



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

31-OCT-2008

Repository ☐

Reference No.
10247352

OWNER INFORMATION (Type or Print)

Name

Address

City

HILLSBOROUGH

State

NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1G8JU82F1

Make

SATURN

Model

L-SERIES WAGON

Model Year

2000

Date Purchased

Dealer's Name and Telephone Number

Saturn of Chapel Hill

919-969-2300

Engine: 261.2.2

No: Cylinders 4

Fuel Type:

Original Owner

☐

Dealer's City

Durham

State

NC

Zip Code

27707

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

31-OCT-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING

Failure Mileage

96,275

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 2000 SATURN L-SERIES WAGON. THE CONTACT STATED THAT THE TIMING CHAIN SLIPPED ON THE VEHICLE. THE RECALL FOR THE 2001 SATURN L-SERIES DESCRIBED THE IDENTICAL FAILURE SHE WAS EXPERIENCING. THE DEALER STATED THAT THE REPAIR WOULD COST \$900; HOWEVER, SATURN OFFERED TO TAKE \$100 OFF THE COST BECAUSE THE FAILURES WERE RECOGNIZED IN THE FOLLOWING YEAR OF THE SATURN L-SERIES. THE FAILURE AND CURRENT MILEAGES WERE LESS THAN 90,000.

Prior maintenance never discovered issues.

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.



SATURN OF CHAPEL HILL

3601 Chapel Hill Blvd
Durham, NC 27707
(919) 969-2300SERVICE
INVOICE

Co.# 0

Customer:

Service Order Number		Service Advisor	VIN
196726		MARTIN JAMESON	1G8JU82F1Y
Tag	Doc. Count	Date/Time In	Date/Time Out
	1	10/31/2008 10:43	10/31/2008 17:56

HILLSBOROUGH

NC

2000 SATURN LW1 SILVER

ENGINE: L61 2.2LL4

LIC.NO:

STK#: EP3195

MILES IN/OUT 96275 / 96276

SVC DATE: 6/21/2000

SALESPERSON: MCKOY, RONDELL SCOTT

LINE 1 C/S THAT THE CAR HARD TIME STARTING CAR AND WHEN
IT DID START IT RAN ROUGH AND THE RPMS JUMPED
TO 4000 RPMS THE SES LIGHT IS ON. ADVISE
TECH COMM: THE TECHNICIAN FOUND THE TIMING CHAIN HAD JUMPED
TIMING. THEY REPLACED THE TIMING CHAIN TO CORRECT

REPAIR 1 CHAIN, CAMSHAFT TIMING - REPLACE

OPCODE: J0820

SALE TYPE: CASH - GM \$502.50

PRIMARY TECH: RONALD HERBST JR.

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
SN	12578218 CHAIN PGK	N	1	260.440	CASH - GM	\$260.44
SN	11589123 BOLT ASM	N	1	8.530	CASH - GM	\$8.53
SN	12584084 SEAL ASM-	N	1	31.120	CASH - GM	\$31.12
SN	24435052 GASKET-EN	N	1	34.270	CASH - GM	\$34.27
OT	QT VALVOLINE	N	5	2.600	CASH - GM	\$13.00
SN	12605566 FILTER-OI	N	1	11.830	CASH - GM	\$11.83

--LINE TOTAL \$861.69

LINE 2 COURTESY WASH (EXTERIOR ONLY)

REPAIR 1 COURTESY CAR WASH

OPCODE: M5088

SALE TYPE: FREE CUSTOM INT

HRS: .50

PRIMARY TECH: PAUL LITTLE

BE SURE TO ASK ABOUT EMAIL AND NITROGEN SPECIALS!!!

CUSTOMER SIGNATURE

LABOR \$502.50
PARTS \$359.19
HAZD MATERIALS \$10.00
TAX (STATE SALES TAX) \$24.25
CUSTOMER TOTAL \$895.94
PAYMENT (CASH) \$895.94

- 100.00
795.94
MS

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.



SALES DRAFT

SATURN OF CHAPEL HILL
3601 CHAPEL HILL BLVD
DURHAM, NC 27707
919-969-2300
4301330022847024

TID : [REDACTED]
DATE : 11/03/08 08:39:26 AM MON
ACCT : ***** [REDACTED] NS
BATCH : 585

CLERK : 1

TRAN # : 1152

AMOUNT : \$795.94

THANK YOU.
PLEASE COME AGAIN.

APPROVAL: 003410