



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 2008 DEC 30 AM 7:50
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

Reference No.
10250466

OWNER INFORMATION (Type or Print)

Name

Address

City

CAPE CORAL

State

FL

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 report your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 12/11/08

VEHICLE INFORMATION

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

W08AR67108

Make

SATURN OF S.W.
FLORIDA, LLC

Model

ASTRA

Model Year

2008

Date Purchased

7/28/08

Dealer's Name and Telephone Number

SATURN OF SW FL 239 242 7000

Engine:

No: Cylinders

4

Fuel Type:

REG

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

02-SEP-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 021000 SUSPENSION: FRONT, 010000 STEERING

Failure Mileage

3800

Failure Speed

0

FRONT END ALIGNMENT, 3 UNSUCCESSFUL REPAIRS + 5800

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:

FRONT END

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

☒ YES. NO RESPONSE

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 2008 SATURN ASTRA. THE CONTACT STATED THAT THE FRONT END OF HIS VEHICLE WAS OUT OF ALIGNMENT. WHILE DRIVING AT ANY SPEED, HE CAN FEEL THE FRONT END SWAYING TO THE SIDE. THE MANUFACTURER STATED THAT THE ROADS WERE THE CAUSE OF THE FAILURE AND NOT THE VEHICLE. THEY REFUSED TO SERVICE THE VEHICLE. THE FAILURE MILEAGE WAS 3,800.

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)

I DROVE 5 DIFFERENT ASTRA 4 OF THE 5 PULLED DRASTICALLY
TO THE RIGHT I HAVE HAD OPPORTUNITY TO SPEAK WITH
OTHER ASTRA OWNER AND HEARD THE SAME STORY.
THE CARS OFTEN PULLED TO THE RIGHT.

I BELIEVE THE AUTO SHOULD HAVE A TOTAL
RECALL ON ALL ASTRAS BEFORE SOME ONE GETS
HURT OR KILLED.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



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



If so:

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

or visit:

www.safecar.gov

or call:

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



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