

CL-10199262-4624

U.S. Department of Justice
Office of Consumer Litigation
Civil Division

2007 AUG -9 PM 2:05
Washington, DC 20530

July 27, 2007

[REDACTED]
[REDACTED]
Merrick, NY [REDACTED]

Re: 2003 Saturn ION Car

Dear [REDACTED]:

This is in response to your correspondence concerning the above-referenced matter.

Your letter dated July 13, 2007, concerns the problems that you have been experiencing with your 2003 ION car due to a cracked cylinder head in May 2007. You allege that your research suggests that these problems are a result of "defective casting of cylinder heads" which occurred in a number of Saturn cars. You state that you purchased an extended warranty through the Saturn dealership where you bought the car when it was new which was in turn sold to a third party insurance warranty company which you indicate is now insolvent. You state that Saturn does not feel responsible for the insurance warranty.

After a review of the information that you provided, I must inform you that this matter appears to be essentially governed by state rather than federal law. Accordingly, I am forwarding your letter to the New York State insurance regulator at the address indicated below.

Since your inquiry also relates to a matter involving questions concerning recalls that does not come within the immediate jurisdiction of this Department, I am forwarding your letter to the National Highway Traffic Safety Agency (NHTSA) indicated below for consideration. NHTSA is a federal agency that as stated on its website is committed to "save lives, prevent injuries and reduce car-related injuries" and also handles recalls of motor vehicles and motor vehicle parts, see [<http://recalls.gov/nhtsa.html>], attachment.

If you have not yet done so, you may wish to consult a private attorney who could advise you of your rights and any remedies that may be available to you.

I hope this is of assistance to you. Thank you for contacting the Department of Justice.

Sincerely yours,

Kenneth L. Jost
Assistant Director
Office of Consumer Litigation
Civil Division

By: Grace T. Ibitamuno
Consumer Affairs Specialist

ET
9/9/07
CC

Enclosure

cc: Consumer Services Bureau
Insurance Department
One Commerce Plaza
Albany, NY 12257
518-474-6600
1-800-342-3736 (NY)
Fax: 518-474-6630
E-mail: consumers@ins.state.ny.us
www.ins.state.ny.us

✓ National Highway Traffic Safety Administration
Department of Transportation
400 7th Street, SW, Rm. 5232
Washington, DC 20590
Toll free DOT Safety Hotline: 1-888-327-4236 (DASH 2 DOT)
TTY: 1-800-424-9153
www.nhtsa.dot.gov

127820
①
July 13, 2007

[REDACTED]
Merrick, NY [REDACTED]

United States Department of Justice
950 Pennsylvania Ave NW
Washington DC 20530 0001

Dear Sir,

I am writing concerning a problem that occurred with my 2003 Saturn ION car . The car developed a cracked cylinder head in May 2007. Saturn

Corporation has denied any responsibility for this problem. From what I have been able to research on-line the problem is caused by defective casting of

the cylinder heads which has occurred in a substantial number of their cars My questions are :Does Saturn have a responsibility to notify

consumers of a recurrent mechanical defect? Would Saturn be responsible for a recall and repair for the known defect? If not why not? I find it difficult to

understand with the number of recalls on various products for a multitude of seemingly major and minor problems that a major defect in a car with

potentially serious consequences is not required to have a notification and/or recall requirement.

My car I assumed was covered under my extended warranty through API 1701 Golf Road Suite 1200 Rolling Meadows Ill. 60008 which I had purchased at

the Saturn Dealership. The insurance company is now under a Trustee Frances Gecker 325 North LaSalle Suite 625 Chicago Ill 60610 in Illinois as it is

insolvent. Saturn feels it is not responsible for the insurance warranty. either even though it was offered and purchased through them at the time of the car purchase.

I would like to thank you for your attention to this matter.

Sincerely yours,
[REDACTED]

Ken/GI

CM-9114

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Saturn - casting flaws in cylinder head causing head to crack - Saturn won't pay for replacement

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RE: Saturn cars- horror stories

Hello;

Yes, this was our experience. My wife and I bought the car. I should have made it clear in my post. We had a \$3750 loss.

One need only contact a few Saturn dealers and talk to their mechanics in order to verify the epidemic scope of this problem.

I have had numerous emails from people who have had the same experience.

Here is my post on various internet message boards:

WARNING!

100,000 Saturn cars have been made with casting flaws in the cylinder head! This flaw causes head to CRACK- usually just AFTER warranty expires. SATURN WON'T PAY for costly replacement! Tell your dealer that you want to see the service notice on this; also to see what engines this affects!

