH COME ON INTERMITTANT
CAUSE: DEFECTIVE PART
TECH COMM: CHECKED FOUND CODE FOR DIMMER SWITCH FOUND SWITCH
BAD REPLACED SWITCH TO CORRECT.
FOUND CODE FOR REMOTE BATTERYS LOW ALSO SEE LINE
TWO. CUST ASSISTANCE TO TAKE CARE OFF CUST DEDUCT
CASE NUMBER 1-7028914

REPAIR 1 SWITCH - REPLACE INSTRUMENT PANEL DIMMER
OPCODE: N2317 SALE TYPE: CX \$18.36
HRS: .30
PRIMARY TECH: LARRY STEVENS

PARTS	DESC	FP	QTY	PRICE	SALE TYPE
SN	09178539 SWITCH AS Y	1		22.802 CX	
					\$22.80
LINE TOTAL					\$41.16

LINE 5 013 CUST STATES DRIVERS SIDE DOOR LOCK STICKS
FRONT DOOR.
CAUSE: DEFECTIVE PART
TECH COMM: CHECKED FOUND DOOR LATCH BROKEN INSTALLED NEW
LATCH TO CORRECT.

REPAIR 1 LOCK, FRONT DOOR - RER OR REPLACE LEFT
OPCODE: B4261 SALE TYPE: CX \$51.20
HRS: 1.00
PRIMARY TECH: LARRY STEVENS

PARTS	DESC	FP	QTY	PRICE	SALE TYPE
SN	22691298 LOCK ASM- Y	1		43.446 CX	
					\$43.45
LINE TOTAL					\$104.65

LINE 6 L04 TECH FOUND CODES FOR SES LIGHT
CAUSE: DEFECTIVE PART
TECH COMM: TECH FOUND CODE FOR P0101 AND P0102 FOUND IGNITION
MODULE COIL BURNED OFF INSTALLED NEW IGNITION MODULE AN
D PLUGS TO CORRECT

REPAIR 1 COIL, ELECTRONIC IGNITION MODULE - REPLACE
OPCODE: J4345 SALE TYPE: CX \$24.48
HRS: .40
PRIMARY TECH: LARRY STEVENS

SATURN OF BEECHMONT
6549 BEECHMONT AVENUE
CINCINNATI, OH. 45255 513-474-5525

SO# 2053102 DATE/TIME IN: 8/14/2003 8:58 DATE/TIME OUT: 8/14/2003 9:31
SA: TOMMI L HAMILTON DOC COUNT: 1 PAGE: 1

02 1G8JU82F9Y [REDACTED]
2000 SATURN LWL BEIGE
CINCINNATI OH [REDACTED] ENGINE: L61 2.2LL4 LIC. NO: [REDACTED]
[REDACTED] STK#: U852820
MILES IN/OUT 53808 / 53810
PLAN DESC: T SVC DATE: 11/03/1999
SALESPERSON: RICHARDSON, GREGORY M
A/R#: 94561 RATE: 75.00

LINE 1 Campaign # 03C06001 00-03 L-SERIES IGNITION CONTR

REPAIR. 1 (03-C-06) IGNITION CONTROL MODULE REPLACEMENT 2000

OPCODE: V1032 SALE TYPE: WC

WTY

HRS: .40

PRIMARY TECH: PAUL BROWN

WARR PARTS: 5

PARTS	DESC	FP	QTY	PRICE	SALE TYPE
SN	12569190 SPARK PLU N	4		WC	WTY
SN	12580215 MODULE AS Y	1		WC	WTY

CUSTOMER SIGNATURE [REDACTED]

CUSTOMER TOTAL \$.00

8/16/04

SAME OLD START PROBLEM

- REPROGRAMMED PASS-LOCK SYSTEM
- SAID REMOTES NO-GOOD - WOULD BE \$135 TO REPLACE - DIDN'T HAVE IT DONE

NO CHARGE

- NO PAPERWORK

Service Order Number		Service Advisor		VIN	
2081481		PAT GALLAGHER		1G8JU82F9YY	
Color	Year	Make/Model	Licenses	Engine	Trans
BEIGE	2000	SATURN LW1		L61 2.2LL4	U852820
Warranty In/Out	Tag	Delivery Date	Date	Doc. Count	Plan
68291 /	509	11/03/1998		1	T
Ink Number		Check/Print In		Date/Time Out	
		7/14/2004 9:12		7/14/2004 17:10	

A/R#: 84561

RATE: 75.00

LINE 1 CUST STATES CAR WILL NOT START BUT ENGINE KICKS
IN WAITS 10 MIN AND CAR RESTARTS

COND: SEE HISTORY

TECH COMM: RELEASED PASSLOCK AND CLEARED CODES AND RESET
CRANK.

REPAIR 1 ENGINE/MOTOR - SYMPTOM DIAGNOSIS

OPCODE: J9995

SALE TYPE: C

\$.00

PRIMARY TECH: PAUL BROWN

LINE 2* CUST STATES SERVICE WRENCH LIGHT AND SECURITY
LIGHT COMES ON TOGETHER AT TIMES

TECH COMM: NEED BOTH REMOTES AND CUST NEED TO COME IN WHEN LA
MPS ARE ON

REPAIR 1 ENGINE/MOTOR - SYMPTOM DIAGNOSIS

OPCODE: J9995

SALE TYPE: C

\$.00

PRIMARY TECH: PAUL BROWN

*** Following the line number denotes added operation.

CUSTOMER SIGNATURE

CUSTOMER TOTAL

\$.00

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.