



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

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

March 19, 2007

[REDACTED]
[REDACTED]
Bonner Springs, KS [REDACTED]

NVS-216 lob
Ref. No. 10183710

Dear [REDACTED]

Thank you for your correspondence dated February 8, 2007 concerning illumination problems associated with the low beam headlights on your Model Year (MY) 2002 Saturn SL1 vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on February 16, 2007. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We appreciate the report you provided. Reports from motorists are a very important source of information for us. A full review of our database relative to the distinct problem you described, revealed no other complaints, reports, investigations, recalls or Technical Service Bulletins (TSBs), similar to your experiences, including the interior lighting problem associated with your vehicle's dashboard.

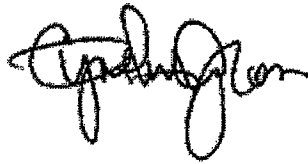
[REDACTED], while our review clearly reveals insufficient evidence to warrant opening a safety defect investigation, the report you provided has been entered into our database. The information you provided concerning your Saturn vehicle's lighting system has also been forwarded to ODI's Defects Assessment Division for their review. We continue to consider it with other future reports to identify any safety defect trends that may require our attention.

Furthermore, we recognize your efforts thus far to contact your local Saturn dealer concerning an effective solution to properly operating low beam headlight and dashboard lights in your vehicle. However, NHTSA cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers. This does not fall under our jurisdiction. The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters and fair trade practices. If you have not done so, you may consider contacting the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; or by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.



VEHICLE SAFETY HOTLINE
888-327-4236

Sincerely,

A handwritten signature in black ink, appearing to read 'Cynthia Glass', written in a cursive style.

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement