



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

20-FEB-2007

Repository ☐

Reference No.
10183050

OWNER INFORMATION (Type or Print)

Name

Address

City

CLIFTON PARK

State

NY

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 20 FEB 2007

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G8JU54P92

Make
SATURN

Model
L200

Model Year
2002

Date Purchased
15-MAR-06

Dealer's Name and Telephone Number
SATURN OF ALBANY 5184645000

Engine:
No. Cylinders 4

Fuel Type:
Gas

Original Owner
☐

Dealer's City
ALBANY

State
NY

Zip Code
12205

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code

061110 ENGINE AND ENGINE COOLING;ENGINE;GASOLINE;BELTS AND

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
08-FEB-2007

Failure Mileage
65000

Failure Speed
20

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:

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

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).

TL* THE CONTACT OWNS A 2002 SATURN L200. THE TIMING CHAIN BROKE WHILE DRIVING AT 20 MPH AND RUINED OTHER PARTS OF THE VEHICLE THAT REQUIRED THE ENGINE TO BE DISASSEMBLED. THE VEHICLE WAS CURRENTLY INOPERABLE. THE CURRENT AND FAILURE MILEAGE WERE 65,000. SATURN AGREED TO DO A 50/50 SPLIT FOR THE REPAIRS AND SHE DID NOT AGREE THAT SHE SHOULD BE RESPONSIBLE FOR ANY OF THE REPAIRS. THE MAINTENANCE PERFORMED ON THE VEHICLE PRIOR TO THE FAILURE INCLUDED AN OIL CHANGE, REPLACING THE PCV VALVE, AND 4 NEW TIRES. THERE WERE SEVERAL RELATED COMPLAINTS ON THE WEBSITE. *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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

March 12, 2007

Attached please find a letter of complaint in regards to my 2002 Saturn L-200 vehicle. I have described in full the nature of my complaint and I am asking for full reimbursement for the repair.

I have also filed a complaint to the Saturn Corporation, US Dept of Transportation NHTSA, New York State Attorney General's Office, and Saratoga County Consumer Affairs. I have also filed a complaint with the Better Business Bureau and I am waiting for information from that office.

Sincerely,



On Wednesday, February 7, 2007 as my seventeen year old daughter was going to work, her 2002 Saturn L200 lost all power and died a quarter mile from our home. She called me at work and indicated that she couldn't get the car restarted and I needed to do something to help her as she was going to be late for work. I left work, called a towing service through my car insurance to have her vehicle towed back to our home. The gentleman from the towing service tried starting the vehicle before towing and indicated that he believed the timing belt had snapped. Both he and I were unaware of the fact this vehicle is designed with a timing chain, not a timing belt.

The next day Thursday, February 8, 2007 I tried contacting my mechanic who services my vehicles, he returned my call on Friday, February 9, 2007 and indicated that I would need to have it towed to his garage and he would look at it and let me know if he could fix it, he also was unaware that these vehicles have a timing chain and not a timing belt. On Saturday, February 10, I had my vehicle towed to my mechanic's garage. After inspecting it, he called me and indicated that he didn't have good news. He indicated that my vehicle has a timing chain, not a timing belt and that the chain had snapped. After he had some discussion with other people regarding this problem, he was told that when a timing chain breaks it typically causes other damage to the engine. He felt that Saturn should be held responsible in that this vehicle has only 65,000 miles and a timing chain should not break with such mileage. He has a vehicle with 200,000 miles (different mfg and model) and this has never happened and found it hard to believe that this could happen, especially to a Saturn, being that this corporation touts that their vehicles are reliable. I would think with reliability you could drive these vehicles 100,000 miles or more before something major happens to the engine.

On February 12, 2007 I contacted the Albany, NY Saturn dealer where I purchased this vehicle. I spoke with [redacted] in service. I explained what had happened and asked if she could give me an estimate of the cost of the repair. She explained that I would need to bring this vehicle to their garage in order for them to give me an estimate, because usually when the timing chain breaks it causes damage to other parts of the engine, especially the valves. I asked what would cause a timing chain to just snap like that and she indicated that if the vehicle maintenance is not maintained this can be the result. I must note that I have had oil changes done on a regular basis as recommended.

After my discussion with my mechanic and [redacted] from service I knew the severity of the problem I was experiencing with my vehicle and felt this was something that I didn't cause, I had only had this vehicle for less than a year and had kept the oil changes up to date. I had decided to do some investigating and see if other people who owned a Saturn L200 ever experience the problem I was having. I researched the internet and at the following site: mycarstats.com; nhtsa.dot.gov; carsurvey.org and found that I am not the only person experiencing this problem. I have attached copies of numerous reports for review.

On February 12, 2007 I contacted [redacted] the Sales Manager at Saturn of Albany. I explained to [redacted] my issues regarding what was happening to my vehicle. He

indicated that I would need to have my vehicle towed to his service department to be evaluated before they could determine what was damaged and the cost of the repair. He also suggested that I contact Saturn Corporate and speak with them regarding my feelings in that I owned this vehicle for less than a year and I was having such a major problem. He indicated that the Saturn Corporate office would document my issue and give me a case number without this case number he couldn't offer any assistance on whether Saturn would cover the cost of the repair. I had my vehicle towed to Saturn of Albany NY on Tuesday, February 13, 2007 by the time my vehicle arrived, the service department was closed.

On February 14, 2007 I contacted Saturn of Albany's service department and asked if they had assessed the damage to my vehicle. Due to a major snowstorm in our area, they indicated that they probably would not be able to look at it until the next day. On February 15, 2007 I received a call from the service department, they indicated that in order to evaluate the extent of the damage, they would need to tear down the engine at a cost of \$95.00/hr and it would take at least 4 hours to complete. If I agreed they would then contact me with an estimate of the repair. I asked that if Saturn was willing to deal with me regarding what should be covered by them and would the cost of the teardown be compensated? He was honest and said it depended on the outcome of what Saturn Corporate agreed to do.

Previously, on February 12, 2007 after speaking with [REDACTED] I did contact Saturn Corporate and explained to them my plight. They issued me the following case number: [REDACTED]. I then contacted [REDACTED] and left a message on his voice mail indicating that I had spoke with [REDACTED] (female) at Saturn Corporate customer service and left the case number and asked that he return my call. He in turn left me a message indicating that he had forwarded my information to [REDACTED] the Service Manager.

As of the afternoon on February 15th, I hadn't heard anything from service and I contacted [REDACTED]. He apologized as he thought someone had called me with the estimate of \$2,800.00. I was outraged of the cost of the repair and told [REDACTED] that this is something I didn't create, I purchased this vehicle less than a year ago from this dealership in good faith, and hope they sold me this vehicle in good faith. [REDACTED] explained that he needed to contact Saturn Corporate to review with them my case number and what they would be willing to do. [REDACTED] explained that over a certain amount for a cost of a repair they had to review with Saturn Corporate and he would get back with me.

[REDACTED] called me back to inform me that Saturn was willing to go 50/50 with me on the cost of the repair and I would be responsible for \$1,462.00. I told him that this was unacceptable and that this is something I didn't cause. My opinion is that if Saturn will not admit there is a problem with these vehicles and the timing chains, then why were they willing to go 50/50 so quickly if they don't think there is a problem? (I have enclosed technical bulletins from this website: <http://www.jasperengines.com/pdf/SaturnOilingNozzleTB.pdf>. [REDACTED] explained that if I

felt this way, I need to contact Saturn Corporate again, because due to the cost of the repair, he needed approval from Saturn Corporate to proceed with the repair, regardless of the decision.

I called Saturn Corporate back and aired my displeasure on their decision to go 50/50 with me on the repair, I felt that this was very unfair being my stand is I did not cause this problem and that it is a defect in the engine. I received a return call from [REDACTED] from Saturn Corporate, customer service I once again explained my position on this issue, he in turn offered me 4 free oil changes and that the 50/50 offer still held. He became confused and believed that I agreed to this offer, I explained that I didn't agree with this offer and requested to speak with someone with more authority.

I believe on February 19, 2007 I was contacted by [REDACTED] from Saturn Corporate. She indicated that they would only do the 50/50 split with four free oil changes. Again, I felt this was not fair and indicated that after doing research on the internet I found numerous complaints regarding the timing chains on Saturn L-200 series vehicles. She indicated that they do not go by any other internet sites, only their own sources. I asked why isn't there a recall, or a campaign to have these vehicles inspected for malfunction of the timing chains this problem could result in a fatality. I am thankful my daughter was in our own neighborhood and not on a major highway in heavy traffic. [REDACTED] stood by their offer. I indicated that I would be filing a complaint with the New York State Attorney General's office, the National Traffic Highway and Safety Administration, Consumer Affairs, and the Better Business Bureau.

Because I had no recourse until I have filed this complaint and hope that its reviewed and answered, I later called [REDACTED] back to let her no I had no choice as to accept what Saturn Corporate had offered, but I would still be filing my complaint.

On February 19, 2007 I contacted [REDACTED] at Saturn of Albany and indicated that I would like my vehicle repaired. He indicated that he needed to order the parts required to repair my vehicle and it would probably take a few days. He offered me a rental vehicle, at the time I refused as my daughter was driving her brother's vehicle as he is at college. A few days later I called [REDACTED] back and indicated that I would need a rental as my son was returning home for a visit and would need his vehicle, leaving my daughter without a vehicle. On Wednesday, February 21, 2007 we picked up the rental. At that time I gave [REDACTED] a copy of the technical bulletin that I retrieved from the Jasper Engine website. I asked that the correct oiling nozzle be installed as the technical bulletin indicated that this part had been re-designed. [REDACTED] indicated that he would staple this bulletin to my paperwork. I also asked [REDACTED] for the parts that were going to be replaced. He indicated that because the repair was partially covered under Saturn's warranty, they needed to return the parts to Saturn for inspection.

I received a call on Friday, February 23, 2007 from Rodger at the service department, Saturn, Albany. He indicated that they were just finishing up my repair and that I could pick-up my vehicle. He stated that they were open until 6:00 pm or I could come on Saturday from 7:00 am – 4:00 p.m. The cost of my repair would be \$969.87. It was less

than the quoted 50/50 cost of \$1462.00 because they didn't need to replace as many parts as first thought.

I picked up my vehicle on Saturday, February 24, 2007.

My concern is this, with the number of incidents reported where individuals weren't injured has there been any research on fatal accidents involving Saturn's with timing chains? Data should be available from insurance companies or police agencies for this. The National Traffic Highway and Safety Administration should take a more pro-active role in this investigation.

In conclusion, I still feel this is an issue that needs to be addressed. If the technical bulletin indicates that a revised oiling nozzle have been replaced in the kits, why doesn't Saturn put a campaign having anyone who owns these vehicles have them checked and if needed replace with the revised oiling nozzles. Are they waiting for someone to be seriously injured or killed? This leads to another question, how many people have been injured or killed, when the chain breaks the vehicle stops dead with no warning. If it is not the oiling nozzle causing this problem, than Saturn needs to take notice, timing chains should not be breaking on vehicles with low mileage, you truly hope when you purchase a vehicle you would get more than 100,000 miles out of them. Based on my experience, I am very doubtful of the quality and reliability of the Saturn's or any of the GM products. I keep up on the maintenance of my vehicle, Saturn needs to stop using the excuse of poor maintenance and shifting the blame on the consumer.

GM needs to take a lesson from the foreign vehicle manufacturers. I have owned Toyota Camry's for 15 years and never experienced problems like this. The one problem I did encounter with my latest Camry, Toyota did have a campaign out on the defect and repaired it without question and covered the total cost of the repair. Saturn and GM have two possibilities in a competitive world. You can fail, or you can adapt and change. Please facilitate this change by honoring my appeal for a full reimbursement.

Sincerely,

Enclosed documents

CONSUMER COMPLAINT: ODI Case Number: 10126994**Component:** ENGINE AND ENGINE COOLING:ENGINE

Details: DRIVING DOWN A 4-LANE HIGHWAY AT 60 MPH THE ENGINE JUST QUIT RUNNING. THERE WERE NO UNUSUAL SOUNDS OR WARNING LIGHTS. LUCKILY, WE WERE ABLE TO COAST OVER TO THE BERM OF THE ROAD OUT OF THE PATH OF TRAFFIC WITHOUT BEING HIT. THE CAR WAS TOWED TO THE DEALERSHIP. WITHIN APPROXIMATELY 1-2 HOURS OF RECEIVING THE CAR, THE DEALERSHIP INFORMED ME THAT THE TIMING CHAIN HAD BROKE AND DAMAGED SOME VALVES IN THE PROCESS. THE CAR HAS 53,000 AND IS OUT OF WARRANTY AND THE TOTAL COST FOR REPAIRS WAS \$2,300.00. I INFORMED SATURN THAT I HAVE FOLLOWED BASIC MAINTENANCE ACTIVITIES AND THE CAR IS PRIMARILY DRIVEN TO AND FROM HOME AND THE OFFICE. IN ADDITION, I INFORMED THEM THAT THERE ARE OTHER DOCUMENTED CASES OF THE TIMING CHAIN FAILURE ON THE INTERNET RANGING FROM 30,000-65,000 MILES. SATURN SAID THERE IS NOT A PROBLEM WITH THE TIMING CHAIN IN THESE VEHICLES AND "THINGS JUST BREAK". THEY DID, HOWEVER, WITHIN 24 HRS. OF RECEIVING MY CAR AT THE DEALERSHIP OFFER TO REIMBURSE ME 50% OF THE REPAIR COST. HOWEVER, WHEN A VEHICLE SUDDENLY LOSES POWER ON A HIGHWAY IT BECOMES A ROLLING DEATH TRAP AND THE PROBLEM WITH THE TIMING CHAINS NEEDS TO BE RECTIFIED BEFORE THE PROBLEMS RESULTS IN A FATALITY.

