



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 1388

Date Received

AM 3:36
07-FEB-2005

Repository

Reference No.
10110967

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: PICKETT State: WI Zip Code: [REDACTED]

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?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 2/2/05 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5GZCZ23D [REDACTED]
Make: SATURN Model: VUE Model Year: 2002
Date Purchased: 3-15-2003 Dealer's Name and Telephone Number: SATURN OF FOND DU LAC 920-923-5900
Original Owner: Dealer's City: FOND DU LAC State: WI Zip Code: 54937
Engine: 2.3 L No. Cylinders: 4 Fuel Type: GAS
Transmission Type: MANUAL Antilock Brakes Cruise Control
Powertrain: [REDACTED] Vehicle Component Code: 016000 STEERING:ELECTRIC POWER ASSIST SYSTEM
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 15-DEC-2004 Failure Mileage: 255000 Failure Speed: 45-65 MPH
ELECTRIC POWER STEERING SYSTEM

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC038): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] 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 AT ANY SPEED THE ELECTRIC POWER ASSIST SYSTEM FAILED, AND VEHICLE WANDERED. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *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)

WHILE DRIVING AT HIGHWAY SPEEDS THE VEHICLE WANDERS RIGHT OR LEFT AT RANDOM, REQUIRING THE DRIVER TO CONSTANTLY CORRECT THE STEERING WHEEL TO MAINTAIN PROPER LANE POSITION. THIS EXCESSIVE FREE-PLAY IS ALWAYS PRESENT, EVEN ON SMOOTH ROADS, BUT CROSS WINDS OR TAR STRIPS AMPLIFY THE WANDERING AND REQUIRE A FANATICAL EFFORT TO MAINTAIN LANE POSITION.

THE DEALER PERFORMED AN ALIGNMENT, CHECKED FOR STEERING FAULT CODES, AND SAID THE VEHICLE IS OPERATING AS DESIGNED.

THE VEHICLE STILL WANDERS EXCESSIVELY AFTER THE ALIGNMENT. THIS WANDERING IS NOT A CASE OF PULLING, BUT RATHER A FEELING OF DISCONNECT BETWEEN THE STEERING WHEEL AND FRONT WHEELS.

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

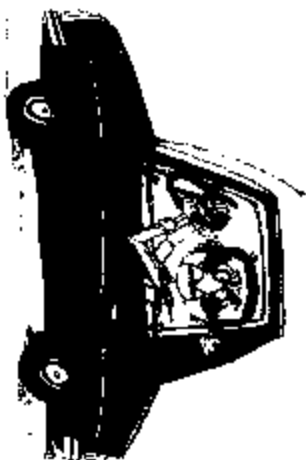
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



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National Highway Traffic Safety
Administration
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Bergstrom Automotive

SATURN OF WAUSAU
2727 North 20th Avenue
Wausau, WI 54401
(715) 675-5060

SATURN OF EAU CLAIRE
3525 HWY 98
Eau Claire, WI 54701
(715) 831-2300

SERVICE INVOICE

Co.# 02

Sold To:

PICKETT WI 54604

Business Phone:
Home Phone:

Service Order Number		Service Advisor		VIN	
119487		SCOTT HACKBARTH		5GZCZ22D8	
Color	Year	Make Model	License	Engine	Stk.#
BLACK SILV	2002	SATURN VUE FWD		L61 2.2LLA	
No. Days In Unit	Tax	Delivery Date	Rate	Del. Count	Plan
23789 /	9487	3/15/2002		1	
Tax Exempt		Date Time In		Date Time Out	
		2/14/2005 15:19		2/14/2005 15:24	

LINE 2 OWNER STATES THAT VEHICLE IS WANDERING ALL OVER THE ROAD. SEEMS LIKE HAS TO CONSTANTLY CORRECT WHEN DRIVING. THE ONLY TIME IT DOES NOT SEEM TO WANDER IS WHEN A LONG SWEEPING LEFT TURN. PLEASE CHECK AND ADVISE

TECH COMM: OWNER STATES THAT VEHICLE IS WANDERING ALL OVER THE ROAD, TESTDROVE AFTER PERFORMING REAR SUSPENSION CAMPAIGN AND COULD NOT DUPLICATE CONCERN AT THIS TIME, VEHICLE OPERATES AS DESIGNED

REPAIR 1 COURTESY SERVICE PROVIDED

OPCODE: M5310

PRIMARY TECH: JOSEPH BROWN

SALE TYPE: CASH - GM

\$.00

LINE 3 Campaign # 04067901 2002 2004 VUE REAR SUSPENSION
TECH COMM: REPLACEMENT OF REAR LATERAL LINK ASSEMBLIES

REPAIR 1 REPLACEMENT OF REAR LATERAL LINK ASSEMBLIES

OPCODE: V1217

HRS: 2.00

PRIMARY TECH: JOSEPH BROWN

WARR PARTS: 1

SALE TYPE: WARRANTY CA

WTY

PARTS

SN 15249340 LINK KIT- Y 1

PRICE SALE TYPE

WARRANTY CAMPAI

WTY

PLEASE LET US KNOW IF YOU ARE NOT COMPLETELY SATISFIED

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL

\$.00

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed 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.

**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).**