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[REDACTED]
Camarillo, CA [REDACTED]
Jan 28 2005

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Saturn Corporation
100 Saturn Parkway
Mail Drop 371-999-S24
Spring Hill, TN 37174-1500

Gentlemen:

The object of this letter is to alert you to a safety hazard in some of your vehicles.

About six months ago we traded a 1996 Saturn Wagon for a 2000 Saturn LW2 4DR Wagon.

The individual or individuals who designed the body of this wagon did not have a notion of SAFETY.

The upper edge of the front doors are a hazard and an accident waiting to happen. More than two times my face was within a fraction of an inch to the upper edge of the right front door while opening the door. My wife has only one eye, she lost the other eye 8 years ago and the Saturn is her car. I am afraid that one of these days she could hit and damage the good eye by being hit by the edge of the door.

The edge of the door is 56 inches from the ground. This is exactly the level of the face of the majority of Americans. If a person is between five feet five inches and six feet, there is a good possibility of an accident involving the face since one has to bend forward to get into the vehicle. Even an individual taller than six feet can be injured in the face with this sharp edge. The situation gets aggravated if the driveway or the street where the Saturn is parked is on an incline.

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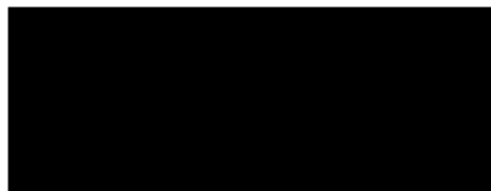
My wife and I are both retired and can not afford to get rid of the Saturn just like that. To solve the problem there are two solutions.

- 1) The Saturn Company would take the Saturn Wagon back and reimburse us by the same amount we paid to the Saturn dealer \$ 10,000.00
- 2) The Saturn Company would take the Saturn Wagon back, redesign and install the two front doors eliminating the sharp edges as shown in the attached pictures. Note that in one of the pictures I have outlined the changes needed to improve safety of the front doors.

When the Saturn was introduced here, it was supposed to be the answer to the Japanese imports. It would hurt me to make derogatory statements against Saturn because I like American made automobiles. Now I drive an Aurora and I love it. Before that I always had Oldsmobile's and Buick's.

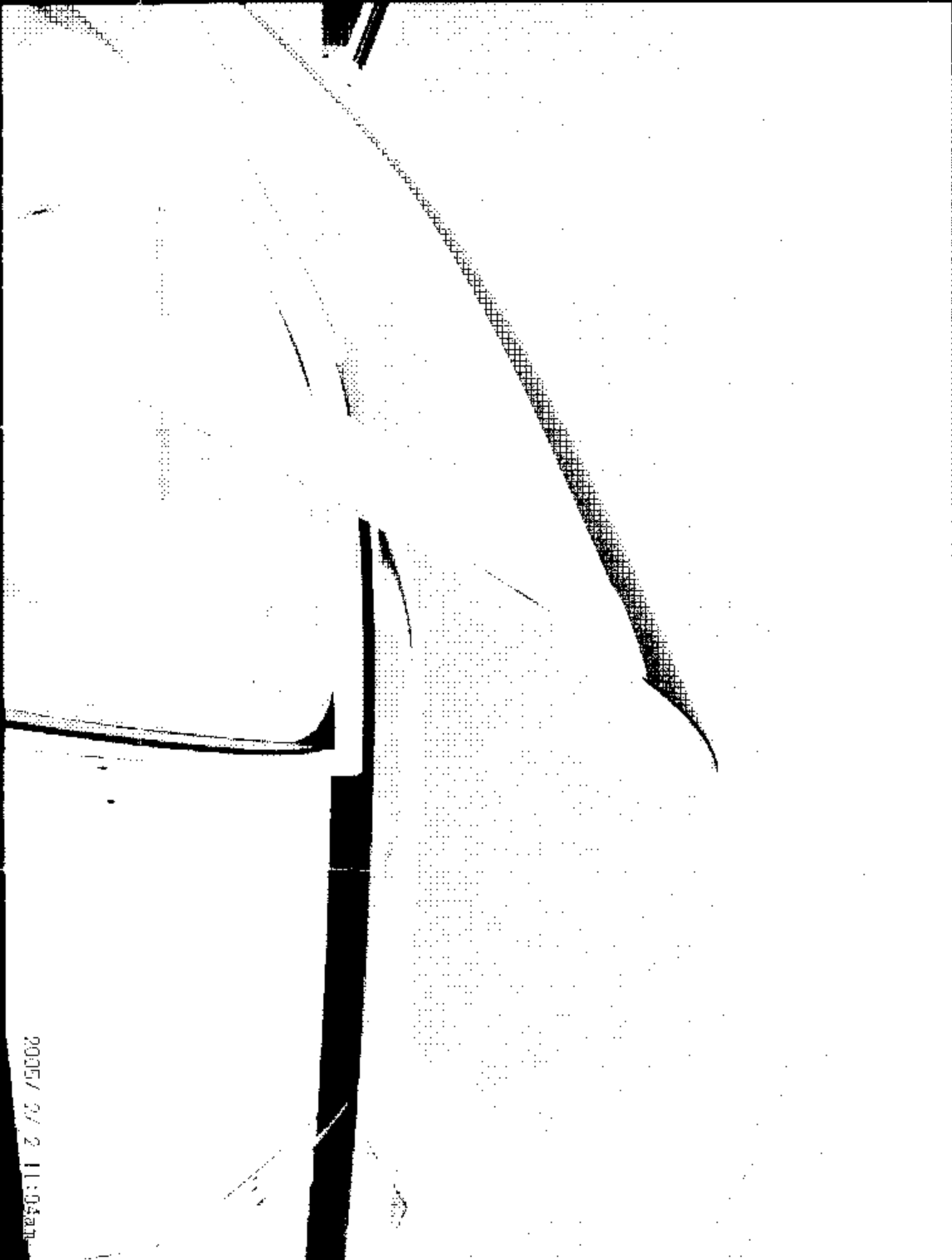
Please study all the aspects involved in this letter, and give me your answer as soon as possible.