Occurrences: 1 **Injuries:** 0**Fail Date:** 06/18/2005 **Deaths:** 0**Date added to database:** 6/29/2005**[FILE]** your own complaint on this model car.**CONSUMER COMPLAINT: ODI Case Number:** [REDACTED]**Component:** ENGINE AND ENGINE COOLING:ENGINE

Details: WHILE DRIVING HOME FROM WORK MY VEHICLE DIED COMPLETELY, UPON HAVING THE PROBLEM DIAGNOSED I WAS TOLD THE TIMING CHAIN HAD BROKE CAUSING DAMAGE TO THE VALVES. MY VEHICLE IS OUT OF WARRANTY, BUT ONLY HAS 51,500 MILES, A TIMING "CHAIN" SHOULD NOT FAIL AT 51,500 MILES. SATURN HAS SO FAR REFUSED TO HELP IN ANYWAY TO COVER THE COSTS, BUT THEY WILL REPLACE THE ENGINE WITH A USED ONE FOR AROUND 4000 DOLLARS

Occurrences: 1 **Injuries:** 0**Fail Date:** 06/23/2005 **Deaths:** 0**Date added to database:** 6/29/2005**[FILE]** your own complaint on this model car.**CONSUMER COMPLAINT: ODI Case Number:** [REDACTED]**Component:** ENGINE AND ENGINE COOLING:ENGINE:GASOLINE:BELTS AND ASSOCIATED PULLEYS

Details: 2002 L200 SATURN: TIMING CHAIN FAILURE, SATURN BULLETIN N O. 03-06-01-017, RECOGNIZES PROBLEM BUT ATTRIBUTES FAILURE TO IMPROPER MAINTENANCE BY OWNER. MY MAINTENANCE WAS AS PER MFR. RECCOMENDATIONS AND PERFORMED BY THE DEALER. FAILURE OCCURRED AT 58,000 MI. VEHICLE LOST BRAKES, POWER STEERING AND STRANDED IN HWY TRAFFIC. INVESTIGATING TIMING CHAIN FAILURES ON WEB, DISCOVERED THERE'S MANY SUCH FAILURES AND COMPLAINTS. *NM

Occurrences: 1 **Injuries:** 0**Fail Date:** 08/08/2005 **Deaths:** 0

Date added to database: 12/11/2005

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: [REDACTED]

Component: ENGINE AND ENGINE COOLING:ENGINE:GASOLINE

Details: 2002 SATURN L200 STOPPED WORKING WHILE DRIVING 55 MPH. *TS THE CONSUMER HAD THE VEHICLE TOWED A SERVICE STATION. THE NEXT THE DAY, THE CONSUMER WAS INFORMED THAT THE TIMING CHAIN HAD BROKE. THE CONSUMER WAS TOLD THAT THE PROBLEM STEMMED FROM A BROKEN TENSIONER, WHICH IN TURN CAUSED THE TIMING CHAIN TO FAIL. *JB

Occurrences: 1 **Injuries:** 0
Fail Date: 11/24/2005 **Deaths:** 0
Date added to database: 1/17/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: [REDACTED]

Component: ENGINE AND ENGINE COOLING:ENGINE

Details: I WAS DRIVING MY 2002 SATURN L200 HOME FROM BOSTON ON 3-12-06 APPROX. 6:00 PM WHEN THE ENGINE STOPPED. I HAD THE VEHICLE TOWED HOME AND CONTACTED SATURN. AFTER THEY EXAMINED THE VEHICLE, THEY CAME UP WITH THE DIAGNOSIS OF A FAILED TIMING CHAIN AND ENGINE FAILURE. I ASKED THE TECHNICIAN IF THIS WAS A COMMON PROBLEM AND I WAS TOLD THAT IT WASNT. I GOOGLED COMMON PROBLEMS FOR THE SATURN L200 AND BROKEN TIMING CHAINS ARE VERY COMMON WITH MANY SATURNS. GMAC EVEN WENT AS FAR AS TO ISSUE TECH. BULLETINS ABOUT TIMING CHAIN ISSUES. GMAC KNOWS ABOUT THE HIGH FAILURE RATE OF THESE TIMING CHAINS AND HAS NOT TAKEN APPROPRIATE MEASURES TO RECTIFY THE SITUATION AND ARE TRYING TO PASS THE COST OF REPAIRING THIS DEFECT ON TO THEIR CONSUMERS.*JB

Occurrences: 1 **Injuries:** 0
Fail Date: 03/12/2006 **Deaths:** 0
Date added to database: 3/15/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: [REDACTED]

Component: ENGINE AND ENGINE COOLING:ENGINE

Details: DT*: THE CONTACT STATED WITHOUT WARNING, THE VEHICLE WOULD NOT START. THERE HAD BEEN NO PRIOR PROBLEMS AND THE VEHICLE WAS TOWED TO AN INDEPENDENT REPAIR SHOP. THE REPAIR SHOP DETERMINED THE TIMING CHAIN BROKE AND THE ENGINE NEEDED TO BE REPLACED. UPDATED 04/06/06. *JB

Occurrences: 1 **Injuries:** 0
Fail Date: 03/16/2006 **Deaths:** 0
Date added to database: 3/16/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: [REDACTED]**Component:** ENGINE AND ENGINE COOLING:ENGINE

Details: ON 3/9/06 MY SATURN L200 2002 WOULD NOT START, I SPOKE TO VARIOUS PEOPLE AT SATURN AND RECEIVED 4 DIFFERENT PROBLEMS, (TRANSMISSION, TIMING CHAIN BROKE, NEED A NEW ENGINE AND NOW THE TIMING CHAIN IS STRETCHED) I HAVE NOT RECEIVED ANY SERVICE WHAT SO EVER, THEY ARE NOW SAYING IT IS LACK OF MAINTENANCE, WHEN I ASKED FOR A EXPLANATION THE REGIONAL AREA MANAGER HUNG THE PHONE UP ON ME!!! HE SAID HE HAD NO IDEA THERE WAS A PROBLEM WITH THE OILER VALVE WHICH NOW I KNOW THERE IS. I HAVE BEEN PROMISE CALL BACKS AND HAVE NOT RECEIVED ONE. I ALSO EXPLAINED TO HIM THAT I HAVE PURCHASED 4 VEHICLES AND HAD RECALLS, MAINT., ETC. DONE WHICH HE DID NOT CARE, HIS RESPONSE WAS WHAT DO YOU WANT ME TELL YOU!! THANK YOU FOR YOUR TIME. *NM

Occurrences: 1**Injuries:** 0**Fail Date:** 03/09/2006**Deaths:** 0**Date added to database:** 3/23/2006**[FILE]** your own complaint on this model car.**CONSUMER COMPLAINT: ODI Case Number:** [REDACTED]**Component:** ENGINE AND ENGINE COOLING:ENGINE:GASOLINE:BELTS AND ASSOCIATED PULLEYS

Details: I HAD JUST LEFT MY HOUSE FOR WORK AND THE CAR JUST DIED - LUCKILY I WASN'T ON THE HIGHWAY. I HAD THE CAR TOWED TO MY MECHANIC AND HE SAID THE TIMING CHAIN HAD BROKEN. HE SAID I SHOULD CONTACT SATURN BECAUSE THE TIMING CHAIN SHOULD NOT HAVE BROKEN. MY CAR HAS ONLY 49,000 MILES ON IT. I CALLED SATURN AND THEY TOLD ME TO HAVE IT EVALUATED BY THE SERVICE MANAGER AT THE SATURN DEALERSHIP. HE SAID IT WOULD COST \$950.00 TO REPAIR AND DIDN'T KNOW IF THERE WAS ANY OTHER DAMAGE. SATURN CUSTOMER RELATIONS SAID THEY WOULD ARRANGE TO PAY FOR HALF OF THE COST AND SUPPLY ME WITH A RENTAL CAR. I HAD NOT HAD THE CAR SERVICED BY SATURN SINCE JUNE 2004 AND HAD NOT PURCHASED AN EXTENDED WARRANTY. ON FURTHER EXAMINATION THE VALVES WERE BEND ON THE ENGINE DUE TO THE TIMING CHAIN FAILURE. SATURN SAID THEY WOULD COVER HALF OF THAT COST ALSO. THE TOTAL REPAIR IS \$900. I STILL DON'T HAVE MY CAR BACK. *JB

Occurrences: 1**Injuries:** 0**Fail Date:** 03/17/2006**Deaths:** 0**Date added to database:** 4/5/2006**[FILE]** your own complaint on this model car.**CONSUMER COMPLAINT: ODI Case Number:** [REDACTED]**Component:** ENGINE AND ENGINE COOLING:ENGINE:GASOLINE:BELTS AND ASSOCIATED PULLEYS

Details: TIMING CHAIN ON MY SATURN L200 BROKE WITH NO WARNING. THE CAR HAS ONLY 38,000 MILES ON IT AND HAS BEEN REGULARLY SERVICED. I WAS VERY LUCKY IT BROKE WHILE STARTING UP THE CAR, INSTEAD OF DRIVING, BECAUSE THE REPAIRS WOULD HAVE BEEN EXTENSIVE. MY LOCAL SATURN DEALERSHIP ONLY CHARGED ME LABOR, THEY COVERED PARTS. *NM

Occurrences: 1**Injuries:** 0**Fail Date:** 03/15/2006**Deaths:** 0

Date added to database: 4/11/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: [REDACTED]

Component: ENGINE AND ENGINE COOLING:ENGINE:GASOLINE:BELTS AND ASSOCIATED PULLEYS

Details: I SEE THAT THE NHTSA ALREADY HAS AN OPEN COMPLAINT REGARDING THE TIMING CHAIN ON VARIOUS SATURNS 2.2. THERE IS A TECHNICAL SERVICE BULLETIN ON THE TIMING CHAIN OILER. I HAVE A 2002 SATURN L200, 42,000 MILES, WHICH THE TIMING CHAIN JUST WENT OUT ON. I WAS TURNING AT A LIGHT AND ALMOST GOT HIT SINCE THE CAR LOST POWER. PLEASE LET ME KNOW WHAT YOU CAN DO TO HELP WITH THIS PROBLEM. SATURN IS UNWILLING TO HELP ME. THANKS IN ADVANCE. *NM

Occurrences: 1 **Injuries:** 0
Fail Date: 04/26/2006 **Deaths:** 0
Date added to database: 4/28/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: [REDACTED]

Component: ENGINE AND ENGINE COOLING:ENGINE

Details: THIS IS IN REGARDS TO MY 2002 L200 SATURN 4-DOOR SEDAN, VIN NO-1G8JU54F72 [REDACTED] ENGINE: 2.2 L DOHC 16 VALVE I4 ENGINE LLD 1.9LL4 (THIS IS ON ONE OF THE SATURN SERVICE PAPERS ABOUT THE ENGINE) MY COMPLAINT IS VERY LONG AND EXCEEDS THE 2,000 CHARACTER [REDACTED] I WILL BE MAILING YOU ALL OF THE NECESSARY DOCUMENTATION. I WAS TOLD THAT A CLAIM NUMBER WAS NEEDED IN ORDER TO DO THIS. I HAVE CONTACTED THE OHIO ATTORNEY GENERAL AS WELL. THE TIMING CHAIN FAILED IN MY SATURN. *JB THE VEHICLE LOST ALL POWER WHILE ACCELERATING FROM A STOP, THE DEALER INDICATED THAT A NEW TIMING CHAIN AND BALANCE CHAIN WOULD PROBABLY FIX THE PROBLEM, THEREFORE THE CONSUMER AGREED TO THE REPAIR. REPLACING THE CHAINS DIDNT TO CORRECT THE PROBLEM AND THE CONSUMER WAS TOLD THAT A NEW ENGINE WAS NEEDED. THE MANUFACTURER REFUSED TO PROVIDE ANY ASSISTANCE BECAUSE THE CONSUMER HADNT PURCHASED AN EXTENDED WARRANTY ON THE VEHICLE. *NM

Occurrences: 1 **Injuries:** 0
Fail Date: 09/07/2005 **Deaths:** 0
Date added to database: 5/1/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: [REDACTED]

Component: ENGINE AND ENGINE COOLING:ENGINE

Details: TIMING CHAIN PREMATURELY FAILED AND RUINED MY ENGINE. I AM JUST THANKFUL THAT I WAS NOT TRAVELING AT A HIGH RATE OF SPEED. I AM INCENSED AT THE SUGGESTION OF THE SATURN DEALERSHIP THAT IT MAY HAVE BEEN AN INCORRECT OIL CHANGE BY A NON-DEALERSHIP GARAGE. IN CHECKING ON THE INTERNET, I HAVE DISCOVERED THIS TO BE A FREQUENT PROBLEM WITH L200 SATURNS. WHY HAS THE NHTSA NOT TAKEN ACTION TO REQUIRE SATURN TO RECALL AND FIX THIS PROBLEM? HOW MANY DEATHS WILL IT TAKE TO WARRANT A RECALL? *NM

Occurrences: 1 Injuries: 0
Fall Date: 05/17/2006 Deaths: 0
Date added to database: 5/20/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: [REDACTED]

