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**Type:** Customer E-mail  
**From:** [REDACTED]  
**To:** "Webmaster <NHTSA>" <Webmaster@nhtsa.dot.gov>  
**Subject:** 2003 Saturn Ion concern

NOV - 8 2004

From: [REDACTED]

Comments:

Can you give me any feedback on your NHTSA Action Number : PE04061; my Saturn is going in for the third time to try and fix the daytime running lights- in fact, I took it in Saturday, and they gave me a rental, stating that Saturn felt driving it as it was is a safety issue.

Thanks,

[REDACTED]  
From NHTSA Web Site.

**Jimenez, Alberto**

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To: [REDACTED]  
Subject: 2003 Saturn Ion concern

APR 5 2005

NVS-216 aaj

Dear [REDACTED]

Thank you for your e-mail to NHTSA's Webmaster, which was received by NHTSA's Office of Defects Investigation. We apologize for the delay in answering your e-mail and use of this form letter; however, due to the number of e-mails received and limited resources, we are responding to your correspondence in this manner. A member of our staff may contact you if further information is needed.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists concerning vehicle problems are a very important source of information for us. If you wish to provide information with regard to motor vehicle or motor vehicle equipment problems or problems with regard to recall corrective actions and **have not done so, please complete the vehicle owner's questionnaire that is available on NHTSA's Web site at [www.nhtsa.dot.gov/ivoq](http://www.nhtsa.dot.gov/ivoq)** **<<http://www.nhtsa.dot.gov/ivoq>>**. Each report is analyzed and compiled into a database to assist us in identifying potential safety problems or recall inadequacies that require our attention.

You may also obtain information about recalls, investigations, and other safety related information by accessing NHTSA website at [www.nhtsa.dot.gov/cars/problems](http://www.nhtsa.dot.gov/cars/problems) **<<http://www.nhtsa.dot.gov/cars/problems>>**. For other information please call our DOT Auto safety Hotline toll-free number at 1-888-327-4236.

If further assistance is needed, please contact Mr. Michael J. Jordan, Office of Defects Investigation, Correspondence Research Division, at: (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

P.S. Detail information for investigation can be obtained from NHTSA's Web Site at [www.nhtsa.dot.gov/cars/problems](http://www.nhtsa.dot.gov/cars/problems). Also see EA04-035, which is an upgrade of PE04-061.