



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 252

Date Received

2004 SEP 28 AM 11: 49
31-AUG-2004

Repository ☐

Reference No.
10080121

OWNER INFORMATION (Type or Print)

Name
Address
City CHESHIRE State CT 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 9/20/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G8ZE1267X2
Make SATURN Model SC1 Model Year 1998
Date Purchased Dealer's Name and Telephone Number
Engine: Fuel Type: Gas
Original Owner ☒ Dealer's City State Zip Code
Transmission Type ☒ Automatic ☐ Manual ☐ Powertrain REAR WHEEL DRIVE
Vehicle Component Code 060000 ENGINE AND ENGINE COOLING
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 31-AUG-2004
Failure Mileage
Failure Speed 55

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: DOTM19ABC039) ☐ 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).

WHILE DRIVING VEHICLE STALLED. CONSUMER WAS ABLE TO RESTART VEHICLE, AND DROVE IT TO THE DEALER FOR INSPECTION. MECHANIC DETERMINED THAT THE CYLINDER HEAD CRACKED FROM THE ENGINE, AND NEEDED REPLACEMENT. *AK

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

Please see attached letter for additional information

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



ATTACH ADDITIONAL SHEETS IF NECESSARY

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.gov/defects>

September 20, 2004

Cheshire, CT

U.S. Department of Transportation
National Highway Traffic Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

Dear Sir or Madam:

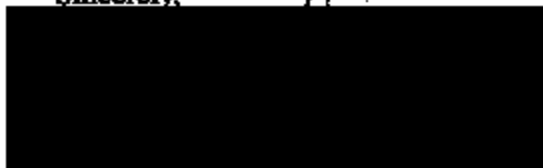
I am writing to place on record that my 1999 Saturn SC1 with 63,000 miles suffered a cracked cylinder head. My car's engine never overheated, and it did not have broken hoses. I also have an impeccable service record. Therefore, I do not believe a good explanation exists to understand how a cylinder head cracked on a vehicle with 63,000 miles.

On Tuesday, August 10th my car began running low on engine coolant. Immediately upon the activation of the low coolant indicator light, I went to the nearest gas station and purchased coolant. Before leaving the station, I carefully read the owner's manual and added enough coolant so it would reach the desired level. Because I had the coolant system flushed out in January or February of 2004, I was concerned that the car required additional coolant. The low coolant indicator was triggered again on Sunday, August 15, 2004. Again, I added more coolant so the car would have the correct amount of the fluid. On Tuesday, August 17, 2004, I brought my car to a local service station, because I was concerned about the possibility of a larger mechanical issue. The mechanic asked me if the car was leaking coolant, and I told him that fluid was not coming from any hoses. He checked for leaks himself and warned me that the engine might have a damaged head gasket. The mechanic filled the car once again with coolant, and he asked me to bring the vehicle back if the fluid dropped from its current level. Because the problem persisted with the Saturn, I brought the car back to the same garage on Thursday, August 19. They diagnosed the car with a damaged head gasket the following day. I contacted Saturn of Wallingford, the dealership I purchased my car from, and spoke to the service department manager. He informed me that Saturn might help with my issue, but they had to diagnose the car. So, I had the car towed to Saturn. On Monday, August 23, the service department manager informed me that the car had a damaged cylinder head, and the company would split the bill with me. I would pay for 60 percent of the repair bill, and they would cover 40 percent of the cost to fix the engine. I verbally agreed with this deal because the car is not under warranty, and I have not completed payments on the vehicle. In the end, Saturn repaired the car, and they charged me \$878.49 for a warranty deductible.

September 20, 2004

My goal is to gain strength in numbers. If similar complaints have been filed regarding this vehicle, then I hope necessary action is taken by your office to protect future consumers of Saturn cars. Saturn was great for lowering the price of repairs, and I am satisfied with their service. However, I spent \$878.49 on repairs, and I do not believe this should have happened to my vehicle. Ironically, I bought a car from Saturn because they matched my price range. Now, I have lost an amount of money that will significantly impact the next few months of my life. I read a consumer report recently that claims the Saturn SC1's engine has reliability issues. Again, if enough people write with a similar problem, then please take all necessary action to protect consumers.

Sincerely,



cc: Saturn Corporation

Attorney General: Richard Blumenthal