Sincerely



cc

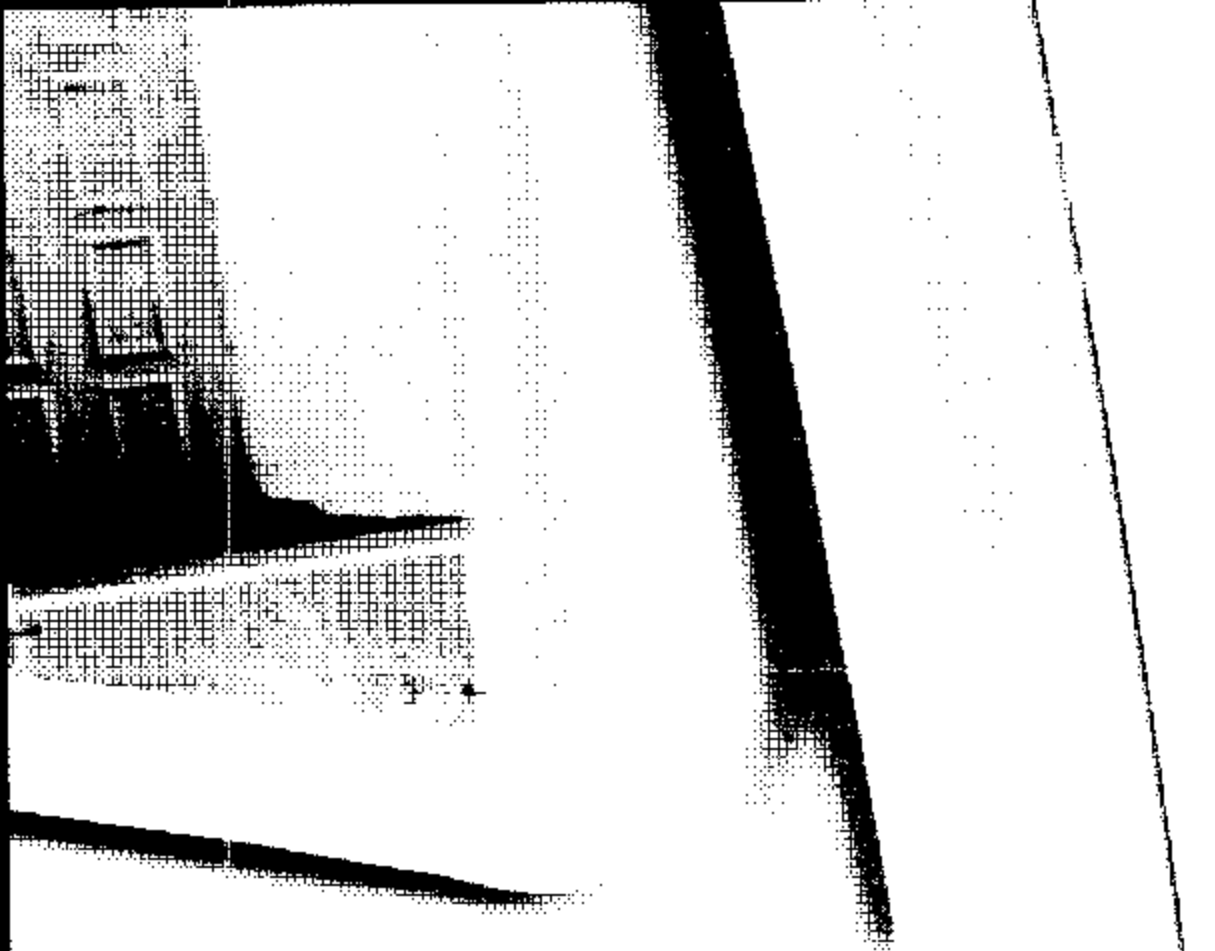
U. S. Department of Transportation ✓



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