

NHTSA ccmMercury Routing Slip**Congressional**

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Rec'd Date: 10/22/2008

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Address To: NOA010

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Doc Date: 10/6/2008

Due Date: 10/31/2008

S10 #:

DOT/I #:

RMP #:

Subject: LETTER ON BEHALF OF [REDACTED] (NC) THE DEFECTIVE FUEL TANK VENT VALVE ON
HER 2000 SATURN SW1, DEALER CLAIMS THERE WAS NO RECALL; REPLY ATTN ESTHER
CLARK/RALEIGH OFC

Ack Date:

Sign Office: DEPUTY
ADMINISTRATOR

Cleared Date:

File Loc:

Added By: SHARRIS x62534

Ack By:

Signature: JAMES F. PORTS, JR.

Cleared By:

XREF File:

Modified By: SANDRA.HARRIS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:The Honorable ELIZABETH DOLE
UNITED STATES SENATE

WASHINGTON, DC 20510

Tel: 202-224-6342 Fax: 202-224-1100 E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	10/22/2008	10/31/2008	
NVS-010	INFORMATION	10/22/2008		10/22/2008
NIA-110	INFORMATION	10/22/2008		10/22/2008
NOA02	INFORMATION	10/22/2008		10/22/2008
NOA-010	INFORMATION	10/22/2008		10/22/2008
I	INFORMATION	10/22/2008		10/22/2008

2008 OCT 23 AM 10:29

EXECUTIVE SECRETARIAT

2008 OCT 23 PM 12:42

NATIONAL HIGHWAY
TRAFFIC SAFETY ADM.ET
10:30
10/23/08
NJ

ELIZABETH DOLE
NORTH CAROLINA

555 DIRKSEN SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-6342
FAX: (202) 224-1100

United States Senate

WASHINGTON, DC 20510-3307

COMMITTEES:
ARMED SERVICES
BANKING, HOUSING, AND
URBAN AFFAIRS
SMALL BUSINESS AND
ENTREPRENEURSHIP
SPECIAL COMMITTEE ON AGING

October 6, 2008

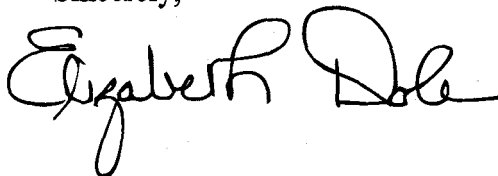
Dr. Jeffrey W. Runge
Administrator
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590-0001

Dear Dr. Runge:

One of my constituents has written to me requesting assistance from your agency. Please review the attached information regarding [REDACTED]
[REDACTED] Hickory, NC [REDACTED]

Please give [REDACTED]'s concerns all due consideration and report your findings to Esther Clark in my Raleigh office, 310 New Bern Avenue, Suite 122, Raleigh, North Carolina 27601.

Sincerely,



ED/emc

EXECUTIVE SECRETARIAT
OCT 22 AM 10:27
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM.

GREENVILLE OFFICE:
306 SOUTH EVANS STREET
GREENVILLE, NC 27858
(252) 329-1093
FAX: (252) 329-1097

HENDERSONVILLE OFFICE:
401 NORTH MAIN STREET
SUITE 200
HENDERSONVILLE, NC 28792
(828) 698-3747
FAX: (828) 698-1267

RALEIGH OFFICE:
310 NEW BERN AVENUE
SUITE 122
RALEIGH, NC 27601
(919) 856-4630
FAX: (919) 856-4053
TOLL FREE: 866-420-6083

SALISBURY OFFICE:
225 NORTH MAIN STREET
SUITE 304
SALISBURY, NC 28144
(704) 633-5011
FAX: (704) 633-2937
TOLL FREE: 866-420-6084

ES08-006709


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TUFFY AUTO SERVICE CTR

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OK

Conversion Calculator

2000 Saturn SW1 L4-1.9L SOHC VIN 8

[Vehicle Level](#) → [Powertrain Management](#) → [Fuel Delivery and Air Induction](#) → [Fuel Tank](#) → [Technical Service Bulletins](#) → [Recalls](#) → Recall 00V309000: Possible Fuel Tank Vent Valve Defect

Recall 00V309000: Possible Fuel Tank Vent Valve Defect

Notes

Certain passenger vehicles fail to comply with the requirements of FMVSS No. 301, "Fuel System Integrity." These vehicles were built with an inadequate vent valve weld on the top portion of the fuel tank.

Fuel spillage could occur during refueling or if the vehicle were involved in a rollover. If an ignition source were present, a fire could occur.

Dealers will inspect the vehicle to ensure the fuel tank vent valve is properly welded. If necessary, dealers will replace the fuel tank assembly.

Owner notification began October 6, 2000. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Saturn at 1-800-553-6000. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

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Letter on back.

*Recall
1-919-280
44
Ester Class*

*1800
553-6000*

1-800-462-8782

Mike Early

*1919
1733
5811
Don.*

*1 919
856 4630*

My car wouldn't take gas so, I went to Juff's Centro to get it repaired. Juff's printed this form out for me and said take it to Dealer, and they would fix it for nothing.

I gave a copy to an attendant and he disposed of the copy and said his Honda done what my was doing. I went to a gas station and my car wouldn't hold but .52 of gas.

I took my car back and someone else waited on me. They said it was not on recall.



SATURN OF HICKORY

1775 Catawba Valley Blvd.
Hickory, N.C. 28603
(828) 304-5500SERVIC
INVOICSO# 108920 DATE/TIME IN: 5/20/2008 9:47 DATE/TIME OUT: 5/21/2008 12:10
SA: MARK NIXON DOC COUNT: 2 PAGE: 1

02

IG8ZN8273YZ

2000 SATURN SW1

ENGINE: LL0 1.9LL4

STK#: X2652A

MILES IN/OUT 61549 / 61552

DEL DATE: 9/11/200

SALESPERSON: BRUNO, NORMAN L.

email:

LINE 1 CUSTOMER STATES CAR WILL NOT TAKE GAS INTO TANK
TECH COMM: FOUND BLOCKAGE AT TANK, DROPPED TANK AND TESTED, P
UMP, SELIONIDS AND VALES FOUND CANISTER DEFECTIVE,
REPLACED CANISTER AND REPALCED TANK ALL OK

REPAIR 1 PUMP, FUEL (IN TANK) - R&R OR REPLACE

OPCODE: J5590

SALE TYPE: CUSTOMER PA \$236.3

PRIMARY TECH: BRADLEY MICOL

PARTS

DESC

FP QTY

PRICE SALE TYPE

SN

17098073 CANISTER N 1

124.810 CUSTOMER PAY SE \$124.8

NET ITEM: M GASOLINE

PO#: 45780

SALE TYPE

CUSTOMER PAY SE \$5.00

LINE TOTAL \$366.18

LINE 2* MOUNT AND BALANCE ONE TIRE

REPAIR 1 TIRE INSTALLATION (ONE)

OPCODE: M5098

SALE TYPE: TIRES CUSTO \$14.00

PRIMARY TECH: BRADLEY MICOL

PARTS

DESC

FP QTY

PRICE SALE TYPE

TR

SLE1856515 COOPER 18 N 1

66.412 TIRES CUSTOMER \$66.41

NET ITEM: M WHEEL WEIGHTS

SALE TYPE

CUSTOMER PAY SE \$5.00

LINE TOTAL \$80.91

** Following the line number denotes added operation

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



SATURN OF HICKORY

1775 Catawba Valley Blvd.
Hickory, N.C. 28603
(828) 304-5500

SERVIC
INVOIC

SO# 108920 DATE/TIME IN: 5/20/2008 9:47 DATE/TIME OUT: 5/21/2008 12:10
SA: MARK NIXON DOC COUNT: 2 PAGE: 2

02 IG8ZN8273YZ

CUSTOMER SIGNATURE _____

LABOR	\$250.3
PARTS	\$191.2
NET ITEMS	\$5.5
MISC MATERIALS	\$17.0
TAX (NORTH CAROLINA)	\$13.3
CUSTOMER TOTAL	\$477.4
PAYMENT (CASH)	\$477.4

pd \$100 visa
pd chk #
\$377.48

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products