Component: ENGINE AND ENGINE COOLING

Details: ON 7/1/06 WHILE DRIVING DOWN THE FREEWAY AT 65 MPH MY SATURN SUDDENLY QUIT RUNNING. MY CAR HAD BEEN RUNNING NORMALLY AND WITHOUT ANY WARNING MY CAR LOST ALL POWER. IT WAS 104' & 20 MILES FROM CIVILIZATION. I WALKED 1 MILE AND THERE WAS A CAMPER ALSO DISABLED ON THE SIDE OF THE ROAD. THE PEOPLE CONTACTED A TOW COMPANY IN THE NEAREST CITY. MY CAR WAS TOWED 120 MILES. ON 7/3, THE DEALERSHIP NOTIFIED ME THAT MY TIMING CHAIN HAD BROKEN WITH SEVERE ENGINE DAMAGE(\$4000.00). THE SM STATED THAT HE DID NOT RECOMMEND USING ANY USED PARTS TO FIX THE ENGINE. HE ACTED CONCERNED AS TO WHY THE TIMING CHAIN WOULD HAVE BROKEN IN MY CAR. HE MENTIONED THAT THE L SERIES CARS HAVE HAD SOME PROBLEMS. MY CAR IS CURRENTLY IN THE DEALERSHIP BEING WORKED ON. ON 7/5, I SPOKE TO THE AREA MANAGER FOR THE SATURN CORPORATION. SHE SAID SHE KNEW NOTHING ABOUT NHTSA AND DENIED ANY KNOWLEDGE OF FAILURES WITH OTHER SATURNS. SHE STATED THAT THE PROBLEM WAS DUE TO "A POOR MAINTENANCE RECORD". I INFORMED HER THAT SHE WAS SADLY MISTAKEN AS THE SATURN DEALERSHIP MY CAR IS AT WAS NOT THE ONLY DEALERSHIP OR AUTOMOTIVE BUSINESS THAT I HAVE HAD WORK DONE ON MY CAR. I INFORMED HER THAT ON 12/ 25/05, MY CAR LOST POWER GOING UP A HILL AND I HAD WORK DONE ON THE CAR AT A DIFFERENT DEALERSHIP. AT THAT TIME, I HAD TO HAVE THE EMISSION CONVERTER REPLACED BECAUSE IT HAD FAILED. ALSO, I HAVE ROUTINE OIL CHANGES DONE EVERY 3000 OR SO MILES. HER RESPONSE WAS "I AM SORRY IF THE INFORMATION FROM THE DEALERSHIP WAS INCORRECT BUT WE STILL CAN DO NOTHING ELSE." I TOLD HER THAT I WAS APPALLED TO LEARN THAT SATURN HAD BEEN AWARE OF THIS ISSUE FOR SOME TIME; THAT SATURN HAD NEGLECTED TO INFORM THEIR CUSTOMER BASE REGARDING THE POTENTIAL DANGERS OF THIS ENGINE PROBLEM. I EXPLAINED TO HER THE SERIOUSNESS OF PLACING CUSTOMERS IN SUCH DANGER. I TOLD HER THIS COULD HAVE ALL BEEN AVOIDED HAD SATURN NOTIFIED ITS CUSTOMERS OF THE UPGRADE AVAILABLE TO CORRECT THE DEFECT. OF COURSE, SHE DENIED ANY PROBLEMS WITH SATURN CARS. *JB

Occurrences: 1 Injuries: 0
Fall Date: 07/01/2006 Deaths: 0
Date added to database: 7/5/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: [REDACTED]

Component: ENGINE AND ENGINE COOLING:ENGINE:GASOLINE:BELTS AND ASSOCIATED PULLEYS

Details: DRIVING AT 30 MILES PER HOUR MY 2002 SATURN L200 LOST ALL POWER. I WAS IN TRAFFIC AND FORTUNATELY HAD ENOUGH STRENGTH TO TURN THE STEERING WHEEL,WHICH HAD NO POWER, TO WHERE I COULD SAFELY PULL OFF THE ROAD. I HAD 3 CHILDREN IN THE CAR AT THE TIME. HAD THE CAR TOWED TO A SATURN DEALERSHIP AND FOUND IT WAS THE TIMING CHAIN THAT BROKE CAUSING VALVE DAMAGE. THE COST TO REPAIR IS \$3019.I WOULD LIKE TO ADD MY COMPLAINT TO THE MANY ON FILE AND HOPE SATURN WILL RECALL AS THIS COULD HAVE BEEN A DANGEROUS SITUATION. SATURN HAS OFFERED ME 2 YEARS OF FREE OIL CHANGES IF I REPAIR IT,HARDLEY SEEMS TO WARRANT WHAT COULD CAUSE DEATH. *NM

Occurrences: 1 Injuries: 0

Fail Date: 08/14/2006 Deaths: 0
Date added to database: 8/14/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: [REDACTED]

Component: ENGINE AND ENGINE COOLING

Details: I WAS RESPONDING TO AN EMERGENCY CALL WITH MY LOCAL FIRE DEPT WHEN MY 2002 SATURN L SERIES MOTOR QUIT RUNNING ON THE MAIN HIGHWAY. IT TURNED OUT THAT I AM ONE OF MANY THAT HAD THE TIMING BELT BREAK WITHOUT ANY WARNING SIGNS. NO ROUGH IDLE OR HESITATIONS, PIFF IT WAS DEAD. THE MOTOR HAS ONLY 75000 MILES. I CAN NOT AFFORD TO HAVE SATURN FIX IT NOR WANT TO GIVE THEM THE FUNDS SO I AM HAVING ANOTHER MECHANIC FIX IT WITH STILL SOME HIGH EXPENDITURES. LUCKILY I WAS NOT LIKE SOME WHO HAD TO REPLACE VALVES AND SUCH. THE CHAIN FELL TO THE LOWER AREA. THE WHOLE ASSEMBLY NEEDED TO BE REPLACED. LOOKS AS IF ENGINEERING OR QUALITY MATERIALS ARE AN ISSUE, NOT OIL CHANGES AS IT APPEARS SATURN IS USING AS AN EXCUSE TO AVOID THE ISSUE. *JB

Occurrences: 1 Injuries: 0
Fail Date: 08/13/2006 Deaths: 0
Date added to database: 8/18/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: [REDACTED]

Component: ENGINE AND ENGINE COOLING:ENGINE

Details: SATURN L200 STOPPED RUNNING WHILE IT WAS BEING DRIVE. NO WARNING, JUST TOTAL ENGINE STOPPAGE. STILL HAD ELECTRICAL POWER. INITIALLY I WAS TOLD IT WAS THE STARTER, AND AFTER BUYING AND REPLACING THE STARTER, I AM NOW BEING TOLD IT WAS/IS THE TIMING CHAIN. APPARENTLY SATURN KNOWS THAT IT HAS WEAK TIMING CHAINS YET DOES NOTHING TO RECTIFY THE PROBLEM OF WEAK TIMING CHAINS. *NM

Occurrences: 1 Injuries: 0
Fail Date: 09/21/2006 Deaths: 0
Date added to database: 9/27/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: [REDACTED]

Component: ENGINE AND ENGINE COOLING:ENGINE:GASOLINE:BELTS AND ASSOCIATED PULLEYS

Details: DT*: THE CONTACT STATED WHILE DRIVING 40 MPH, THE ENGINE POWER SURGED A COUPLE OF TIMES, THEN ALL POWER FAILED AND THE VEHICLE DRIFTED TO A STOP. WHEN TOWED TO AN INDEPENDENT MECHANIC. THE CONTACT WAS TOLD TO TAKE THE VEHICLE TO AN AUTHORIZED SERVICE DEALER. ON INSPECTION IT WAS FOUND THAT THE TIMING CHAIN HAD FRACTURED. UPDATED 11/3/2006 - *NM

Occurrences: 1 Injuries: 0
Fail Date: 10/06/2006 Deaths: 0
Date added to database: 10/17/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: [REDACTED]

Component: ENGINE AND ENGINE COOLING:ENGINE

Details: NHTSA #: [REDACTED] SERVICE BULLETIN #: [REDACTED] THERE WERE NO EVENTS LEADING UP TO THE FAILURE. I WAS DRIVING ON A RURAL ROAD AT ABOUT 45-55 MPH WHEN THERE WAS A SUDDEN LOSS OF POWER. I WAS ABLE TO PULL SOMEWHAT TO THE SIDE OF THE ROAD BUT I HATE TO THINK WHAT COULD HAVE HAPPENED HAD I BEEN ON A MAJOR HIGHWAY TRAVELING AT HIGH SPEEDS WITH MANY OTHER VEHICLES. THERE WERE NO WARNING SIGNS. I HAD TO HAVE MY CAR TOWED TO A MECHANICS GARAGE. I WAS THEN TOLD THAT THE TIMING CHAIN ON MY ENGINE, WHICH IS SUPPOSED TO LAST THE LIFETIME OF THE ENGINE (NOT 67000 MILES!), HAD SNAPPED AND THAT IN TURN DESTROYED THE UPPER HALF OF THE ENGINE REQUIRING IT TO BE REPLACED. AFTER TWO UNSUCCESSFUL ATTEMPTS OF RESOLVING THE ISSUE THROUGH SATURN AND NEEDING MY CAR TO TRAVEL TO WORK, I ENDED UP PAYING FOR THE ENGINE MYSELF TO THE TOLL OF \$2400. AT THAT TIME I WAS NOT AWARE OF THESE INVESTIGATIONS AND THE CURRENT ENGINE IS STILL USING THE OLD TIMING CHAIN/OILIER. *JB

Occurrences: 1 **Injuries:** 0
Fall Date: 05/23/2006 **Deaths:** 0
Date added to database: 11/12/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: [REDACTED]

Component: ENGINE AND ENGINE COOLING:ENGINE:GASOLINE

Details: WAS ON MY WAY TO WORK WHEN THE CAR STARTED TO MAKE A NOISE AND THEN JUST DIED. HAD IT TOWED TO MY LOCAL MECHANIC WHO DIAGNOSED IT AS A BROKEN TIMING CHAIN. HE HAD HEARD THAT THIS WAS A COMMON PROBLEM WITH THE L-SERIES. THEN I HAD IT TOWED TO OUR LOCAL SATURN DEALERSHIP TO HAVE THE WORK DONE; TIMING CHAIN & GUIDES, HEAD, VALVES, PISTONS WERE ONLY SCORED - TOTAL BILL OF \$3,700!! CAR IS A 2002 WITH ONLY 58,000 MILES ON IT AND THIS SHOULD NOT HAVE HAPPENED. DEALERSHIP TRIED TO SAY IT WAS POSSIBLY DUE TO "POOR MAINTENANCE," BUT IF THEY HAD LOOKED AT THEIR RECORDS, THEY WOULD HAVE SEEN I HAD THE CAR SERVICED ONLY BY THEM ON A REGULAR ON-TIME BASIS! IN FACT IT HAD BEEN IN FOR A SERVICE (OIL CHANGE) ONLY THE WEEK BEFORE. LET'S FACE IT: THE TIMING CHAIN WAS DEFECTIVE. *JB

Occurrences: 1 **Injuries:** 0
Fall Date: 10/12/2006 **Deaths:** 0
Date added to database: 11/15/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: [REDACTED]

Component: ENGINE AND ENGINE COOLING:ENGINE:GASOLINE:BELTS AND ASSOCIATED PULLEYS

Details: WHILE DRIVING ON THE HIGHWAY NORTHBOUND FROM CALGARY, ALBERTA, CANADA WE PULLED OUR 2002 SATURN L200 INTO THE PASSING LANE TO OVERTAKE A SLOWER MOVING VEHICLE. WHILE WE WERE MAKING THE PASS THE VEHICLE SUDDENLY LOST COMPLETE POWER AND THE ENGINE SHUT DOWN. FORTUNATELY THERE WAS NO ONCOMING TRAFFIC AND WE

WERE ABLE TO DRIFT TO THE SHOULDER OF THE HIGHWAY. THERE WAS THE POTENTIAL FOR A SERIOUS PROBLEM HAD THERE BEEN HEAVY TRAFFIC INVOLVED. WE HAD THE VEHICLE TOWED TO THE NEAREST SERVICE CENTER. THEY FOUND THAT THE TIMING CHAIN HAD BROKEN WHICH IMMOBILIZED THE VEHICLE. THERE WAS NO PREVIOUS WARNING OF ANY TIMING CHAIN ISSUES. NO SOUNDS, NOTHING. WE HAVE SERVICED OUR VEHICLE AT THE SATURN DEALERSHIP FOR EVERY SERVICE INTERVAL SINCE BUYING THIS VEHICLE NEW. WE HAVE RESEARCHED THIS ISSUE AND FOUND IT TO BE QUITE COMMON IN THE VEHICLE WE OWN. OUR VEHICLE IS STILL INOPERABLE AS OF THIS WRITING. *JB

Occurrences: 1 Injuries: 0
Fail Date: 12/30/2006 Deaths: 0
Date added to database: 1/2/2007

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: [REDACTED]

Component: ENGINE AND ENGINE COOLING

Detail: ENGINE TIMING CHAIN FAILURE; 2002 SATURN AUTOMOBILE, 74,000 MILES. *JB

Occurrences: 1 Injuries: 0
Fail Date: 01/01/2007 Deaths: 0
Date added to database: 1/2/2007

[FILE] your own complaint on this model car.

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Technical Bulletin

8/04

Changes To Timing Chain And Oiling Nozzle On 2000-2003 Saturn 2.2L VIN F Engines

The AERA Technical Committee offers the following information regarding changes to the timing chain and oiling nozzle on 2000-2003 Saturn 2.2L VIN F engines. All GM timing chain kits available through GM Service have a revised nozzle included in the kit.

The revised nozzle has higher flow rate characteristics which will increase oil flow to the timing chain under low rpm operating conditions. Whenever replacing the timing chain, it is important to replace the oiler nozzle.

