



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

Repository

03-SEP-2008

Reference No.
10240807

OWNER INFORMATION (Type or Print)

Name

Daytime Telephone Number

E-mail Address

Address

Evening Telephone Number

City MUNISING

State MI

Zip Code

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 ____/____/____

VEHICLE INFORMATION

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

Make

Model

Model Year

1G8AJ52F75

SATURN

ION

2005

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No: Cylinders

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Vehicle Component Code

110000 ELECTRICAL SYSTEM

Cruise Control

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
20-AUG-2008

Failure Mileage
46600

Failure Speed
0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

0

Number of Deaths

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 2005 SATURN ION. WHEN THE CONTACT PARKED HER VEHICLE, IT WOULD NOT SHUT OFF. SHE DROVE TO A MECHANIC SHOP AND THEY MANUALLY TURNED OFF THE VEHICLE BY PULLING WIRES AND DISCONNECTING THE BATTERY. ALSO, THE KEY WOULD NOT RELEASE FROM THE IGNITION. THE IGNITION WAS REPLACED FOR THE SECOND TIME. THE FAILURE MILEAGE WAS 46,600.

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 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.

Repair Central LLC

E10204 Highway M 28
 P.O. Box 342
 Munising, MI 49862
 (906)387-5900

Invoice

Date	Invoice #
8/28/2008	4070
State Reg. No.	

Bill To

Make/Model/Mileage
05 Saturn Ion Odom. 42024 <i>44000 J</i>

Quantity	Description	Rate	Amount
2.5	Labor T.Barney #M249122 Vehicle was brought in with complaint that ignition would not turn off.	60.00	150.00
	Remove and Replace Ignition Cylinder & Housing		
	Environmental Charge	3.00%	4.50
1	Ignition Cylinder with Coded Key #15785084 (dealer item)	85.23	85.23T
1	Housing Kit #15857948 (dealer item)	116.69	116.69T
1	Shipping Charge	10.00	10.00
	<p>THE IGNITION SEEMS TO BE A BIG PROBLEM WITH THE SATURN ION. WE HAVE RESEARCHED THE INTERNET FOR RECALLS AND UNFORTUNETLY SATURN IS NOT DOING ANYTHING ABOUT THIS ISSUE. IF YOU CARE TO READ SOME OF THE LETTERS FROM UNSATISFIED SATURN ION CUSTOMERS GO TO "COMPLAINTS ABOUT SATURN ION IGNITION LOCK" ON THE INTERNET. IT GOES ON FOR PAGES... DUE TO THIS ISSUE WE ARE NOT OFFERING OUR USUAL GUARANTEE ON THIS REPAIR. WE USED SATURN PARTS, WHICH ARE THE PROBLEM FROM WHAT WE READ. SUGGEST GETTING RID OF THE VEHICLE BEFORE IT HAPPENS AGAIN.</p> <p>CALL 1-888-327-4236 TO CONTACT THE NATIONAL TRANSPORTATION SAFETY BOARD TO COMPLAIN ABOUT THIS ISSUE. THEY MIGHT PRESSURE SATURN TO RECALL.</p>		
	sales tax	6.00%	12.12
ALL PARTS ARE NEW UNLESS OTHERWISE STATED		Total	\$378.54

All wheel nuts must be retournqued after 50 to 100 miles. We will not be responsible for damages due to non-compliance. I have been notified and accept responsibility.
 Signature _____