



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100222

Date Received

28-JAN-2005

Repository ☐

Reference No.
10100170

OWNER INFORMATION (Type or Print)

Name

Address

City MINNEAPOLIS

State MN

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

1G8ZH1279VZ

Make

SATURN

Model

SATURN

Model Year

1997

Date Purchased

12/23/05

Dealer's Name and Telephone Number

White Bear Dodge 651-482-6100

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

☐

Dealer's City

White Bear Lake

State

MN

Zip Code

55110

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

D62100 ENGINE AND ENGINE COOLING; COOLING SYSTEM; RADIATOR

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

28-JAN-2005

Failure Mileage

136000

Failure Speed

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: DOTM15ABC036)

☐ 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

Number of Deaths

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).

CONSUMER WAS AT A STOP SIGN WHEN THE VEHICLE SHUT DOWN. CONSUMER STARTED THE VEHICLE, AND HAD NOT SERVICED IT AS OF YET. HOWEVER, RADIATOR WAS REPLACED. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

This 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)

On 12/23/04 I paid for a used car a 1997 Saturn SC2 VIN# 1G8ZM4279VZ [REDACTED] For \$2301.68. At the time I bought the car everything seemed fine, Then I took it to a repair shop, because of a funny noise it was making. This was on 12/30/04. This is a list of all repair problems (see list). I called White Bear Dodge to make a complaint the salesman said that there was nothing they can do. On 1/28/05 the car was not running. Just a little over a month they will need a whole new engine. I have paid \$1098.69 in repairs and towing and I feel that white Bear Dodge used me.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM**

OR

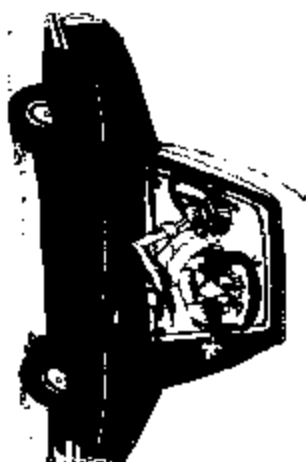
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

The Auto Experts, Inc.
839 East River Road
Anoka, MN 55303
763-433-0490

February 4, 2005

To Whom It May Concern:

Jaine Flores came to our shop on December 30, 2004 because she was experiencing problems with her 1997 Saturn SC2, which she had purchased only a few days prior at White Bear Dodge. We performed a thorough inspection of the vehicle and found the following things wrong:

1. Radiator was leaking;
2. Valve cover gasket was leaking;
3. Rear brakes and drums needed to be replaced;
4. Rear sway bar links were bad;
5. Motor mount was bad;
6. Idler pulley needed to be replaced;
7. Needed four new tires; and
8. The horn didn't work.

Estimated cost of all repairs was \$1,855.59.

██████████ came back to our shop on January 13, 2005 to have us perform several of the necessary repairs. Her bill came to \$869.91. (See attached invoice.) ██████████ called our shop on January 24, 2005 and stated that her vehicle was losing a lot of oil. She stated that in two days' time, she had put 6 quarts of oil in her vehicle. I told her that she should come back to the shop as soon as possible to have us find out the cause of the oil leak. ██████████ came in that same day and we inspected her vehicle and found that the valve cover gasket we replaced had loosened up again. We tightened it and told ██████████ to come back in a week, and if it loosened up again we would most likely need to replace the valve cover. The estimated cost of that repair would be \$450.00. In addition, when ██████████ was in, she stated that her gas pedal had been sticking, so we performed a throttle plate cleaning service. (See attached invoice.)

On Friday, January 28, 2005, [REDACTED] called and stated that her vehicle was running poorly. We told her to bring it back in, but we would not be able to look at her vehicle until Monday. [REDACTED] parked her vehicle over the weekend, and when she went out to her vehicle on Monday, February 1, 2005, to drive it to our shop, her vehicle would not start, so she had it towed in. Upon inspection of the vehicle, we found that the #1 spark plug was oil fouled. The spark plugs had to be replaced in order to get the vehicle started to see where the oil was leaking from. Once we got the vehicle started, we found that the #1 cylinder had low compression and was oil soaked. It appears that the vehicle has a bad piston ring. The estimated cost to repair this will be over \$2,000.00.

If [REDACTED] had come to us prior to purchasing this vehicle and had us perform a pre-purchase inspection, we would have advised [REDACTED] that it would be our recommendation that she not purchase this vehicle, as there were far too many repairs necessary to make this vehicle safe to drive.

Sincerely,

[REDACTED]
Owner

**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).**