Prior edition service manuals referred to the timing chain index links as being colored silver or copper. With the implementation of the newer design chain and oiler assembly, the index link colors have been changed. In order to avoid confusion, the service procedure text has been modified to refer to the index links as two common colored and one unique colored link.

Information is from best available sources and is accurate at the time of publication. However, Jasper Engines & Transmissions ASSUMES NO RESPONSIBILITY and cannot be held liable for any results or consequences regarding the use of this information.

Revised Timing Chain Design For 2000-2003 GM 2.2L VIN D & F Engines

The AERA Technical Committee offers the following information regarding a revised timing chain design for 2000-2003 GM 2.2L VIN D & F engines. This change was implemented to improve oiling of the timing chain.

Affected Models:

2000-2003 Saturn L-Series with 2.2L Engine (VIN F - RPO L61)

2002-2003 Saturn VUE with 2.2L Engine (VIN D - RPO L61)

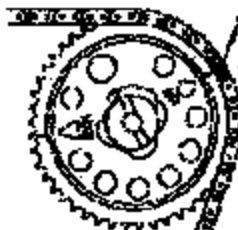
2003 Saturn ION Vehicles

The purpose of this bulletin is to communicate updated service procedures to the timing chain and timing chain oiling nozzle, due to design changes that have been made to both components. All GM timing chain kits now available in service will include the oiling nozzle.

This new nozzle has higher flow rate characteristics that will increase oil flow to the timing chain under low RPM operating conditions. When replacing a timing chain, it is important to replace the oiling nozzle.



Left Gear
@ 18 O'Clock



Right Gear
@ 2 O'Clock



Crank Gear @ 5:00 O'Clock

Prior edition service manuals for the above listed vehicles refer to the timing chain index links being colored "silver" and "copper." With the implementation of the newer design chain and oiling assembly, the index link colors have been changed. In order to avoid confusion, the service procedure text has been modified to refer to the index links as two common colored and one unique colored link.

Information is from best available sources and is accurate at the time of publication. However, Jasper Engines & Transmissions ASSUMES NO RESPONSIBILITY and cannot be held liable for any results or consequences regarding the use of this information.

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Technical Bulletin 8704

Changes To Timing Chain And Oiling Nozzle On 2000-2003 Saturn 2.2L VIN F Engines

The ASERA Technical Committee offers the following information regarding changes to the timing chain and oiling nozzle on 2000-2003 Saturn 2.2L VIN F engines. All GM timing chain kits available through GM Service have a revised nozzle included in the kit.

The revised nozzle has higher flow rate characteristics which will increase oil flow to the timing chain under low rpm operating conditions. Whenever replacing the timing chain, it is important to replace the oiler nozzle.

Prior edition service manuals referred to the timing chain index links as being colored silver or copper. With the implementation of the newer design chain and oiler assembly, the

10/56523

To whom this may concern:

27 MAY 23 AM 7:20
I had my car towed to Procore thinking that whatever was wrong with my car could be fixed by them. The only reason why I gave the ok to put a new timing chain on the car was the fact that Procore said this may fix the problem. My car was not going at a high speed (velocity) when this happened, I was at a light and from proceeding forward to about twenty miles per hour it happened. My 2002 Saturn lost all power. I was at a busy intersection but fortunately I was lucky enough that I turned my wheel and was able to clear any threat of danger. I was not on a highway so I was very lucky. I first thought maybe my battery, alternator or starter went bad. This car being practically brand new with low mileage on it couldn't have possibly had extensive internal damage done to it (so I thought). Saturn Corporate did not even want to help me pay the cost owed to Procore which I was in for \$1,500.00 at that point, or even offer to tow my car to a Saturn facility. My husband was deployed overseas and was not here at the time this happened. Not knowing exactly what to do, I called Saturn corporate. They gave me a phone number and said a representative would be assigned to me. That was the end with them also stating that it would be towed at my cost and diagnosed at a Saturn facility at my cost. So knowing this, would have put me more in debt, with a \$1,500 bill already at Procore, the towing cost and the analysis. The North Olmsted Saturn told me all they could do was locate an engine and put it in for over \$3,500. I have included my email to the Saturn corporate team as well as their response back to me. Also, I contacted the Ohio Attorney General and gave them all this information as well. Even if Saturn placed another motor in my car, it would have been the same one with bad engine parts still on the engine. Saturn does not want to admit they had or have a problem with the engines. I did not want another engine placed in my car to have another timing chain go again, due to a small opening for the oil to flow to the engine. The outcome was that my mother had to pay for this and I am paying her back since I cannot afford such an expense. I have the old parts still in my possession along with all of my service records done to my car. This is not due to poor maintenance or negligence on my part. Procore has stated and will back up the everything about the engine and it's problems. I have done extensive research on the internet and have come across many people having similar complaints and problems that I had. I have included these as well. If any other details or explanations are needed please call or email me.

Thank you for your time and I hope to hear from you soon in regards to this matter.

Sincerely,

5-1-06

Home phone: [REDACTED]

per
5/24/06

VIN NO- 1G8JH54F72N [REDACTED]
engine: 2.2 L DOHC 16 Valve I4 Engine
1.0 1.9LL4 (this is on one of the Saturn service papers about the engine)

2002 L200 Saturn 4-door Sedan
46,000 miles

Sept. 7, 2005- Had AAA tow to Procure- Parrott location no.-440-884-7888

Sept. 8, 2005- Procure diagnosed the car and was told it was the timing chain and balance chain that needed to be replaced and it could fix the problem as long as the car started and there was no noise coming from it.

Sept. 8, 2005- called Saturn Corporate- they gave me a claim number-1-7715433 and stated if I need a new engine that I should call them back. Their number is-1-800-853-8000

Sept. 9, 2005- Called Saturn dealership and spoke with [REDACTED] the service manager, told him what the problem was and he advised me saying he could not do anything for me unless I had it towed to the dealership and had them diagnose the car at my expense of course. Basically he told me since I did not purchase the extended warranty I was SOL. The Saturn North Cleveland number I called was [REDACTED]

Sept. 9, 2005- Procure called and said the car would not start and there could be internal damage meaning: cylinders 1 & 3 had no compression, 2 had 70-75 pounds of compression, & 4 had 100 lbs. of compression and was told they like to see at least 110-125 pounds of compression. They did put the new timing and balance chain on. Procure advised they could do further work like removing the cylinder head to see if there are bent valves or something with the pistons but this work would cost an additional 705.00 in labor alone not including the parts. Procure stated that he would look into how much a reconditioned, used or even new engine would cost me since if by doing all of the above and \$8,000 later the car would not start it would be stupid to go this route.

Sept. 12, 2005- Procure called and said they were laughed at by the people they were calling and were asked are you sure that's what is wrong with the car. They never had an engine with only 46,000 miles have a broken timing belt. They could not locate a reconditioned or used engine for me because it is too new of a car and no one has them. They told me they will keep looking.

Sept. 12, 2005 Called Saturn Corporate AGAIN- also gave them my VIN number because after further evaluation of the owners warranty book it said to do that and they did not originally ask for it. They basically told me I was SOL too. I stated the reason why I do not take my car to Saturn dealerships was the fact that in the beginning I did, and the Middleburg Hts. facility changed my oil and put scratches on my fenders. This was all documented and Saturn called in north Cleveland fixed the damage done to my car but since it was brand new under warranty it was also classified as warranty work done on my car but it was due to their negligence. That is why ever since then I take my car only to Procure. I did not know that something serious happened to my car, worst case scenario I thought was the alternator, maybe starter or electrical possibly. Not the whole engine. This is what I stated to Saturn Corporate They tried to get a hold of someone in service but no one was answering the phone, the secretary told me well Mondays are always hectic and busy and we are short staffed and the two who are in service are helping customers. They tried paging [REDACTED] in service and all they got was a voice mail. I was then contacted with a secretary and she kept asking if I was scheduling for service and all she did was take my name and phone number and tell me that the problem gone to the manager, [REDACTED] would call me back, well he didn't but [REDACTED] did. [REDACTED] told me he found two engines one had a four month warranty with 70,000 miles on it at \$2005.00 and the other had a one year warranty 64,000 miles on it at \$2,944 not including labor of course. I just said it was not good enough and you gotta be kidding me. MY CAR IS A 2002 L200 FULLY EQUIPPED FULLY LOADED SATURN with only 46,000 miles on it. taking one of those engines would only devalue my car. My grandmother,

brother, and his wife all have Saturn's and I used to own one previously to this one it was a 1996 SL2 with alot of miles on it more than double the amount that I have on this car. [redacted] called me later this very day and said he spoke with his manager [redacted] and they somehow just found an engine with 160 miles on it with a year warranty and it would cost 4,165.00 parts and labor out the door. What did they think I was born yesterday? Sounds like they are taking the engine with 64 or 74,000 miles and telling me it only has 160 miles on it and charging me more for it. How do I know it only has 160 miles on it there no odometer on the engine block itself. The conversation that [redacted] told me prior to the one about the finding a engine with 160 miles on it, he stated their are no engines out their and that the two he mentioned the ones with the 64,000 and 70,000 mile ones were the only ones out their unless I bought a new engine which would cost between \$5,000 and \$6,000 not including the labor, and I can only imagine what labor would run on installing a new engine. Well we left it at that for now and he put the supposed 160 mile engine on hold till Wed the 14th of September and I told him I need to speak with my husband about this. I told Saturn Corporate I could not afford to pull it out of Procure shell out almost \$1,400 to them tow it to their facility at my cost and have them look at it at my cost. My husband is deployed and overseas I cannot afford to spend all this money out on a new engine, the reason I purchased a new car was to avoid problems such as this.

Sept. 8, 2006- picked up car at Procure facility / paid a total of \$4, 708.21

Sept. 26, 2006- picked up car again at Procure after putting a second engine in my car. The first engine was not running correctly. They did back up their work and took care of the problem.

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Search Results

Report Date : May 7, 2006 at 05:00 PM
 ODI Number Searched: 18154823

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Results : 1 | All records displayed

Make : SATURN Model : L200 Year : 2002

Manufacturer : GENERAL MOTORS CORP.

Crash : No Fire : No Number of Injuries : 0

ODI ID Number : [REDACTED] Number of Deaths : 0

Date of Failure: September 7, 2005

VIN : 1G8U54F72Y...

Components: OTHER

Summary:

THIS IS IN REGARDS TO MY 2002 L200 SATURN 4-DOOR SEDAN, VIN NO- 1G8U54F72Y... ENGINE: 2.2 L DOHC 16 VALVE I4 ENGINE ILO 1.9LL4 (THIS IS ON ONE OF THE SATURN SERVICE PAPERS ABOUT THE ENGINE) MY COMPLAINT IS VERY LONG AND EXCEEDS THE 2,000 CHARACTER [REDACTED] I WILL BE MAILING YOU ALL OF THE NECESSARY DOCUMENTATION. I WAS TOLD THAT A CLAIM NUMBER WAS NEEDED IN ORDER TO DO THIS. I HAVE CONTACTED THE OHIO ATTORNEY GENERAL AS WELL. THE TIMING CHAIN FAILED IN MY SATURN.

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Subj: FW: What's New at Saturn?
 Date: 11/08/2005 5:21:22 P.M. Eastern Standard Time
 From: e-mail@saturncars.com
 To: [REDACTED]

Hello [REDACTED]

Thank you for writing to Saturn.

We are very sorry to hear about the concerns you had with your Saturn. I assure you that the concerns you described in your e-mail are not characteristic of the quality or reliability of our products.

We are extremely sorry to hear that your Saturn ownership experience has been dissatisfying. When one of our customers is disappointed, we take it very much to heart. That's why we've documented your concerns and forwarded the information to all the appropriate teams. We will take a close look at the information you've shared with us, and we'll continue to strive to prevent a recurrence of your experience.

I am not aware of this being a widespread concern for Saturn owners. However, I can tell you Saturn has an excellent record of identifying product trends and proactively addressing them. That's why this kind of feedback from our owners is so valuable. I have documented your concerns and will forward them to the appropriate teams here at Saturn.

I did see in our records where you had contacted us previously regarding your concerns. At that time we encouraged you to have the vehicle diagnosed at a Saturn facility. I sincerely wish that you had done so. Saturn is always happy to look into possible assistance for our owners and we would have been more than happy to do so for you. Unfortunately, Saturn is unable to offer any type of assistance on repairs done at a non-Saturn retailer.

Please be assured your concerns have been documented. Your reference number is 1-18379173. This information will be shared with all the appropriate teams here at Saturn.

Thank you again for writing. Please feel free to e-mail us again or call us at 1-800-653-9900, prompt 3.

Sincerely,

Georgia M.
 Saturn Customer Assistance Center

SR: 1-18379173
 SIV-21-AJXGM

—Original Message—
 From: Saturn Email
 Sent: 11/08/2005 08:21:16
 To: news@saturn.com
 Subject: FW: What's New at Saturn?

From: Member #234101
 Email: [REDACTED]
 Received: Monday, November 7, 2005 at 12:57 pm

Wednesday, April 19, 2006 America Online: [REDACTED]

Subject: Re: What's New at Saturn?

NO, I will NEVER BUY ANOTHER Saturn AGAIN!!!

