



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 100148

Date Received

2005 NOV 29 PM 1:03
11-OCT-2005

Repository ☐

Reference No.
10139270

OWNER INFORMATION (Type or Print)

Name: [REDACTED] Dealer Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Address: [REDACTED]
City: RENTON State: WA Zip Code: [REDACTED] Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: [REDACTED] Date: 11/1/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G8ZP128 [REDACTED] Make: SATURN Model: SC1 Model Year: 2001

Date Purchased
21-FEB-01

Dealer's Name and Telephone Number
SATURN OF BELLEVUE 425-748-8482 → Bellevue

Engine:
No. Cylinders: 4 Fuel Type: Gas

Original Owner
☒

Dealer's City
BELLEVUE - Bellevue

State: WA Zip Code: 98005

Transmission Type
AUTOMATIC

☐ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
070000 FUEL SYSTEM, GASOLINE

Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 22-FEB-2001 Failure Mileage: 20 Failure Speed: [REDACTED]

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: DOTM18ABC038) ☐ 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), Fatality, 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).

DT: THE CONTACT COMPLAINED ABOUT SEVERAL PROBLEMS. THERE WAS A FUEL SMELL IN THE VEHICLE. THE VEHICLE WAS HARD TO STEER, WHEN SHE TURNED THE WHEEL THERE WAS A SQUEAKING NOISE. THE BRAKES DRAGGING AND SQUEAKED, AND IT FELT LIKE THE VEHICLE WAS SLIDING AND IT WAS HARD TO STOP. THE VEHICLE SHOOK AT HIGHWAY SPEEDS OF 50 TO 60 MPH. THE VEHICLE HESITATED WHEN GOING UPHILL OR TURNING A CORNER. WHEN SHE FIRST GOT THE VEHICLE IT WOULD KEEP RUNNING AFTER SHE TURNED IT OFF. THEY REPLACED SOMETHING IN THE FUEL SYSTEM. DEALER SAID THE FUEL SMELL WAS NORMAL FOR THIS VEHICLE AND THEY COULD NOT SMELL IT. THEY REPLACED A PART IN THE STEERING. ALSO, REPLACED THE ROTORS. THEY TOLD HER TO GET TIRES BALANCED. DEALER SAID THAT MOST OF THESE THINGS WERE NORMAL FOR VEHICLE. MANUFACTURER TOLD THE CONTACT TO GO TO THE DEALER AND GIVE THEM ANOTHER CHANCE. THE CONTACT SAID EVERY TIME SHE TOOK VEHICLE TO DEALER THE PROBLEM GOT WORSE OR OLD PROBLEMS CAME BACK. THE DEALER SWITCHED THE FIRESTONE TIRES FOR GOODYEAR TIRES BECAUSE OF A RECALL ON THE TIRES. *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.