



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 1220

Date Received

Repository ☐11 2:55
14-SEP-2004Reference No.
10092075

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ALDEN State NY Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

In the absence of a signature, provide your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED]

Date 9/12/04

VEHICLE INFORMATION

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

1G8JU54F52Y [REDACTED]Make
SATURNModel
L200Model Year
2002Date Purchased
original sales
9-19-03 etcDealer's Name and Telephone Number **ORANGE COUNTY DEALER**
SATURN OF ORANGE COUNTY PARKEngine:
No. Cylinders

Fuel Type:

Original Owner ☐Dealer's City **ORANGE PARK**

State

Zip Code

NY

14127

4

GAS

Transmission Type

4SPD
AUTO☒ Antilock Brakes☒ Cruise Control

Powertrain

4CYL.
AUTOMATIC

Vehicle Component Code

121000 EXTERIOR LIGHTING: HEADLIGHTS

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-JAN-2004

Failure Mileage

21,000

Failure Speed

VARIABLE

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P216/65R15)

DOT No. (Example: DOTM19ABC036)

☐ 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 HEADLIGHT AND DASHBOARD LIGHTS BECAME DIM. JUST BEFORE THE LIGHTS DIMMED THEY BLINKED ERRATICALLY. THIS CAUSED VISUAL PROBLEMS. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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 responses 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.

09/28/04

[REDACTED]
Alden, N.Y.

NHTSA,

I am writing this note to bring to your attention what I consider to be a safety related defect in my 2002 Saturn L200 VIN 1G8JU54F52Y [REDACTED]. This vehicle was purchased used from a private seller with 21,000 miles on the odometer back in March of this year.

The headlights and dash lights dim repeatedly. This occurs when the vehicle is moving, usually when taking foot off the gas, and occurs between 1 and 100+ times during my (28) mile trip to work each day of which 50% is rural driving. I leave prior to 5:00am which requires use of my headlamps. The dimming problem is highly visible resulting in a loss and distortion of forward vision. This problem also occurs during daylight hours, but except for the dimming of the DRL indicator, there are no other telltale signs.

The Saturn dealership in Clarence, N.Y has reviewed my complaint under the manufacturer's new car warranty and commented as follows :As per Saturn bulletin # 04-08-42-001 issued on Feb 2004: This is a normal operating characteristic for my make and model of vehicle. The service writer would not comment as to a possible cause or correction of the problem. Though seemingly concerned, his response sounded quite rehearsed so as to appease the customer.

It is evident Saturn Corp is more than aware of this situation but makes no attempt to resolve same. Use of the term "Normal operating condition " is nothing more than an excuse allowing the manufacturer to skirt the issue and leave the consumer high and dry. I have owned 10 vehicles in my life and not one of these vehicles exhibited this condition. My previous vehicle was a 1995 Saturn SW2, in which the headlamps never dimmed.

While Saturn's remark "at no time do the headlamps turn completely off " is correct, but the constant dimming is very distracting to the point where it is impacting my driving. 100+ dimmings of the headlamps is a driving challenge that I wish upon no one. In today's driving world, forward road illumination is critical toward providing a safer and more defensive driving environment.

I am very concerned when a car manufacturer is able to make the statement "Normal operating condition " whereby a known defect exists in one of their line of vehicles, yet due to costs related toward resolving the issue, is allowed to circumvent the situation based strictly on the bottom line.

Hopefully our government watchdogs can persuade Saturn Corp USA to do the right thing and correct this safety issue on ALL affected 2000-2004 Saturn L200 vehicles as outlined in bulletin 04-08-42-001.

[REDACTED]
cc: Saturn Corp. U.S.A.
Saturn of Clarence

The Saturn logo, consisting of the word "SATURN" in a bold, sans-serif font, is positioned in the upper left corner of the document.

File in Section: 06 - Body and Accessories

Bulletin No.: 04-08-42-001

Issue Date: February, 2004

Information on Intermittent Dimming (Flickering) of Headlamps and/or Instrument Panel Lighting — Normal Characteristic/No Service Required

Applies to: 2000–2004 Saturn L-Series Vehicles

Action: Fixed Operations Manager and Technician

Notes:

The purpose of this bulletin is to inform Saturn Retailers of normal headlamp and instrument panel illumination characteristics.

Customers may comment on sporadic dimming (flickering) of the headlamps and/or instrument cluster illumination. Flickering may occur intermittently as a result of transient current loads on the electrical system during normal vehicle operation; however, at no time do the headlamps turn completely off. This is considered a normal operating characteristic.

No service is required for this condition.

Saturn bulletins are intended for use by professional technicians, NOT a "do-it-yourself." They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your Saturn Retailer for information on whether your vehicle may benefit from the information.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**