I just got my Saturn back after a two month ordeal. The timing chain and

balance chain broke on it at only 45,000 miles and Saturn would not help me

whatsoever. The story is LONG. I previously owned a 1995 Saturn and

traded it in and ordered a brand new 2001 SL200 Saturn which was a stupid mistake. The

car cost me over \$20,000.00 and never in my life has this ever happened to me. I

found out that my engine was only in production for three years and the ones

that are and were out their Saturn switched over the bad parts on the engine

but did not RECALL anything. I did not buy the extended warranty, and I am

10,000 miles over the manufacturer's warranty. And if anyone argues with me

about maintenance done on my car, well I took it in all the time, oil changes

and whatever else EVERY 3,000 miles!!!!!! I spoke with many people and alot

of others did go through the same thing as I did. WHY hasn't Saturn put

out a recall on this engine? The mechanic that worked on my car was Shocked to

see this happen in a car with low miles on it and told me that this should not

have happened. I CALL THIS A DEFECT! I love extremely good car of my car and

this happens. I purchased a Saturn thinking that it would be a dependable

car, never in my wildest dreams did I think that down the line my engine would

die at such a low mileage. I thought it was the starter or maybe the alternator when it died NOT THE ENGINE! If you own any car, you and

everybody else

can tell I love car of it. Well, after \$4,700 later its fixed, how disappointing, considering I cannot afford this additional cost and I

had to borrow it

from my mother! MY husband is Deployed overseas and he cant guide or help me

on this one.

Sincerely,

[REDACTED]

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Probes Saturn Timing Chain Failures

106

The National Highway Traffic Safety Administration (NHTSA) has opened a preliminary investigation of Saturn L Series vehicles because of persistent complaints of timing chain failures.

The NHTSA probe involves the 2003 Saturn Ion, 2000 to 2003 Saturn L-Series, 2000 to 2003 Saturn L series Sedan, 2000-2003 Saturn L Series Wagon, 2001-2003 Saturn L200, 2000-2002 Saturn LS, 2000 Saturn LS1 and 2000 Saturn LS2.

The North Carolina Consumers Council (NCCC) brought the timing chain failures to the attention of NHTSA after consumers in the state complained that the timing failures resulted in a sudden loss of power in the Saturn.

Some of the timing chain failures occurred at highway speeds.

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NHTSA Probes Saturn Timing Chain Failures

January 31, 2006

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DP05-006

SATURN DEFECT PETITION



UPDATE: NHTSA is continuing to investigate this issue. Their analysis has been upgraded. Despite Saturn's claims, a RECENT defect trend is apparent. The full text is copied here:

ON DECEMBER 12, 2005, ODI RECEIVED A DEFECT PETITION (DP05-006) REQUESTING THE INVESTIGATION OF TIMING CHAIN FAILURES THAT COULD CAUSE STALLING IN SATURN VEHICLES EQUIPPED WITH THE 2.2L (L61) ENGINE. ODI OPENED PED6-006 ON JANUARY 24, 2006, WITH 24 VEHICLE OWNER COMPLAINTS THAT ALLEGED A BROKEN TIMING CHAIN CAUSED THE VEHICLE TO STOP OPERATING. ON APRIL 12, 2006, ODI RECEIVED INFORMATION FROM GENERAL MOTORS (GM) CONCERNING TIMING CHAIN FAILURES IN APPROXIMATELY 412,000 MODEL YEAR (MY) 2000 THROUGH 2003 SATURN L-SERIES AND ION VEHICLES WITH 2.2L ENGINES. GM'S RESPONSE INCLUDED 1,020 OWNER COMPLAINTS AND FIELD REPORTS CONCERNING TIMING CHAIN FAILURE, INCLUDING 228 THAT ALLEGED THE FAILURE CAUSED THE VEHICLE TO STALL WHILE DRIVING. GM ALSO PROVIDED WARRANTY CLAIM DATA THAT SHOWED 1,902 SUBJECT VEHICLES RECEIVING TIMING CHAIN REPAIRS, INCLUDING 261 WHICH INDICATED THAT A STALL WHILE DRIVING RESULTED FROM THE FAILURE. THE GM COMPLAINTS, FIELD REPORTS AND WARRANTY CLAIMS THAT DID NOT CONTAIN SUFFICIENT INFORMATION TO DETERMINE THAT A STALL WHILE DRIVING OCCURRED WERE CATEGORIZED AS "OTHER" INCIDENTS. GM STATED THAT THE MAJORITY OF THESE INCIDENTS PROBABLY OCCURRED WHILE THE VEHICLES WERE PARKED "SINCE THE TIMING CHAIN IS MORE LIKELY TO BREAK DURING HIGH CHAIN LOAD SITUATIONS, SUCH AS ENGINE STARTUP." GM'S DATA SHOWED ELEVATED FAILURE RATES IN APPROXIMATELY 20,500 MY 2001 L-SERIES VEHICLES PRODUCED DURING A FOUR MONTH PERIOD FROM NOVEMBER 2000 THROUGH FEBRUARY 2001. THE TIMING CHAIN FAILURE RATE IN THE VEHICLES BUILT DURING THIS RANGE IS OVER 10 TIMES GREATER THAN THE REMAINING SUBJECT VEHICLE POPULATION. OVER ONE-THIRD OF GM'S TOTAL COMPLAINTS AND FIELD REPORTS (34.3%) AND WARRANTY CLAIMS (38.2%) INVOLVED L-SERIES VEHICLES BUILT DURING THE 4-MONTH PERIOD, WHICH ARE ONLY ABOUT 5% OF SUBJECT VEHICLE PRODUCTION. FOR THE MY 2001 L-SERIES VEHICLES BUILT DURING THE 4-MONTH PERIOD, THE 36-MONTH FAILURE RATE FOR REPAIRS INVOLVING STALL WHILE DRIVING IS SLIGHTLY UNDER ONE PERCENT, HOWEVER, IF THE INCIDENTS CODED AS "OTHER" ARE ADDED, THE 36-MONTH FAILURE RATE RISES TO NEARLY FIVE PERCENT FOR THOSE VEHICLES. ODI AND GM ARE CONTINUING TO ASSESS THE NUMBER OF COMPLAINTS AND WARRANTY CLAIMS CODED BY GM AS "OTHER" THAT INVOLVE INCIDENTS OF STALL WHILE DRIVING. GM'S STATISTICAL MODELING OF THE FAILURE DATA INITIALLY CONCLUDED THAT THE FAILURE RATES WERE DECLINING WITH AGE AND MILEAGE FOR ANY SET OF WARRANTY DATA ANALYZED (E.G., STALL WHILE DRIVING, OTHER OR COMBINED). HOWEVER, SUBSEQUENT ANALYSIS SHOWED THAT THE FAILURE RATES ARE INCREASING. BASED ON THE HIGH COMPLAINT AND WARRANTY RATES FOR TIMING CHAIN FAILURE IN THE 4-MONTH PRODUCTION PERIOD FOR THE MY 2001 L-SERIES VEHICLES, AN ENGINEERING ANALYSIS HAS BEEN OPENED TO FURTHER ASSESS THE FREQUENCY OF STALL INCIDENTS DUE TO TIMING CHAIN FAILURES IN THOSE VEHICLES.

In December NCCC petitioned the National Highway Transportation Safety Administration to open a defect investigation into 2000-2003 Saturn L-Series vehicles with 4 cylinder engines. The engines, our petition alleges, may have defective timing chains which do not include an oiler nozzle.

Under extended low rpm idling the timing chain may not have the proper amount of oil delivered to it, increasing the risk of failure. Over time, the chain could break or skip teeth on the gear, causing severe engine damage.

"The new design timing chain has an oiler nozzle that will deliver more oil, preventing breakage," says Brad Lamb, NCCC Executive Director. "Saturn has received numerous complaints about this issue over the past several years."

Lamb pointed out that the manufacturer is aware of the problem, having released the new design chain for it's 2004 model year. After 2003, there have been no complaints of engine damage due to timing chain failure

"The manufacturer knew there was a problem, and knew the problem could happen as early as 25,000 miles," continued Lamb. "They would rather the consumer incur the expense of a new engine rather than make the up to \$900 upgrade."

The issue is still being investigated by NHTSA and an engineering analysis is underway. Since filing our petition, consumer complaints continue to grow at an astonishing rate.

Consumers who hear any odd noises coming from the engine compartment should immediately cease driving and have the vehicle serviced at a Saturn retailer. They have the new design timing chain available. With some negotiation, the dealer may be persuaded to make the repair free-of-charge.

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11th Mar 2004, 09:04***"A defect"*****What things have gone wrong with the car?**

The timing chain broke after 27,000 miles, damaging the upper half of the engine. The dealer was claiming it's because the oil wasn't changed, when I changed it myself several times.

After speaking with several mechanics, and they agree that even if the oil hadn't been changed (which it has), a timing chain should not break - especially after only 27,000 miles.

General comments?

Saturn corporate has been extremely unhelpful, and I've seen this complaint several times on this board. I have filed a complaint with the Better Business Bureau, and I am trying to find some equitable solution to this problem.

Through some Internet research, I have seen that this is not an uncommon problem with Saturns, and I am looking at getting them to do something about it.

I would love to be able to share some of your experiences that are similar to mine. Please let me know if you've had a timing chain related problem with your Saturn. I'm now facing an \$1800 repair bill that should not be mine.

My email address is [REDACTED]

4th Aug 2004, 11:12

I was just notified that the timing chain on my 2001 Saturn broke. The car has approximately 70,000 miles. When they were going over the possible causes, they also mentioned oil changes. It's hard to believe that in a time when most people will tell you that changing your oil every 3,000 is excessive, that they would stick to that story. I'm being told that I'm looking at \$2,600 worth of repairs.

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6th Aug 2004, 09:48

My 2001 L200 has 50,000 miles, and the oil has been changed consistently -- around 5000 miles.

Mechanic I had it towed to looked at the engine and said that it was very clean. Lack of maintenance is definitely not the culprit.

Guesstimate to fix (I'm still talking to Saturn) is about \$4000.

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14th Nov 2004, 12:06

I just received an estimate from Saturn of \$3,600 minimum to fix my car after the timing chain broke and damaged the upper part of the engine. I, too, was told the oil hadn't been changed. My car has only 42,000 miles on it. I had it towed from the dealership to an independent mechanic, who is looking at it now. Although I feel better that this was not my fault, it does make me angry that they tried to make me think it was.

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18th Jan 2005, 09:16[See your credit report and score for Free!](#)

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I have a Saturn L200, 2002 with 45,000 miles. Engine stopped on my way home to Cleveland, Ohio from P.A. Had a local shop look at it; they stated that the timing chain had broken. They quoted my around \$700.00 to fix. I contacted Saturn, they stated that most likely the valves were also ruined and would have to be replaced. They would not offer any assistance and said that I would have to have it towed over 100 miles to one of their dealers to look at it, before they would even consider any assistance with the cost. They also stated that the problem was most likely caused my lack of oil maintenance and since I did not have all of my service done with a Saturn dealer, they would not cover any of the cost. And to top it off would not even waive the diagnostic charge. I have had regular oil changes, some over their recommended 3,000 miles, but nothing outrageous. So now I'm stuck with around \$3,500.00 worth of repair on a leased car that I have to turn in (June). Can anyone help? Any documentation regarding defect or problems with the timing chain and or parts. Please email at [REDACTED]

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2nd Feb 2005, 13:10

The timing chain just let go on my 2001 Saturn L200 with 54,000 miles on it. The car was purchased used from the Saturn dealer with 37,000 miles on it, and the complete service history since it was purchased new there. I have changed the oil promptly every time the "change oil" light has come on (about 3000 miles) The dealer also tried to say that the oil was not changed. They pulled the valve cover off and stated how clean the top end looked (no dirt or sludge build up) But can't explain why the chain broke with so few miles on it. The did offer to install a used engine into the car for 1800.00

They could not tell me the mileage or history of this "used" motor. I asked them what was damaged when the timing chain broke, And they did not know, They didn't go that far into it. That was upsetting. They just stated that there was no compression in three cylinders (well duhhh... the timing chain is broke, what would you expect!) The car was then towed to a local shop for an experienced tech to look at, and correct the problem. Even if there are some bent valves, it will still be cheaper than putting in a used motor. And maybe setting up for another timing chain issue.

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7th Apr 2005, 11:29

I have a 2000 LS1 with 55K miles. The timing chain is history & along with it, two pistons. A nylon guide came loose, tangled in the chain & caused it's failure. I am currently in the process of contacting saturn about this problem, but not to hopeful of their assistance considering all of the others I have read about. I have also found out about a technical service bulletin (03-06-01-017) given to dealerships 6/03. This bulletin is for a revised timing chain/oiler & service procedure that the general public is not aware of. It replaces the original oiler due to the fact that it does not allow sufficient oil to the timing area at low rpms. If it was a lack of lubrication that caused the nylon to come loose, I would have to assume that this could've been remedied by the upgrade. With the amount of timing failures I have read about in the past few days (not to mention those who haven't gone public with theirs) I wonder why saturn didn't make this a general recall. Certainly it would be cheaper for dealerships to do this exchange rather than the repair on the complete engine. All of my oil changes have been between 3000-4000mi and I've already been told by saturn w/o them even seeing the car that it was probably due to poor maintenance/oil changes.

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19th May 2005, 22:00[See your credit report and score for Free!](#)[Get approved for an auto loan in 60 seconds, good or bad credit! Click here](#)

I just had my 2001 I.200 wagon break down on the way to work this morning. We had no warning. We have followed the service suggestions with oil changes every 3,000 miles and just had the car in for fuel injector maintenance and inspection a month ago. Our car has 49,000 miles on it and the timing chain broke damaging the valves and head. I was told that the repairs would cost 2500 dollars. I was completely floored. I have been talking up the safety and dependability of Saturn vehicles for the past five years. A year ago my pregnant wife and I were in an accident in our 100 series and both of us emerged uninjured. We had our car totaled and immediately found our 200 series wagon to replace it. We bought the four cylinder because of its outstanding track record. The car we bought had just over 25000 miles on it. I was sure with recommended dealer maintenance we would get 150000 to 200000 miles out of it without any back breaking repairs. A year later and here I am... the good news= because of our loyalty and the fact that we have had it serviced regularly at the dealership Saturn is going to cover everything over five hundred dollars. It does seem that this is far too common a problem, however.

