 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: 16 JAN 2009 Repository: <input type="checkbox"/> Reference No.: 10255332		
U.S. Department of Transportation National Highway Traffic Safety Administration					
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number		E-mail Address
Address					
City: MILWAUKEE		State: WI	Zip Code		
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization NHTSA WILL NOT provide your name or address to the vehicle manufacturer.			Date: 2/2/2009		
Signature of Owner: _____					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G8AL52F55			Make: SATURN	Model: ION III	Model Year: 2003-2005
Date Purchased: APRIL 2005	Dealer's Name and Telephone Number: SATURN OF GREENFIELD 414-427-4000			Engine: No: Cylinders: 4	Fuel Type: Regular
Original Owner: <input checked="" type="checkbox"/>	Dealer's City: GREENFIELD		State: WI	Zip Code: 53228	
Transmission Type: AUTOMATIC	<input type="checkbox"/> Antilock Brakes	Powertrain:	Multiple Failure:	Incident Date(s): 01-NOV-2008	
	<input checked="" type="checkbox"/> Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage: 18000	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):		<input type="checkbox"/> Original Equipment	Failure Location:		
		<input type="checkbox"/> Prior Repair			
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: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2003 SATURN ION 3. THE CONTACT STATED THAT SHE HAS BEEN EXPERIENCING FAILURES WITH THE IGNITION IN HER VEHICLE. DURING COLD TEMPERATURES IN THE WINTER SEASONS, THE KEY WOULD FAIL TO START THE ENGINE. ALL OF THE INTERIOR LIGHTING IN THE VEHICLE WOULD ILLUMINATE; HOWEVER, THE VEHICLE WOULD NOT START AT ALL. THROUGH ONLINE RESEARCH, THE CONTACT DISCOVERED THAT NUMEROUS CONSUMERS WERE EXPERIENCING THE SAME FAILURE. SHE READ INFORMATION CONCERNING WARMING UP THE STEERING COLUMN IN ORDER TO RESTART THE VEHICLE. THE INFORMATION STATED THAT SHE MUST SOMEHOW HEAT UP THE STEERING COLUMN. THE CONTACT STATED THAT SHORTLY AFTER SHE FOLLOWED THIS ADVICE, THE ENGINE STARTED IN HER VEHICLE. SHE HAS NOT TAKEN THE VEHICLE TO THE DEALER BECAUSE THE VEHICLE IS OUT OF WARRANTY. SHE DOES NOT BELIEVE THAT SHE SHOULD PAY FOR SOMETHING THAT SHE FEELS IS A MANUFACTURER DEFECT. THE FAILURE DID NOT OCCUR IN PREVIOUS WINTERS BECAUSE THE VEHICLE WAS PARKED IN AN INDOOR GARAGE. THE VEHICLE IS CURRENTLY BEING PARKED IN AN OUTSIDE PARKING LOT. THE FAILURE AND CURRENT MILEAGES WERE 18,000.					
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)

Another problem is the key gets stuck in the ignition. When turning the car off, as you bring back the key it gets stuck & you have to turn the car on again & repeat turning it off. My sister was with me when it happened & she had also owned a Saturn & said she had the same problem. I went on line & saw other people stating the same problem. I would like to add that shortly after I bought my car the anti-theft system kept coming on & Saturn replaced my ignition. Why did they not check for these other problems at the time? I am sure they knew these defects existed. I will never buy another Saturn.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

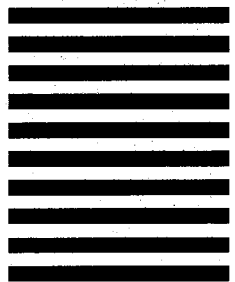
National Highway Traffic Safety Administration

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

Official Business
Penalty for Private Use \$300



**NO POSTAGE
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IN THE
UNITED STATES**



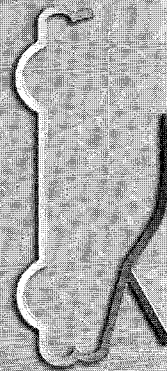
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



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



If so:

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

or visit:

www.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

