



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

Repository

2006 JAN 25 AM 9:20
22-DEC-2005

Reference No.
10145816

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: BUFFALO State: NY Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]

E-mail Address: [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: 1/15/2006

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GBAG52F05Z118920
Make: SATURN Model: ION Model Year: 2005
Date Purchased: 01-OCT-04 Dealer's Name and Telephone Number: SATURN OF ORCHARD PARK 718-867-3100 Engine: No. Cylinders: 4 Fuel Type: Gas
Original Owner: Dealer's City: ORCHARD PARK State: NY Zip Code: 14127
Transmission Type: AUTOMATIC Antilock Brakes: Cruise Control: Powertrain: FRONT WHEEL DRIVE Vehicle Component Code: 180000 VEHICLE SPEED CONTROL Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 04-NOV-2005 Failure Mileage: 8000 Failure Speed: 5 MPH

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: DOTM1A8BC036): [REDACTED] 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), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: NONE Number of Deaths: NONE Reported to Police: N NO

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 STATED INTERMITTENTLY THE VEHICLE WILL ACCELERATE WITH THE CONTACT'S FOOT ON THE BRAKE. THE VEHICLE HAS BEEN TO THE DEALERSHIP, AND THEY WERE UNABLE TO DUPLICATE THE PROBLEM, AND NO CODES WERE FOUND. THIS CAUSED THE CONSUMER'S VEHICLE TO REAR END ANOTHER VEHICLE. THERE WAS PROPERTY DAMAGE. THE HOOD BUCKLED AND THE GRILL WAS DAMAGED. THERE HAVE BEEN NO REPAIRS DONE. *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.

25-OCT-04
ACCIDENT ON 12-DEC-2005

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

PLEASE REFER TO ENCLOSED COPIES OF 5 PAGES OF DATA,
SATURN SERVICE INVOICES AND DAMAGE ESTIMATE, WHICH
I HAVE SENT TO MY INSURANCE CO., WHICH BEST DESCRIBES
THE AUTO MALFUNCTION WHICH CAUSED THIS ACCIDENT.
IT ALSO COVERS OTHER ELECTRICAL PROBLEMS I HAVE
EXPERIENCED WITH THIS SATURN.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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POLICY NO: [REDACTED]

CLAIM NO: [REDACTED]

PAGE 1 OF 3
JAN 15, 2006
[REDACTED]

ON DEC. 12, 2005 AT 3:15 P.M. I WAS SLOWING DOWN TO ABOUT 5 MPH, AS I WAS APPROCHING THE 3 CARS STANDING AT THE CLINTON ST. - HARLEM ROAD INTERSECTION RED LIGHT, GETTING READY TO COME TO A FULL STOP, BEHIND THE STANDING CAR AHEAD OF ME, WHEN MY CAR SUDDENLY, WITHOUT ANY WARNING, MALFUNCTIONED AND ACCELERATED FORWARD, WHILE I HAD MY FOOT ON THE BRAKE, TRYING TO STOP.

THE FRONT OF MY CAR CAME TO A STOP UNDER THE JEEP'S HIGH BUMPER, DAMAGING MY HOOD AND GRILL SUPPORT STRUCTURE. THERE WAS VERY LITTLE DAMAGE TO THE JEEP SUBURBAN I RAN INTO. A COPY OF MY DAMAGE ESTIMATE IS ENCLOSED.

THE MALFUNCTION OF ACCELERATION WHILE BRAKING HAD ACCURED SEVERAL TIMES BEFORE THIS ACCIDENT. I REPORTED TO THE SATURN OF ORCHARD PARK AGENCY ON NOV. 4, 2005. THEY CLAIMED MY CAR WAS THE FIRST THEY HEARD OF THIS PROBLEM. THEY CHECKED THE AUTO, BUT COULD NOT DUPLICATE THE MALFUNCTION. (COPY OF SERVICE INVOICE ENCLOSED).

ON DEC. 12 THE DAY OF ACCIDENT, I WENT TO THE SATURN AGENCY TO REPORT WHAT HAPPENED. THEY TOLD ME TO COME BACK THE NEXT DAY, DEC. 13, WHEN THE SERVICE MANAGER WOULD BE THERE, I CAME BACK AND THEY GAVE AN ESTIMATE OF DAMAGE (COPY ENCLOSED), BUT CLAIMED TO BE AT A LOSS AS TO THE CAUSE OF THE MALFUNCTION.

REFERENCE NO. 10145916

II

DOUGLAS EMMONS, THE SATURN SERVICE MANAGER, CALLED THE SATURN HOT LINE AND HANDED THE PHONE TO ME, SO I COULD TELL THEM ABOUT THE MALFUNCTION THAT CAUSED THIS ACCIDENT. AFTER HEARING ALL ABOUT IT, THE ASSOCIATE SAID HE WILL CONSULT THEIR EXPERTS, AND GET BACK TO ME IN A FEW DAYS.

THEY DID CALL BACK AND TOLD ME THEY WERE TURNING THE CASE OVER TO ANOTHER DEPARTMENT.

A SATURN FACTORY ASSOCIATE BY THE NAME "DOUG" AT PHONE NO 1-931-489-2930 CALLED AND TOLD ME THEY REVIEWED THE CASE AND FOUND THIS TO BE THE ONLY CASE WHERE A SATURN MALFUNCTIONED AS MINE DID. HE WAS VERY RUDE, AND CALLED ME A COMBATIVE CUSTOMER, FOR CLAIMING MY AUTO IS DEFECTIVE.