For more "good news" about Saturns, or to email me your Saturn horror story for massive internet posting:

<http://www.complaints.com/directory/2004/january/27/49.htm>

1/2/1999

email: [REDACTED]

SATURN of Grand Rapids, Michigan sells cars with costly defects and also when they find out from the company about a defect that affects their customers' cars- THEY DON'T NOTIFY THE CUSTOMER- but allow him to continue to drive the car OVER the warranty period. That way- they are not responsible to cover the repair or replacement of costly parts.

We had a \$3750 loss because Saturn Corp and Grand Rapids Saturn did not notify us about their knowledge of a casting flaw in our engine's cylinder head. I was in Florida when our cyl head cracked. My wife drove the car into G.R. Saturn. Instead of telling her that the cause of the crack was due to an epidemic Saturn problem and offering to replace the head for free- they SOLD HER A NEW CAR and only gave her \$2500 on a \$6250 book value car!

They kind of let her feel that the crack was due to our neglect or just one of those one -in -a- million flukes! It wasn't until I returned home from Florida and got on the internet that I found out the real cause and scope of this epidemic problem! We had received tons of "Thank you for buying a Saturn and servicing it with us" letters from the dealer- but not one warning notice about their big cylinder head problem-which they knew about a full 7 months before ours cracked!

The figure of 100,000 flawed cylinder heads off the assembly line was told to me over the phone by a person at Saturn Customer Service who would not give me his name! When Saturn Corp found out about the problem they waited THREE YEARS before announcing it.

They did this, of course, so they could get as many of those cars OVER the warranty period as they could, to cut their losses. Again, the corporation notified the dealer a full 7 months before our head cracked- but neither the dealer or corp notified us. A cracked engine head is no safety issue I guess- unless you are passing a semi truck on a two lane, and as you are about to complete your pass your head cracks and you lose power and can't complete your pass and can't hit the brake and get back behind the semi before an on-coming car hits you!

Then too- when your head cracks beyond the warranty and you find out your dealer knew about the problem and didn't warn you- and you get the estimate for the head replacement - and haul off and deck the dealer- I guess that would be a safety issue also! Car companies have no business being allowed to slap a warranty restriction on a SAFETY issue. CONTACT YOUR CONGRESSMAN.

My suggestion when buying a Saturn:

Tell the dealer that you want a LIFETIME GUARANTEE against any defect that may cost you over \$500 (or whatever cost figure you are willing to absorb). If the dealer says "NO"- then that ought to tell you something about Saturns! If they tell you that you can purchase an extended warranty for \$1500 a year- that ought to tell you something about what you can expect from a Saturn!

ANY CAR WITH A COSTLY EXTENDED WARRANTY TELLS YOU THAT THE COMPANY NEEDS A LOT OF MONEY TO COVER MAJOR PROBLEMS OCCURING UNDER THOSE WARRANTIES!

VW's have a 100,000 mile warranty, for instance. THE BEST INDICATION OF A CAR'S QUALITY IS IT'S WARRANTY! This goes for any product. Compare the warranty of a Rolex to a timex!

Most costly problems with Saturns occur between 40,000 and 90,000 miles.

Saturn only offers a 36,000 mile warranty. That ought to tell you something about Saturns also!

More: unprotected ball joints get dirty (especially REAR STABILIZER BALL JOINT LINKS)- wear out in 2

years! Pinched coolant pump rubber gasket- coolant starts leaking usually right after warranty expires- \$350 repair bill; resonator easily develops cracks (many dealers won't weld up the crack- they try to sell you a new one for over \$250!)The muffler strap is made of cheap metal- ours rusted through and broke

-
two and a half years after new (stainless steel or heavy aluminum straps do not break in that short of time) , more and more...

Send your Saturn horror story or email me for reprint of customer complaints, epidemic flaws and problems:

[REDACTED]

100,000 Saturn cars have been made with casting flaws in the cylinder head! This was told to me by an anonymous customer service rep who I talked to at their 1-800 number (1-800-553-6000) This flaw causes head to CRACK- usually just AFTER warranty expires. SATURN WON'T PAY for costly replacement!

Tell your dealer that you want to see the service notice on this; also to see what engines this affects! For more "good news" about Saturns, or to email me your Saturn horror story for massive internet posting:

[REDACTED]

Click this link to e-mail the consumer that posted the above message: [Consumer](#)

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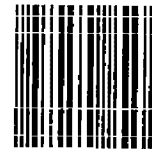
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