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7th Jun 2005, 07:10

I have a 2000 LW1 with 107,000 miles before my Chain went this week. They stated valve damage and even possible piston damage with parts fallen into the oil pan for even more damage. Hard to believe when this happened from STARTING the engine, not even happening on the road. Can someone email me the TSB 03-06-01-017 to [REDACTED] as Saturn does not seem to release this to their customers.

Right now my dealership said I need a new engine, a refurbish is unavailable and they are estimating \$6500 for all the work.

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10th Jun 2005, 08:53

My 2001 Saturn L200 timing chain just broke, leaving my daughter stranded on the highway. It had 80,000 miles on it. I did the regular oil changes, so that wasn't the problem. This seems to be a frequent problem with broken timing chains on the Saturn. I don't know if it is this particular year, or with all years of Saturn. Dealer said it would be \$3600 to rebuild, or they could replace the engine with a used one for \$2100. What choice did I have?

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22nd Jun 2005, 17:59



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I guess I'm the lucky one. My 2000 LS1 with 49,000 miles started making a bad sound. Shut it down and had it towed to the dealer. \$914 for a new chain.

My 94 Toyota pickup has 168,000 on its 2.2L engine with no trouble, and it only cost \$280 to replace a broken timing belt on my old Camry about 5 years ago.

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29th Jul 2005, 13:49

My 2001 Saturn L200 Timing chain broke at 58k miles. It left me stranded on the side of the road. I am working with Saturn to try to get the repair paid for, but I have a feeling they will not. They said that they would replace my engine with a used engine for \$2800 and they coughed the problem up to not changing the oil however, I have changed the oil often. I am working with a non-Saturn Authorized shop now they are going to fix the engine which was damaged from the timing chain breaking for around \$2000.00 I am really unhappy with my Saturn. I have had it for 1 year and its been in the shop twice already.

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6th Aug 2005, 13:00

I purchased a 2001 saturn l200 about 1 year ago. I have kept up on all oil changes and maintenance when necessary. While driving on a major interstate my car powered down with no warning. It felt like the car had ran out of gas. After doing research on the car I found out about the frequent problems with the timing chain. Every dealership and saturn representative gave me the same line about not

changing the oil. Saturn is obviously denying the problem and not taking any responsibility for it. It is going to cost me \$2800 dollars to replace the whole engine. This is absolutely ridiculous considering the car has 60,000 miles. If anybody has any advice on getting assistance please let me know. my email address is [REDACTED]

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6th Aug 2005, 13:32



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August 6th 2005.

I have a Saturn 2002 L2000 Series car with 34,000 miles on it. Recently the timing chain went on the car.

I took the car to Saturn who told me It was out of warranty and they would not cover the repairs. Further it would take Saturn 3 days just to look at the car. I was very disappointed I had the car towed to my Independent mechanic who replaced the timing chain and the damaged pistons and cylinders for \$2000. This is my 2nd Saturn, but the experienced has caused me to lose faith in the vehicle.

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30th Aug 2005, 08:25

I have a 2001 L200 Series. I have had nothing, but problems with many things. I have now replaced the

brain, the timing chain, rebuilt the top of the engine not to mention the small things which include, replacing both rear tail light grids. I have dropped so much money into this car that I can barely make the payments. Saturn told me when the timing chain broke, that I was at fault for not changing the oil. But, when I produced all of my scheduled oil changes, they agreed to refund to me 1/2 of the \$2400 it cost to replace. I now have a bent axle and rim which is going to cost \$1000. I will NEVER purchase another Saturn. This car is literally falling apart. What a headache!!!

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6th Oct 2005, 18:01

Sept. 24th, 2005 I have a 2001 L200 Saturn. On vacation at Myrtle Beach traveling 35 miles an hour the timing chain broke at 87,000 miles. I had it towed to a shop there and was told it would be expensive to fix. I then towed it back to Roanoke, Va. Saturn Dealership. They told me the engine was damaged. A replacement is going to cost me \$2600.00. THANKS A LOT SATURN! I will never own another.

10th Oct 2005, 05:39

I as well have the 2001 L200 Series and the timing chain has broken. I really do not think Saturn will correct this problem, but am planning to take it as far as I can. Overall, the quality of the car has been fine with no major problems.

However, this is not acceptable for a car with only 54,000 miles. I think Saturn has trained the various service managers in what the company line is, that being they really could care less about customer problems. I once talked good about the Saturn and what the company as a whole was trying to accomplish. However, I now have my pat answer when someone asks me about my Saturn, I simple say I would not purchase another.

I really thought Saturn was going to be a different car maker, the reason I purchased from their company in the first place. Never again.

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11th Oct 2005, 03:01

October 8, 2005

Do not by any used Saturn's with-out a warranty. "All" maintenance must be done at a Saturn Dealer to follow the warranty's rules. The oil changes are \$30, is that so bad? Compared to paying for a new engine (2000.00) or more?

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11th Oct 2005, 03:10

October 8, 2005.

Common sense:

- #1. Never assume a used car is in good shape.
- #2. Never purchase a used car, with-out a warranty.
- #3. Have all maintenance done at Dealership, when on warranty.
- #4. There is no such thing as the perfect car or car company.
- #5. Not all people have it.

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15th Oct 2005, 19:16[See your credit report and score for Free!](#)[Get approved for an auto loan in 60 seconds, good or bad credit! Click here](#)

Hee hee hee.

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19th Oct 2005, 09:34

Something must be pointed out to L-series owners (and potential buyers) : ALL of these instances of timing chain breakage have occurred to the 4-cylinder models of the L-series. This includes these models:

2000 LS, LS1

2001-2002 L100, L200

2003 L200

2004 L300.1.

This car was also available with a 3.0L V6, which has a timing belt (not a chain). This engine has NO history of trouble with the timing belt, although it must be replaced (maintenance) every 100,000 miles for a cost of about \$600. The models with the V6 are:

2000 LS2

2001-2003 L300

2004 L300.2, L300.3

2005 L300

I believe the V6 engine will prove to be more reliable over time, and does not carry the worry of timing chain breakage that the 4-cyl engine does. If you own (or are considering purchasing) an L-series, be aware that the V6 model does not have this problem.

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24th Oct 2005, 12:16

I'd be interested to know if anyone has been successful in having Saturn cover the cost of their broken timing chain, and if so, what process they went through. I'm having my 2001 L200 taken in this afternoon for just such a problem. When I talked to the guy at their service center, I mentioned the bulletin that had been put out on timing chains, but he seemed pretty dismissive of the idea that that would indicate that Saturn would be responsible for anything. Has anyone had met with any satisfaction from Saturn on this issue?

Thanks.

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25th Oct 2005, 15:01[See your credit report and score for Free!](#)[Get approved for an auto loan in 60 seconds, good or bad credit! Click here](#)

I own a 2002 L200 Saturn. I bought it well I ordered it custom brand new. The timing chain and balance chain went on it at 46,000 miles. Saturn Corporate is basically saying you are SOL. I have called them many times. My car is out of warranty and I did not get the extended. I am hearing a lot of these timing chains that are breaking, why hasn't Saturn done a recall on this. The problem with the four cylinder engine is that Saturn replaced some parts on it calling it new and improved so they can weasel out of recalling and saying the engine is defective or it has bad parts on it. The place I took it to told me that the hole for the oil to go through to circulate in the engine was not big enough and this is where the problems began. I guess by me changing the oil and everything else at 3,000 miles just prolonged the inevitable. This is costing me a small fortune. Around 4,700. OUCH!!! They first, but the new timing chain and belt on and that's what cost about 1,300 then that did not work so I needed to get another engine. They put it in and my car still did not run right from the minute I drove it from the repair place. It's been there for over three weeks now and I still do not have my car back. They are trying to see what the problem is and if they need to put another engine in it. I am never buying another Saturn again. This is my second Saturn and I have lost faith and trust in them. I have spent a lot for my Saturn L200, I figured I would at least have it ten years or more. Haaaaaaaaa.

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Let's be clear about something: there is a serious engine defect that causes this problem with the 2.2L 4-cylinder engine. We know this because of the common occurrence of the timing chain breakage and the fact that GM has issued a Technical Service Bulletin (TSB) that calls for the replacement of a the oiler mechanism on the timing chain with an updated part.

However, get the "recall" idea out of your collective heads. THIS IS NOT A SAFETY ISSUE. For NHTSA to order a recall, there must be a significant danger that compromises safety, which this does not. The engine will stop, yes, but if you are IN CONTROL of your car (which we all hope you are), then no safety risk is involved. Yes, GM could issue a voluntary recall, but I wouldn't hold your breath on that.

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14th Nov 2005, 18:33

I am considering on buying a 2001 S-series Saturn with the 1.9 liter engine. Is it a reliable car? Does it have a timing belt or chain? If it has a belt when does it need to be replaced? Thanks [REDACTED]

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23rd Jan 2006, 15:16



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I have the same problem with our 2002 L200. Our timing chain broke in November and for us to pay

\$2200 - \$2600 is not in our budget to get fixed. We bought a beater car to get us through so we could save the money to fix it and that broke down! Now we're paying a monthly car payment which we can't even drive the Saturn nor the other car, a baby's on the way in less than a month, and the trade-in value for our car is practically nil. Thanks a lot Saturn for putting us into debt and whose to say the rebuilt engine we put into our car isn't going to have the same problem? Everyone should avoid your dealership altogether.

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9th Feb 2006, 21:21

I own a 2000 L200. This car has been nothing, but a headache. First, my tail lights went out (\$250) Saturn later recalled. Second, my light behind my radio burned out. Third, when I touch my dimmer switch all my dash board lights look like a strobe light. Also when I turn my turn signal on my bright lights come on and I can't get them to go off. Something must be wrong with the electrical. Just recently my check engine light came on at 61k. First we had the O2 sensors replaced (\$310). Once they were installed the light was still on. Now we are told it is the computer. We have no idea how much that will cost, maybe in the thousands. My boyfriend (now husband) told me not to buy the car. I wish I had listened.

We will never buy a Saturn again.

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27th Feb 2006, 13:49

My 2002 L200 just lost the timing chain which

damaged the top of the engine--almost \$3,000 to repair. I just had it in last week for 60,000 maintenance and was told the chain wasn't scheduled to be replaced until 100,000 miles. Now I see where the NHTSA has launched a preliminary investigation due to the number of complaints and prompting by the North Carolina Consumers Council. In the meantime, what do I do? My other car is a Saturn and we were thinking about trading it for a Saturn SUV. Not anymore!

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16th Mar 2006, 19:50



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I like most everyone else posting, purchased a Saturn in good faith, believing that they were indeed a different kind of car company. However; I was in for a rude awakening when my timing chain broke. It has become abundantly clear that GMAC has created a product with a major defect and horrible track record. They have made no effort to rectify the situation and are trying to pass the cost of repairs on to their consumers. Although the NHTSA has launched an investigation as well as the N.C.C.C. all Saturn owners who have been forced to unfairly pay should contact their Attorney General and file a complaint with the NHTSA. I can't imagine how many other people paid to fix their cars and aren't aware of how widespread this problem really is.

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17th Mar 2006, 07:41

Just to let you know, GM built your car. GMAC is a financial company that deals in mortgages.

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16th May 2006, 12:48

I thought when I bought a Saturn (2000 L- Series) that I was purchasing a quality vehicle with a known safety and maintenance track record for good performance. After reading all the comments above I am not of the same opinion. I too just had the same experience with my timing chain breaking. At present, the estimate is \$3,200. I too have made sure that my oil was changed at regular intervals, i.e., every 3000 miles. I called Saturn Customer Service in Tenn. to complain and point out that there are open cases on this issue that are still pending with the National Highway Traffic Safety Administration (NHTSA) (PE06-006 and DP05-008). They gave me the company line and offered to give me \$1500 toward the purchase of a new Saturn. I am sure this is after I pay the repair bill and I am sure that my trade-in would not be worth much. I would recommend that EVERYONE on this site who has had this problem take the time to register their information with NHTSA. To say this is not a safety issue is NOT accurate. I was traveling in the middle lane of a VERY busy highway when this occurred. I was extremely fortunate to get to the side of the road before being rear-ended or run over by the Semis that were on the road at that time.

21st May 2006, 11:51

My Saturn Ls1 just broke down on me leaving me on the side of the road as well. To my dismay about 30 seconds before the service engine soon light came on. Then no power in the middle lane of 1-15. This resulted in a car accident. Being my fault the police sald to be driving a faulty vehicle. Thanks Saturn now I am left without a car and so is the other driver that hit me @ 70 mph. When my car was taken to the dealer for inspection it was found that my timing chain had broken causing my engine to seize. I bought my car used and have only had my car a year and it has 83000 miles on it. To my dismay I am now stuck with a car payment and 20 miles from my job and no car.

[Fix the spelling and grammar of this comment](#)[Request deletion of this comment](#)Vote: [On Topic](#) [Off Topic](#)**24th May 2006, 12:58**

My Saturn L200 suddenly wouldn't start. I had it towed to the dealership and sure enough it's the timing chain and at least a few bent valves and several thousand dollars in repair costs. It only has 36000 miles! I dedcided to do a little Internet research and found this board with so many nearly identical cases. Has any class action suit been entertained since it certainly seems that GM was aware of this problem and dealerships should at least have advised their customers to repair the oil mechanism to the timing chain?

[Fix the spelling and grammar of this comment](#)[Request deletion of this comment](#)Vote: [On Topic](#) [Off Topic](#)**25th May 2006, 21:48**

I have a 2000 Saturn LS V6. 52,000 miles on it and

have put more than \$1,000 in engine repairs. It regularly will not start on a warm day after a short trip - must let it cool down for 15 minutes. VERY disappointed in this car and company in general. Have always bought American cars to this point, but doubtful from here on out.

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9th Jun 2006, 12:40



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I purchased a 2001 Saturn L-200 over a year ago with 28,000 miles and had warranty until 36,000 miles. Car has 56,000 miles now and timing chain broke. Will cost about \$3000 to fix. I see that the NHTSA Investigated this issue and closed the case. They only had 10 complaints on this issue. Looking at some of the other forums I see that there are quite a bit more than only 10 people with this issue. If everyone would file a complaint then they would have to re visit this issue. Even if you already had your car fixed you would be due a refund from Saturn for the repair costs. I am confident that this is an issue that can be resolved by the NHTSA. If anyone needs to know were to file the complaint, e-mail me at [REDACTED]

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13th Jul 2006, 16:01

Wow, after reading all the comments, it seems as though we can do something about this!!

We have a 2001 Saturn L200 (4cyl.) also, my wife and 3 year old son were leaving the house one day when, the car simply died driving on the road, nearly causing her to run into a ditch. Well we found out it was the timing chain!!! Resulting in us having to put a new engine in!! The car had 42,000 miles.. Saturn didn't even want to help. If there is anything we can do to file a lawsuit or something, please let me know!



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15th Jul 2006, 08:24

Put me on the list. 2001 4 cyl driving up the highway from Toledo to Detroit and it died, left lane 70mph. Had to drift 3 lanes, up a ramp, and around a corner to get out of the way. Got lucky, no one was hurt. Just got the call from the repair shop. The timing chain has gone of course, got the line that I would be looking at 2-3K dollars because of potential damage to valves. Anyone interested in a class action stick me on the list.

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18th Jul 2006, 17:39



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Oh how I wish I had found this site before I bought my Saturn. Yesterday, while driving on a busy toll road through the Chicago-land area, my car ceased

running. Fortunately, I was in the right lane travelling about 55-60 miles per hour, so I had plenty of coasting speed to get to a safe location on the side of the road. The crazy thing is that there was no warning whatsoever that anything was wrong with my engine.

Not being from Illinois, I was at the mercy of the yellow pages and a very nice tow truck driver and was able to get my car to a Firestone dealer in the southwest suburbs.

Now, I'm not sure if it was the 95 degree heat or the mechanics diagnosis that nearly gave me a stroke. But like most of the prior postings here I too, have fatal engine damage. The replace of the engine is more than I can afford, and will have to beg - borrow - and steal to get the money to fix it, but I gave the approval to the Firestone manager especially after I got the word from Saturn that they would do the work for twice the price.

Something has got to be done about this problem, no doubt Saturn has known about it for quite some time and yet has done nothing. I shutter at the thought that 5 minutes earlier my situation could have been deadly going through Chicago-land Construction Zones. Why haven't they recalled this car... Why hasn't a class action lawsuit been filed yet... Why do we have to wait for someone to die (if they haven't already) before Saturn will take action? Simple questions, where are the answers?

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19th Jul 2006, 16:19

I also am in the same situation as all of you. I called the NHTSA today and there is a current investigation going on. EVERYONE needs to call and make a complaint!

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Vote: [On Topic](#) [Off Topic](#)**21st Jul 2006, 12:45**

Well, there is no point in going into details about what happened. It is the same story. Saturn 2001 L200. I am pricing a new engine at this point.

"Bad Saturn---Bad!!!"

[Fix the spelling and grammar of this comment](#)[Request deletion of this comment](#)Vote: [On Topic](#) [Off Topic](#)**23rd Jul 2006, 14:33**[See your credit report and score for Free!](#)

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Well, I would like to introduce myself! I am a new member of the Saturn Community of Timing Chain Failure survivors as well.

My timing chain went out on a 2002 L200 on July 1, 2006, 20 miles from any civilization in 104 degree temperatures while driving 65 MPH on the freeway through the Oregon desert. (Now, that was fun!!) When I contacted the Saturn Corporation, they denied knowing about the NHTSA's investigation and gave the standard reply, "poor maintenance". The dealership also denied knowing of the NHTSA's investigation, but when I handed the service manager a copy his response was "well, 412,000 failures aren't very many compared to the total production of cars." I guess he forgot to do his research since the top production of Saturn's was 300,000 per year in their peak.

I contacted the NHTSA, FTC, Attorney General, news organizations, and [Consumer Reports](#). I also am passing out flyers to the public warning them of the dangers. I have also contacted a Consumer

Protection Attorney In my city.

Like the service manager commented "Saturn Isn't going to do anything about this unless there's a recall."

Everyone pass the word STOP SATURN! (I too was in the Saturn "cult" of believers. No longer.) I got rid of my Satan and bought a 2006 Honda Accord. Got a great deal if anyone is considering a change!

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23rd Jul 2006, 16:20

Most of the posting have been about the timing belt. I have been very fortunate in this regard so far.

I have a an '01 L200 and Lw200. The Lw200 has a problem starting and then dying though. I believe the Security light, Air Bag light, and Service light all coming on at different times may be involved with this problem as well. Has anyone had any similar problems such as this?

I am hesitant to go to the dealer because of the problems I have had in the past with the service department. Twice they actually blamed problems on rats eating parts of my car. Yes, they actually told me that rats were eating parts of my car. Unbelievable.

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25th Jul 2006, 12:39

No. This issue is with broken timing CHAINS, not belts. The timing belt on the V6 model is not affected.

Strange as it sounds, rodents are occasionally responsible for damaging parts in cars. It's hard to separate them from the rats at the dealer, though.

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25th Jul 2006, 12:40



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I should have also mentioned: the BCM is likely responsible for the problems you are experiencing. Check this forum for others that have had this problem. It will run about ~\$400 installed.

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23th Jul 2006, 14:24

****I** should have also mentioned: the BCM is likely responsible for the problems you are experiencing.

I am experiencing the same Indicator lights issue on my 1998 Saturn LS. What is the BCM?

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21st Aug 2006, 12:19

2001 L-200 (L stands for loser)

BCM and timing chain, waiting on diagnosis for head

and valves. I see where Saturn is maintaining their cash flow and not addressing the problem.

Bottom line, they can get my repair \$\$\$'s (shame on them) but they can't have my next car \$\$\$'s (shame on me if I try Saturn again...)

22nd Aug 2006, 07:48

BCM is the body control module. It's basically the computer that controls many of the electronic functions on the car. When it goes, lots of crazy things can happen, from erratic horn honking to erroneous odometer readings to possessed door lock actuators. It's behind the pass. side dashboard and relatively easy to replace, but it must be flashed (software installed) by the dealer.

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This is insane, same story, timing chain! I can't believe the amount of people I have found that this has happened to and nothing is being done to correct the issue other than changing the problem with the oil delivery to the chain (the cause of the breakage) on the newer cars.

[Fix the spelling and grammar of this comment](#)[Request deletion of this comment](#)**Vote:**  **26th Aug 2006, 20:47**

I too am an owner of a 2000 Saturn LS, bought used in 2003. I was putting some new speakers in the doors to go with my new stereo (CD player on original equip failed), and when I finished I noticed a shockingly large puddle of oil where my car had been. I immediately opened the hood to see where it was coming from and found an approximately 3 inch crack in the valve cover right over... the timing chain. Although they lack teeth, timing chains can apparently saw through cast aluminum.

I bought the repair book for my car, removed the valve cover and noticed that the upper timing chain

guide looked nothing like the one in the book. It was a vertical piece of metal with nothing hanging over the chain. Apparently when the chain started it's "eat the engine" mission, the upper guide was the first to go. I looked at the chain, looks very nice, but a little droopy between the two upper sprockets.

I am not thrilled to have to do this repair myself, but I am suddenly thrilled that I caught this before the chain broke and put me in the same plight as all these other people. 250\$ for the repair kit and a day of my time is a lot better than the multi-thousand dollar repairs I've read about earlier in this list.

This is an unreasonable issue to have to deal with on a car with only 83000 miles on it, and reminds me of another car that I used to own that had a timing chain problem... my 1991 Saturn SL1. I've owned 6 vehicles and the only ones I have ever had a timing chain issue with were my Saturn vehicles. I WILL NEVER, NEVER BUY ANOTHER SATURN. I wanted to support an American car company.

If anyone wants to contact me regarding a class action suit or reimbursement for the timing chain kit and band-aids, feel free: [REDACTED]

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2nd Sep 2006, 18:50



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My timing chain broke on me yesterday at about 82,000 miles.

I was driving home in a residential area, about 25mph, and all of a sudden my wheel locked on me and I started to lose speed and control of the car. Luckily I missed two parked cars that were in the parking lot where I was able to pull in before the car

came to a stop. I had it towed to a private mechanic and the preliminary estimate is around \$1500. Not good. This isn't counting the possible damage done to the pistons and engine. Unfortunately, it's the holiday weekend, so that will delay the repairs even longer. I've only had this car for a year. This will be the first and last Saturn I'll ever buy.

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6th Sep 2006, 13:49

The same is happening with the L300 series timing belt. The timing belt on my Saturn 2002 L300 went out this morning on the way to work. I was going 55 mph, no indicator lights or anything, the car stalled - lost all power steering etc. I was able to shift into neutral and glide to the shoulder. It left me stranded on a country road. I checked with my dealer. The belt had been replaced at 108,000 miles. It was not due to be replaced for another 40,000 miles. Regular maintenance and oil changes had been done through the dealership. I will be passing along my information to the NHTSA.

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7th Sep 2006, 07:15

If you look carefully, your car is the ONLY instance, on this board, of timing BELT failure (I assume you have the V6). All the other issues are for timing CHAIN failure on the 4-cyl models. The V6 belt has no history of premature failure.

By the way, don't waste your time. NHTSA has no interest in hearing about a timing belt breaking, or ANY major (non-safety related) problem for that matter, on a car with 168,000 miles on it.

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15th Sep 2006, 21:17[See your credit report and score for Free!](#)[Get approved for an auto loan in 60 seconds, good or bad credit! Click here](#)

Hello.

I found this board after (surprise, surprise) my 2001 L series died on me. I was doing about 70 when all power cut out of the car. I managed to get over to the side of the road and had it towed home. I assume it's the timing chain, but this just happened earlier tonight and haven't had a chance to get it checked out. My car has 219,000 miles on it.

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22nd Sep 2006, 17:59

Hey all you fellow Saturn heads out there..

I have a 2000 LS200 with the 3.0L V-6 engine... My car started making a loud noise coming from the timing belt compartment... The timing belt was about to break...now, my car does have 105,000 miles on it so it was not unexpected to have timing belt issues with this mileage...however, there IS a TSB (Technical Service Bulletin) for the timing belt linkage on the 2000 LS Series with the V-6 engine... the linkage (pulleys, tensioners, etc.) on the timing belt track have to be replaced with the belt or your next timing belt will not last for 100,000 miles.. I have had several Saturns over the years and drive them as courier cars... put a lot of miles on them..

the most reliable series is the SL series from a the late 90's...got almost 300,000 miles on them with the ORIGINAL timing chain on them.. and NO major problems at all..

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4th Oct 2006, 13:07

Just want to point out, I am another unhappy customer. I own a L2 2001 Saturn. I will never buy Saturn again. A lot of my problems happen in Austin, TX. The dealership in Austin (Research Blvd) is unbelievable, I strongly suggest never going there, read below for a good example! I am now in Chicago, the Hoffman Estates dealership is much better.

No problems with the timing belt! After reading this discussion I am very worried.

Here is my list of fixes before 50k miles, I am not exaggerating:

- The BCM computer needed to be reprogrammed
- Eventually the BCM computer needed to be replaced
- Blower fan broke
- All circuit cards for back brake lights died and were replaced
- Speakers died
- Factory radio died
- Driver seat adjustment electronics died
- There are 2 or 3 big expensive fixes that were needed before the car had 35k miles, I forgot what they were and my lunch break is over.

Austin, TX dealership story:

Over a 18 month period I always took my car to this dealership for repairs mileage was under 55k.

During this time I had 5-6 different repairs, each costing between \$800 - \$1800. The last problem was my blower fan, the blower fan never worked. You could lightly feel heat or AC, but the blower fan would not turn on. I dropped the car off, dealership calls and says everything need to be replaced, the quote was \$700-\$800. I said no way, I will not spend that much, I have already spent to much on repairs for this car. He asked, how much do you want to spent? I told him no more than \$100 and added If this is not possible I will live without a blower fan and deal with the heat. He said he would need to talk with his manager. He called back 10 minutes later and said after talking with his manager we can bring the price down to \$500. I said no way! I already told you no more than \$100. He said OK I need to talk with my manager. He called back and said it can be done for \$300. I said this is ridiculous. You are wasting my time. What do you not understand about no more than \$100. At that point I told him I will pick up the car and take some where else. He then put me on hold, after he returned he said he had a technician look at it, the technician can fix it for \$60. I said do it! Work was done. I paid under \$70. Its been almost three years and the blower fan works!

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10th Oct 2006, 09:09



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Another Saturn 2001 L200 owner..

BUT NEVER AGAIN!

The car has had:

an airbag computer

evaporator coil for A/C

blower motor

5 sets of tires (all wear and cup) and yes it has been to 3 different dealers without resolution. (90,000 miles)

front set has a squeak that no one can find

steering wheel squeaks when cold

rear lights do not work on a random basis (subject of a recall)

It is going in for a timing chain today.. I am a lucky one mine didn't break, but in reading this site I am having it done in advance of the breakage. (NOT by Saturn!!)

