



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

20-APR-2009

Repository ☐

Reference No.
10266117

OWNER INFORMATION (Type or Print)

Name

Address

City GARY

State IN

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?

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 4/29/09

VEHICLE INFORMATION

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

1G8AJ52F45Z

Make

SATURN

Model

ION

Model Year

2005

Date Purchased

7-22-05

Dealer's Name and Telephone Number

Saturn of NW Indiana 219.796.8000

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Merrillville

State

IN

Zip Code

46410

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

automatic transmission

Multiple Failure: April 17th
and April 24th
(3 times on the 24th)

Incident Date(s)

17-APR-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage
68000

Failure Speed
30

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. WHILE DRIVING 30 MPH, THE LETTERS "PWR STR" ILLUMINATED ON THE INSTRUMENT PANEL AND THE STEERING BECAME EXTREMELY DIFFICULT TO TURN. THE VEHICLE WAS TURNED OFF AND THEN RESTARTED NORMALLY. THE FAILURE RECURRED LATER THAT DAY. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY STATED THAT IT WOULD COST \$1,300 TO REPAIR. THE VEHICLE IS CURRENTLY STILL AT THE DEALER. THE FAILURE AND CURRENT MILEAGES WERE 68,000.

The car stopped 3 times on the highway on April 24th 2009. The car was towed to a nearby Saturn (Saturn of Indianapolis). The Saturn diagnosed the car as a internal steering malfunction. They recommended that the entire steering column was replaced. This dealership refused to call Saturn of NW Indiana even though I told them the car was just diagnosed with this problem 4 days ago. The cost was \$977 on April 24th and another \$89 on April 20th. The car

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)

was repaired on Apr. 125th.

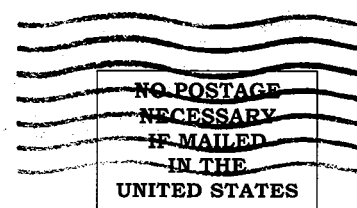
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U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

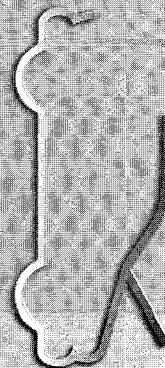
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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.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

