

10134530

Elma, NY
8 Aug 05

20050819 AM 3:24

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defect Investigation
NVS-210
400 7th Street, SW
Washington, DC 20590

Gentlemen:

I have two ongoing problems with my 2002 Saturn L200 sedan
(VIN: 1G8JU54F72 [REDACTED])

When driving at night the lights (headlights, dash lights and interior lights) will frequently flicker off for a fraction of a second. This has been occurring from the day the car was purchased new. When the dealer service people were asked about it their only reply was that "Saturn is aware of the problem". When I contacted Saturn they said the flickering was "normal". I have never known of a car for which the flickering of lights is normal

In very hot and humid weather the engine runs rough and the air conditioner stops functioning. On one occasion when this was occurring the car stalled out on a local expressway. Two times recently the car refused to start. And, when it does start it runs rough if the temperature is in the eighties and it is very humid. I took it to the dealer on two occasions last year and it was supposed to be fixed but when the hot, humid weather came back this summer, so did the problem. I have taken it to mechanics other than the dealer and they cannot find the problem either even though they experienced the problem when they drove the car.

A recent article in the Buffalo News about a similar sounding problem with Volvo that your agency is investigating prompted the writing of this letter. I will enclose copies of the letter I wrote to Saturn and the two dealer work orders from last year.

I would very much like to hear if you have any suggestions how I should deal with these problems, particularly the engine problem.

Thank you.

Yours truly;

[REDACTED]

Maria
8/22/05

[REDACTED]
Elma, NY [REDACTED]

July 19, 2005

Saturn Corporation, Division of General Motors
100 Saturn Parkway
Spring Hill, TN 37174

Gentlemen:

Does the word LEMON have meaning for you? That is what I own and I am telling anyone who will listen that that is what I own: a 2002 Saturn I200 lemon!

At 19443 miles you had to replace all four tires because of an alignment, toe and camber problem. You also installed a shim kit.

From day one the lights have flickered. No other car I have ever known of has had that problem; not even other Saturns. Yet, when I contacted you I was told that was normal.

Last year (6/23/04 a 35731 miles) I complained that the car ran rough in very hot, humid weather and that the air conditioner stopped functioning. Your technicians could not find a problem.

On September 13th last year the car was performing as described above and died on a local expressway (at 39111 miles) and had to be towed to West Herr Saturn in Orchard Park where I purchased the car. They said the catalytic converter was plugged and replaced the oxygen sensor.

Now, less than a year later (at 50111 miles) the problem has reoccurred and the car is no longer warranty. This morning the car refused to start and had to be towed to a local garage – not a Saturn dealer. Perhaps they can fix the problem so it stays fixed.

I expect that, when I get the bill this time that Saturn will pay it.

[REDACTED]

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).