



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

06-JUL-2006

Repository ☐

Reference No.

10161656

### OWNER INFORMATION (Type or Print)

Name

Address

City

KANSAS CITY

State MO

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? ☒ YES ☒ NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 7/28/06

### VEHICLE INFORMATION

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

1G8ZJ52712Z

Make

SATURN

Model

SL2

Model Year

2002

Date Purchased  
15-OCT-02

Dealer's Name and Telephone Number  
KANSAS CITY SATURN

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

KANSAS CITY

State

MO

Zip Code

64131

Transmission Type

MANUAL

☐

Antilock Brakes

☒

Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

220000 SEATS

Multiple Failure: 1

### FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
14-JAN-2006

Failure Mileage  
70000

Failure Speed  
0

### ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ 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

0

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).

DT\*: THE CONTACT STATED THAT TWO WIRES AT THE BACK OF THE DRIVER SIDE SEAT WERE POKING OUT THROUGH THE UPHOLSTERY AND SOMEONE COULD BE INJURED. IT WAS NOT SAFE FOR THE DRIVER AND PASSENGER AS WELL. THE DEALER OFFERED TO PAY FOR PARTIAL REPAIR BUT THE CONTACT EXPRESSED DISSATISFACTION WITH WITH THE SEAT BECAUSE THERE WAS FAULTY ON WORKMANSHIP.

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.

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

The seat was repaired by SATURN in 9-05, for a failure. Saturn agreed to pay approximately ~~600~~ \$500 dollar toward the \$600 (approximately) repair cost for this most recent failure. I feel the seat is unsafe for myself and any passengers in back. I have made numerous phone calls and sent letters. Enclosed are the letters. Jim Landziak did not ever respond. I was dismissed by the senior management. It is possible that the previous repairs

ATTACH ADDITIONAL SHEETS IF NECESSARY

Caused the most recent failure - or the seat is plainly faulty  
from new

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

KANSAS CITY 641-651

28 JUL 2006 PM 2

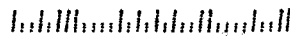
NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

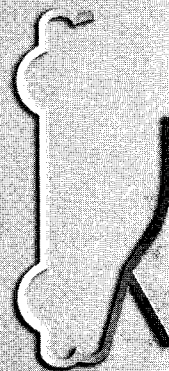
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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-210  
400 7th Street, SW  
Washington, DC 20590



**Think your vehicle  
has a safety defect?**



**If so:**

**Use the enclosed  
form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**

**nhtsa**  
www.nhtsa.dot.gov  
people saving people

Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

**safercar.gov**

May 10, 2006

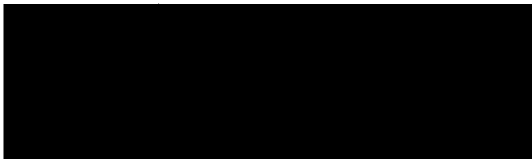
Dear Mr. LaJdziak,

I am writing to you in an effort to correct a situation with my Saturn. I have followed the Chain of command in order to rectify the situation within the Saturn organization. I have now been directed to you with the hope of resolution.

My 2002 saturn has two wires protruding through the back of the drivers seat. These wires present a safety concern for myself and any passenger in my car. I believe they could result in serious harm. The wires have ruined the upholstery. The cause of the problem has not been identified, although, the Saturn representative did examine the seat. This presents a safety risk to myself, as the integrity of the seat is questionable. I have lost the use of the back seat for passengers due to safety.

I am requesting Saturn assume full responsibility for this problem. I have now labored with this issue far to long. This is clearly a defect or poor craftsman ship. I am requesting an immediate response.

Sincerely,

A large black rectangular redaction box covering the signature area.A black rectangular redaction box covering the address area.

Kansas City, Mo

May 18, 2006

Saturn Corporation  
100 Saturn Parkway  
Mail drop S-24  
Springhill, TN 37174

Jill Lajdziak,

I am writing in response to the phone call I received from Valerie Brown, identified as the Saturn territory leader on May 15, 2006. I was informed that Saturn would be unable to fully assist me in the repair of my seat. I was advised that Saturn would assume the cost of \$400.00, plus issue a voucher of some sort for another \$100.00, leaving me a balance of \$125.00.

The problem with the seat has never been fully identified by Saturn, other than we know that two wires are protruding through the back of the driver's seat. This presents a serious safety risk to passengers as well as a question concerning the integrity of the seat and my personal safety.

Is my safety and my passengers safety worth the savings to Saturn of \$125.00?

What does this say about the craftsmanship of the seat and the importance of the customer?

Please resolve this situation by assuming full responsibility for the cost of repairing the seat. I am requesting an expedient and direct response from yourself.

Sincerely,

K.C. Mo.

(hm)  
(wk)