In short this car has been the most costly car I have ever owned.

Buyer beware!!!

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13th Oct 2006, 08:53

I too am a victim of timing chain failure. On my way to work last week and I stopped to get gas. Went to pull away from the pump and car shut off. Had car towed to dealer and was told timing chain and broke and damaged valves and the head in the engine. I have a 2001 L100 series. Was told a salvaged engine would be \$2900 1 year warranty on parts only not labor. A new engine \$7600 3year 36,000 mile warranty. Was also told Saturn does not make remanufactured engines. I'm upside down with this car as it is and Saturn says it can put me in a 2006 if I put \$2000 down. I think I'll let the finance company deal with this and Try to find me a new car somewhere else.

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Vote: [On Topic](#) [Off Topic](#)**23rd Oct 2006, 17:58**

OK, here is another one. Was driving to kentucky and all of a sudden I lost the gas peddle and had no power steering. I had both my kids in the car on I-75 doing 70 miles an hour. I managed to get my car to the shoulder and get help. Had to leave it in Kentucky (I live 3 hours away) and go home. Found out from the mechanic that the timing chain broke and the repairs will cost \$2500!!! Have had the car since 2002, and have been greatly disappointed in it (MANY repairs and electrical problems). The dealer did the 2 recalls without any problems, but no other assistance is to be found. I am quite upset because my family was put in danger. This is a problem that needs to be addressed.

[Fix the spelling and grammar of this comment](#)[Request deletion of this comment](#)Vote: [On Topic](#) [Off Topic](#)**25th Oct 2006, 16:32**[See your credit report and score for Free!](#)

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Another one bites the dust. On Sunday evening (October 22, 2006) my wife and I were returning in our '02 LW200 from a shopping trip with our two kids to our home near Baltimore. We had just made it through the Fort McHenry Tunnel on I-95 when the engine stopped and all I could do was coast to the shoulder. We managed to get assistance and after sitting in the dark on the interstate for over an hour with maniacs flying by we spent \$90 to have the car towed to a nearby repair shop. Sure enough, the timing chain was the diagnosis. Before they really dug into it I called Saturn. They said bring it to the nearest dealer and they'll see what they can

do. I indicated how disenchanted I was with the company after reading all the similar tales of woe and how I was leaning toward junking the car and couldn't imagine ever buying a Saturn again. The service manager said she would hate for that to happen when they might be able to resolve the problem for under \$1000. Ha! Today they call back with the news that I need a new engine. Cost of a rebuilt one - \$8K, but Saturn will generously knock \$1100 off the price. Cheapest used one - about \$2600 with virtually no warranty. So, another \$75 for having it towed again and the thing is basically toast. Planning to spend yet another \$75 to have it towed back to our home where we'll wait patiently for all these complaints to play out while we drive our new Honda, Toyota, or anything, but a Saturn.

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29th Oct 2006, 11:24

I own a 2003 L200 with 63,000 miles. At this moment, I have had NO problems with this car. I have heard many complaints about this vehicle, but in my case it's been a good car with nothing, but typical maintenance. Therefore, based on my experience with MY Saturn, I would be compelled to buy another, preferably the Aura.

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30th Oct 2006, 15:53

Well, add me to the list of very disillusioned 2001 Saturn L200 owners. My timing chain broke this week as I was on the turnpike headed to the college. Very scary to be stranded out in the middle of nowhere. I'm a single mother of two and also a

college student who depends on this car I bought from a company I THOUGHT I could trust. I still owe almost a year on this car and I cannot afford the repairs. So basically, Saturn has lost me my job, my graduate degree, and my hopes and dreams. Thanks a lot Saturn.

I own a Saturn L2 Station Wagon which broke a timing chain on Sunday, 10/29. We were travelling on the FL turnpike going about 70 mph when the car just lost power and power steering. We managed to get off the road and call for assistance. Had to be towed 80 miles to the tune of \$300.00 and then get the car to the dealership in our area. They inform me the engine is blown and needs to be replaced. They offered an used engine with 23,000 miles on it (my car only has 53,900 on it) for \$4100.00 w/6month warranty or new engine at \$6900.00 with 3yrs/36,000 mile warranty. This car has been serviced at the dealership at all the required times. I am now worried about my mom who is 79 and bought a Saturn the same year as mine.

I bought a Saturn based on the supposed safety of the car. All the airbags and side curtain airbags and dent resistant doors in the world will not protect you when the car just stops on a major highway in 80mph traffic. I will never buy another Saturn car. I am outraged that so many others have the same problem and no one at Saturn seems to acknowledge there is a problem.

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3rd Nov 2006, 22:20

Okay... so I wrote a few months ago about my timing chain failure. It ended up bending 12 valves so ended up getting all of the valves and the timing chain replaced... a \$2400 repair. Luckily my engine was not harmed in the process. I had my car towed to a private mechanic before reading any of the posts on this website and others because I honestly had no idea what the problem was. After the car was taken apart and the diagnosis made, I contacted my local Saturn dealer who said "there is really no guarantee that we can help you - but we need to see your car first". I was basically told that if I was at all to get any assistance from Saturn, that I'd have to pay another towing fee, keeping in mind

that I may not even be given discounted repair fees, and if at all it'd be less than half because that's what's happened in the past. With the hundreds of dollars I had already invested in labor, I opted to have the repairs done with my trusted private mechanic. I am still working on a letter to corporate, which I doubt will get a response. I'm so sick of my 2001 Saturn LS-2 that if I were not in college and could afford another car, I'd drop this piece of crap in a heartbeat.

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7th Nov 2006, 10:37

My Daughter has a 2001 L200 that she bought from me that has 73,000 miles. The last 6 or 8 thousand miles there has been a ticking noise from the engine. I thought it was a sticky lifter, but now after reading about the timing chain problem, I am worried the ticking could be chain related. Did any of you that had the timing chain problem, especially the person with the hole have any engine noises before the break? We also have the Blower Issue and I replace the relay, but I am now hearing a bearing going in the blower. I was going to replace with a used one, but after all the issues now will need the \$240 new one. I am worried about her driving this after all the problems.

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8th Nov 2006, 07:45



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I had the hole in the valve cover. I had no warning noises from the engine, just a surprise oil spray. Engine seemed to run smoothly until and during the event.

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14th Nov 2006, 15:48

You can add yet another to the list! I was driving on the Interstate Sunday evening when my timing chain broke. I called the Saturn dealership and was told that it may be a loose cable on the battery! I was traveling 70mph when mine broke and I had my 7 and 8 year children with me. Luckily, I was near an off ramp and was able to pull over. I am shocked that Saturn has done NOTHING about this problem! My car is still in the shop being fixed, so I don't know what the estimate is yet. I WILL be reporting my issue as well!

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28th Nov 2006, 12:15

Our 2002 L200 had the timing chain break while driving home from visiting relatives for Thanksgiving. We were on a busy turnpike when it just stopped.

We had it towed 60 miles to a Saturn dealership, and they are sending a warranty specialist to come look at it and determine if it was caused by us not taking proper care of the car and having our oil changed frequently enough... which we have.

Really not encouraged by the comments on this website. I was VERY surprised when I found out they were going to try and make us pay for it, even

though it was under warranty, so I got on-line to see if anyone else had this problem, and I am blown away at the amount of people this has happened to.

It's time for someone to take some responsibility instead of passing on costs to the consumer for a faulty product. We bought the extended warranty... I hope it proves to be helpful.

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1st Dec 2006, 11:08



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Hi all,

Looking at everyone who is in the same boat really does not make me feel any better. My car is at the dealer right now and I am talking to the Saturn customer service Dept. They told me that they have never heard of this happening before. So to help them see the light I printed over 200 different times this has happened so far (that I could find). If anyone wants to email me at [REDACTED] with other stories that would be helpful too.

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15th Dec 2006, 19:57

Two months ago, My Saturn L200 with under 75K miles wouldn't start. Mechanic determined that it skipped time and I had to adjust the timing. This cost me \$1K. Just last week the same has happened, but this time, valves have been bent and

I need the entire timing assembly replaced. This will cost me \$2K.

I am very concerned with the safety of my family driving this Saturn L200 because the timing mechanisms don't seem to be reliable. Add me to the list of people that think there should be a general recall.

My mechanic's opinion is that the engineering of the timing system could be faulty. With all of the common problems that I've read here, I don't find it difficult to agree.



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8th Jan 2007, 16:46

You can add me to the list. On Saturday, 01/06/07, the timing chain broke on my 2001 Saturn L200. It also damaged all of the surrounding parts, and bent a few valves. I only have 58,000 miles on the car. My mechanic said this should not happen, and suggested that I contact Saturn. His estimate was \$2500.00.

Saturn wanted me to have the car towed to the dealership at my expense, which is 30 miles away, for a "Saturn diagnosis" to determine if they would consider doing anything. I considered this to be a big gamble. Now after reading all of these comments, I consider it a HUGE GAMBLE! Why won't Saturn acknowledge the problem and take care of it. This was my first and last Saturn.

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10th Jan 2007, 10:00



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I am also a timing chain survivor. I own a 2001 L200 and mine went out while driving in a rural area with my teenage daughter, so towing it was \$\$\$.

However, I was one of the lucky ones, and it went out without tearing up the valves. Still cost \$1200 to have it fixed, and a week at the Saturn dealer. Now I have a sensor going out that tells the engine when to shift. That will cost another \$1100, although the part itself is just \$130. Seems they have to take out the entire transmission to replace the little sensor. I also had to replace the turn signal since my bright lights were coming on & staying on, (yep, had to replace a battery too.) That was a nice \$130. I had a computer go out on it a little over a year ago. \$2200. Oh, and I had to replace both tail lights since the assemblies were faulty. The dealership didn't bother to tell me until AFTER I had already paid, that they were under warranty. So now I'm waiting on a reimbursement. I love my car, but I can't see buying another Saturn if these are just a few of the problems they have. Now I know why I've always bought Nissan & Toyota.

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23rd Jan 2007, 11:07

I have a 2001 Saturn L200 and so far have been lucky aside from dead batteries. The first one lasted 3 years, this one 2 years. Based on the posts on this site, I am wondering if I should be proactive and get the timing chain replaced before I have the same issue of it breaking that others have had. Does anyone know how much that would cost?

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Vote: **23rd Jan 2007, 12:22**

Hey everyone.

I own both a 2003 L200 with 53,000 miles and a 2003 L300 with 66,000 miles. Thanks to your comments I'll be taking the L200 to the dealership this afternoon and have them check the timing belt and oiler per the Saturn advisory.

So far I have not had any major issues with the vehicles besides a few blown tires (I'm sure they're related to my driving habits).

I do have the standard issues of the dashboard light controller causing flickering (with both vehicles) and the AC/Heater causing the headlights to pulse (also with both vehicles) but these are known cosmetic issues due to Saturn's choice in electrical hardware and configuration.

When I used to work for Austin PD, we called Saturn vehicles 'rubber cars' due to their ability to take extremely hard hits and come out with very little damage to the vehicle or its occupants.

Overall I'm very happy with my Saturn vehicles. No vehicle is perfect and flaws in manufacturing are almost guaranteed.

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Vote: **23rd Jan 2007, 14:37**

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Add me to the list. Just last night, my timing belt went out on my 2002 LW200. With only 49,000

miles, I wasn't pleased to begin with, but am even less pleased after reading all of this.

I'm currently waiting for the "Saturn Adjuster" to come by my dealership to give the OK on a full engine replacement since metal shaving were found in my oil. Supposedly, this is required on any extended warranty repair above \$1000...right.

Luckily, I purchased the extended warranty and the dealership service manager seemed confident that it would cover the engine replacement. However, if GM hasn't addressed the design flaw in the 2.2L, I'm worried that a new engine will only buy me another 49,000 miles and not correct the problem to begin with.

In any case, the response from GM to everyone on this board is ridiculous. It's this kind of behavior and attitude that is causing the decline of the American auto makers, and they have no one to blame, but themselves.

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9th Feb 2007, 12:25

Add me to the list also. My wife's 2001 LW200 with 80,000 miles on it left her stranded with a broken timing chain. The local service center diagnosed the problem and called the nearest Saturn dealer for information. The dealer told him that the 2.2 was not an interference engine. So he proceeded to spend the time and my money to replace the chain with the new and improved chain kit. Got the chain installed and had no compression. I am looking at replacing the motor with a used 50K miles for \$1700 or even more to do the valve job or new head. This car has been nothing, but a disappointment and I (and anyone I can convince) will never buy another Saturn. Guess I should have bought a Honda.

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Vote: **19th Feb 2007, 16:55**

Add me to the long list. My 2000 LS2 with less than 57,000 miles died on Friday because the timing chain blew. It bent the valves, etc. so now I have to replace the motor. Thankfully I made it to work before it completely died, but it would not restart again. Reading some of the stories I am glad it didn't. My car is at a mechanics who has offered to put in a used motor for about \$700 less than the Saturn dealership offered to do the same thing for. The service guy said he had only ever heard of one other timing chain breaking on a Saturn in 6 years, yet knew without me telling him that the valves would be bent and the motor would need replacing. Hmmmm. Makes you wonder how many he really knows about. I will report to the NHTSA.



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Posted in the Hickory, NC Forum, 65 comments in this discussion.
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One of the selling points, and one of the reasons why I bought my Saturn, was the fact that it used a steel timing chain, instead of a timing belt ...
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Saturn said because I had my oil changed approx. every 5000 miles instead of 3000 it is not unreasonable for this to happen to the timing chain. ...
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