



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 100182

Date Received

Repository ☐

2005 MAY -6 AM 6:26
13-APR-2005

Reference No.
10117825

OWNER INFORMATION (Type or Print)

Name

Address

City EAST TROY

State WI

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?

In the absence of an authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.

☒ YES

☐ NO

Signature of Owner

Date 4/24/05

VEHICLE INFORMATION

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

1G8ZH5287V2

Make

SATURN

Model

SL2

Model Year

1997

Date Purchased

2000

Dealer's Name and Telephone Number

PRIVATE OWNER

Engine:

No. Cylinders

4

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☐ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

151300 SEAT BELTS:FRONT:RETRACTOR

Multiple Failure: 1

PERMANENT

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-FEB-2005

Failure Mileage

54000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/66R16)

DOT No. (Example: DOTM189ABC036)

☐ 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 COMPLAINED ABOUT FRONT SEAT BELT PROBLEM. DRIVER'S SIDE SEAT BELT WILL NOT RETRACT AFTER USE. PASSENGER'S SIDE SEAT BELT WILL NOT EXTEND OUT FOR USE. CONSUMER TOOK THE VEHICLE TO DEALER, AND WAS INFORMED THAT THE REPAIR WILL COST \$900.00. *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.

DATE: MARCH 29TH, 2005

TO: SATURN CORP.
100 SATURN PKWY.
SPRING HILL, TENNESSEE 37174

FROM:

EAST IROY, WI

TO WHOM IT MAY CONCERN;

ON MONDAY, MARCH 28TH, 2005, I CALLED AND EXPLAINED THAT I HAD TROUBLE WITH THE SEAT BELTS IN MY 1997 SATURN SL2, THE BELT THAT GOES ACROSS THE LAP ON THE DRIVER'S SIDE WILL NOT RECOIL.

THE BELT THAT GOES ACROSS THE LAP ON THE PASSENGER'S SIDE CANNOT BE PULLED OUT.

THE PERSON I TALKED TO WHEN I CALLED, SAID I SHOULD GET REPAIR PRICES (INCLUDING MATERIALS) FROM A SATURN DEALER LOCATED IN WAUKESHA, WI. THE PERSON IN THE PARTS DEPT. SAID EACH BELT ETC. WOULD COST \$300.00 PLUS \$150.00 FOR LABOR. HE SAID THIS WAS THE FIRST TIME THAT HE HAD HEARD OF THE BELTS MALFUNCTIONING.

MY WIFE AND I ARE RETIRED AND ON A FIXED INCOME, WE DRIVE ABOUT 5000 MILES A YEAR AND REALLY LIKE OUR SATURN, BUT NOW WE KNOW IT IS UNSAFE TO DRIVE WITH THE SEAT BELTS IN THE CONDITION THEY ARE IN. WE WOULD APPRECIATE YOUR HELPING US.

THANK YOU,