



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-2400 DEC 12 AM 11:28

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

13-SEP-2007

Repository ☐

Reference No.  
10202894

OWNER INFORMATION (Type or Print)

Name

Address

City

BOWIE

State

MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize  
In the absence of  
Signature of Owner

the manufacturer of your vehicle?

☒ YES

☐ NO

your name or address to the vehicle manufacturer.

Date 10/15/07

VEHICLE INFORMATION

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

1G8S854F32

Make  
SATURN

Model  
L-SERIES

Model Year  
2002

Date Purchased

8/02

Dealer's Name and Telephone Number

SATURN OF BOWIE

301 352 9000

Engine:  
No: Cylinders 4

Fuel Type:  
Gas

Original Owner

☒

Dealer's City

BOWIE

State

MD

Zip Code

20716

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☐ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
07-SEP-2007

Failure Mileage  
103900

Failure Speed  
60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment  
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\*THE CONTACT OWNS A 2002 SATURN L-100. WHILE DRIVING 60 MPH, THE VEHICLE BEGAN LOSING POWER AND WAS TOWED TO A MECHANIC. THE MECHANIC STATED THAT THE TIMING CHAIN FAILED AND CAUSED INTERNAL DAMAGE TO THE ENGINE. THE COST TO REPLACE THE ENGINE WAS \$5,400. THE PURCHASE DATE AND VIN WERE UNAVAILABLE. THE CURRENT MILEAGE WAS 103,940 AND FAILURE MILEAGE WAS 103,900.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

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

Official Business  
Penalty for Private Use \$300



SOUTHERN MD 2007

07 NOV 2007 PM 11

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
400 7th Street, SW  
Washington, DC 20590

20590+00590



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



**If so:**

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

**or visit:**

**[www.safercar.gov](http://www.safercar.gov)**

**or call:**

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



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

November 5, 2007

Dear Sir:

On September 7, 2007, my wife was driving on Route 97 North at about 60 mph in her 2002 Saturn when the engine stopped; she was unable to control the car. She had trouble getting to the side of the road safely. The situation was extremely dangerous, as Route 97 is a major highway and cars were passing her at a high rate of speed. After we had the car towed, we were told the timing chain had broken, destroying the engine. I called the Saturn manager at Bowie Saturn, and he told me that the cost of a remanufactured engine would be [REDACTED] with 25% off, the cost would come to [REDACTED]. We were told that they would have to tow the car to Saturn of Bowie and "have some tests done on the car." We also called the Saturn Corporate office, and were given the case # [REDACTED]. We requested that the engine be replaced at no charge.

We placed calls on 9/10/07, 9/11/07, and 9/12/07, and 9/18/07 to the Saturn Corporate Office; I was told that nothing could be done until the "car was tested" at the local Saturn dealership. We had the car towed to Saturn of Bowie, and I placed several calls to the Service Manager. None of my calls were returned. On 9/18/07 I called Steve at the Saturn Corporate Office; he said he also had problems contacting the service manager at Saturn of Bowie, but that he would talk to the Zone Manager. On 9/24/07 Steve from the Saturn Corporate Office told me that his team had said that Saturn would not reimburse me for any of the cost of replacing the engine. I requested that he put this decision in writing with information about how this decision was made. I also requested a reason for why I had been misled on the cost. He refused to give me any information in writing and also refused to answer any questions I had concerning the North Carolina Consumer Council. According to the North Carolina Consumer Council, the Saturn model I had "could cause stalling, the chain to break, or skip teeth on the gear, causing severe engine damage. The engines may have defective timing chains that do not include an oil nozzle."

When 9/21/07, when I picked my car up from Saturn of Bowie, I marked on the bill I paid "I am contesting this bill, price not as quoted, engine defective."

I am submitting a request for a complete reimbursement of my expenditures.

Sincerely,  
[REDACTED]

[REDACTED]  
Bowie, Md.  
[REDACTED]

cc National Highway Safety Administration  
Saturn Corporation  
Citicard  
North Carolina Consumer Council

THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).