ACCORDING TO SOME PRIVATE AUTO REPAIR GARAGE BUSINESSES, IN THE BUFFALO AREA, THIS MALFUNCTION HAS OCCURED ON SATURNS AS WELL AS OTHER GENERAL MOTORS AUTOS.

I TOLD THE FACTORY ASSOCIATE "DOUG" THIS AND ALSO THAT BECAUSE OF THIS MALFUCTION, I WANT SATURN TO FIX THE CAR OR REPLACE IT, AND ALSO PAY FOR ALL THE DAMAGE IT CAUSED.

HE AGAIN DENIED THE CAR IS DEFECTIVE, AND ORDERED ANOTHER ROAD TEST, FOR VAN 5,2006.

AT THIS ROAD TEST I DROVE MY CAR APPROX. 5 MILES AROUND, STOPPING MANY TIMES, WITH A SATURN SERVICE TECH MAN, BESIDE ME HOLDING A METER LINKED TO THE CAR. NO MALFUNCTION OCCURED.
(COPY OF SERVICE INVOICED ENCLOSED).

THIS ROAD TEST ONLY PROVED THAT A MALFUNCTION DID NOT OCCUR DURING THIS PARTICULAR RIDE.

THERE HAVE BEEN MANY OCCURANCES OF THIS MALFUNCTION BEFORE AND AFTER THE ACCIDENT.

ON DEC. 21 MY 45YR OLD NEPHEW, DAVID KAWCZYNSKI, WAS SITTING IN THE FRONT SEAT, NEXT TO ME, WHILE I STOPPED FOR A RED LIGHT. AS I CAME TO A STOP, THE CAR ECCELERATED, WHILE I HAD MY FOOT ON THE BRAKE, LURCHING FORWARD, UNTIL IT CAME TO A STOP. FORTUNALLY THERE WAS NO CAR AHEAD OF ME.

UNTIL I GET THIS MATTER RESOLVED, I SHIFT MY CAR INTO NUTRAL GEAR BEFORE STOPPING BEHIND ANY CAR AHEAD OF ME, MINIMIZING A CHANCE OF ANOTHER ACCIDENT, BUT I DON'T WANT TO DO THIS FOR EVER, I WANT SATURN TO FIX THE CAR, OR GIVE ME A DIFFERENT ONE.

AT THE SUGGESTION OF NEW YORK CENTRAL NUTRAL, I HAVE REPORTED THIS SATURN AUTO DEFECT ON DEC. 22, 2005 TO :-

US DEPT. OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC
SAFETY ADMINISTRATION

THEY TOLD ME THEIR RECORDS SHOW COMPLAINTS OF SATURNS WITH STUCK ECCELERATORS, WHICH IS ANOTHER WAY OF DISCRIBING MY PROBLEM.

MY SATURN HAD OTHER ELECTRICAL PROBLEMS SINCE I GOT IT IN OCT. 2004.

THE FIRST PROBLEM WAS THE INTERMITTANT OPERATING FAILURE OF THE R.H. FRONT TURN SIGNAL LIGHT, WHICH TURNED OUT TO BE CAUSED BY A LOOSE CONNECTION, AFTER 2 SEPARATE VISITS TO THE ORCHARD PARK SATURN SERVICE CENTER.

THE SECOND ELECTRICAL PROBLEM WAS WHEN MY CAR WOULD NOT START UNTIL 10 MINUTES AFTER YOUR FIRST ATTEMPT TO START IT. THIS FAILURE WAS ALSO INTERMITTANT. I REPORTED THIS MANFUNCTION ON 6-7-2005. AFTER CHECKING THINGS OVER AND REPORTING THEIR FINDINGS TO THE FACTORY. THE FACTORY CONCLUDED IT NEEDED A NEW 2006 MODULE, WHICH WAS NOT AVAILBLE YET. WHEN THE DEALER RECEIVED IT, HE CALLED AND MADE AN APPOINTMENT ON 7-19-2005 TO PUT IT IN. THE SERVICE PEOPLE PUT IT IN, BUT IT DIDN'T WORK, IT WAS NOT COMPATABLE WITH MY 2005 SATURN. THEN THEY PUT IN A NEW 2005 MODULE, AND AFTER THIS WAS DONE IT STARTED, AND IT STILL STARTS THE WAY IT SHOULD.

YOU WOULD THINK THE FACTORY WOULD KNOW THAT THE 2006 MODULE WOULD NOT WORK IN A 2005 SATURN.

I HAD TO PUT UP FOR 6 WEEKS WITH THIS PROBLEM BEFORE IT WAS CORRECTED.

WHEN I FIRST CALLED THIS PROBLEM TO THEIR ATTENTION, THEY TOLD ME, THIS WAS THE FIRST ONE THEY HAD TO DEAL WITH. THEY TELL ME THE SAME THING ABOUT MY "ACCELERATION WHILE BRAKING PROBLEM" TODAY.

AFTER COMPLETING THE JAN. 5 ROAD TEST, SATURN
SERVICE MANAGER, DOUGLAS EMMONS, TOLD ME
HE WOULD CALL FACTORY REP. "DOUG" AND REPORT
TO HIM, AND SUGGEST THAT HE SHOULD CALL ME.
AT THIS WRITING, HE HAS NOT CALLED ME.

[REDACTED]

[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).