



DEC

8 2009

U.S. Department
of TransportationNational 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

05-NOV-2009

Repository ☐

Reference No.

10291098

OWNER INFORMATION (Type or Print)

Name

Address

City

MELBOURNE

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1G8AF52F33Z

Make

SATURN

Model

ION I SEDAN

Model Year

2003

Date Purchased

06-27-2003

Dealer's Name and Telephone Number

SATURN SPACE COAST 321-768-8020

Engine: 2.6L 2.2L 4

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

MELBOURNE, FL

State

FL

Zip Code

32904

Transmission Type

5-SPD

☐ Antilock Brakes☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

29-OCT-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

60000

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: DOTM9ABC036)

☐ 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

Number of Deaths

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 LEVEL 1. WHEN TURNING THE STEERING COLUMN OR WHEN STRIKING A BUMP THE POWER STEERING FAILED. SHE HAD TO TURN THE VEHICLE OFF, TO RESET THE ERROR CODE. HER MECHANIC GAVE HER TSB 06-02-32-00. HE THEN ADVISED HER TO BE AWARE OF THE FAILURE, BECAUSE IT WAS A MANUFACTURERS DEFECT. SHE TOOK THE VEHICLE TO THE DEALER. THE DEALER REPLACED THE POWER STEERING MOTOR AT AN EXPENSE OF \$400.00. THE FAILURE MILEAGE WAS 60,000. THE CURRENT MILEAGE WAS 75,000.

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.

Melbourne, FL

November 13, 2009

Approximately one year ago I brought my Saturn ION I to my own personal mechanic. I experienced an error code for power steering & lost the power steering when I turned the wheel backing out of a parking space. When I turned off the ignition and restarted the engine, the error message had cleared and the power steering was restored. My mechanic checked out the power steering and gave me a copy of an All Technical Service Bulletin # 06-02-32-0020 (12-20-2006) for power steering on specific GM models which included my model and date (see attached). The problem would disappear for a while and reappear again. As time went on it not only happened when making deep turns but appeared to happen if I hit a bump. Again, each time I turned off the ignition and restarted engine, the error code disappeared and the power steering was restored. On October 28, 2009 I returned to my personal mechanic and reported the problem.

Why has there never been a recall on this problem.

to him again and that it was more frequent. He said he would check it out. He called me back and said GM was experiencing problems with the electric power steering units on numerous GM models (mine included). He said Saturn had been replacing the entire steering column for \$700-\$800. He suggested I bring my Saturn to the Saturn dealership. I brought my Saturn to Saturn Space Coast on October 29, 2009. They replaced the power steering motor at a cost of \$400. I spoke with Greg who told me that up to six months ago they had been replacing the entire steering column. I asked Greg if they were replacing the current power steering motor with the same configuration that I might need to replace again in a few years. He said he would call the Saturn Manufacturing Plant and get that information for me. He never appeared. He sent Kelly Nading to tell me he was unable to get an answer to my question. It is dangerous to be driving and suddenly lose the power steering which can only be resolved by getting off the road and turning off the ignition and restarting the engine.

Power Steering: All Technical Service Bulletins**Steering - EPS Operational Characteristics****Subject:**

Info - Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended Lock-to-Lock Turns (Maximum Steering Wheel Rotation) and/or DTCs C0176 and C0476 Set

06-02-32-002B - (12/20/2006)

Models:

2004-2007 Chevrolet Malibu, Malibu Maxx (excluding 2006-2007 SS and 2007 Maxx models)

2005-2007 Chevrolet Cobalt, Equinox

2006-2007 Chevrolet HHR

2005-2007 Pontiac G6 (excluding 2006-2007 Convertible, GTP and 2007 GT models)

2005-2006 Pontiac Pursuit (Canada Only)

2006-2007 Pontiac Torrent

2007 Pontiac G5

2002-2007 Saturn VUE

2003-2007 Saturn ION

This bulletin is being updated with additional models and model years. Please discard Corporate Bulletin Number 06-02-32-002A (Section 02 - Steering).

The purpose of this bulletin is to inform technicians of normal operating characteristics of the electric power steering system (EPS) when the steering wheel is turned in either direction for an extended period of time.

When the steering wheel is turned to its maximum rotation, the power steering control module (PSCM) will command the maximum amount of current to the EPS motor. If the steering wheel is held in this position for an extended period of time, the PSCM will go into overload protection mode to avoid system thermal damage. In this mode, the PSCM will limit the amount of current commanded to the EPS motor, which reduces steering assist levels.

If the PSCM detects a high system temperature and the overload protection mode is invoked, DTC C0176 "System Thermal Error" may be set. On some models, DTC C0476 "Electric Steering Motor Circuit Range/Performance" may also be set. These DTCs indicate normal PSCM action (reduced steering assist) to prevent thermal damage to power steering system components.

Refer to Power Steering System Description and Operation in SI or the appropriate Service Manual for more information about this and other vehicle-specific information on electric power steering systems.

For customer inquiries regarding this characteristic, please refer to the Steering section under Driving Your Vehicle in the appropriate Owner Manual (reproduced below for reference).

Owner Manual Information

If you turn the steering wheel in either direction several times until it stops, or hold the steering wheel in the stopped position for an extended amount of time, you may notice a reduced amount of power steering assist. The normal amount of power steering assist should return shortly after a few normal steering movements.

It did not return to normal until I turned off the ignition & restarted auto and it was approx 15 miles w/o power.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

Then it was clear

Disclaimer

To avoid the [PWS STR] message and reduced power in steering do not turn your wheel in either direction to the maximum point allowed & hold it there for an extended period of time. If you do get message, turn off car, restart car.



SATURN SPACE COAST
4340 West New Haven Avenue
Melbourne, FL 32904
(321) 768-8020

**SERVICE
INVOICE**

Sold To: [REDACTED] MELBOURNE FL [REDACTED] Business Phone: Home Phone: [REDACTED]	Service Order Number		Service Advisor		VIN	
	209420		KELLY NADING		1G8AF52F33Z [REDACTED]	
	Color	Year	Make/Model	License	Engine	Stk #
	SILVER	2003	SATURN ION 1 SDN		L61 2.2LL4	24010
	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
	75272 / 75373	433	6/27/2003		1	
	Tax Exempt		Date/Time In		Date/Time Out	
		10/29/2009 9:35		10/29/2009 12:04		

LINE 1 C/S CHECK THE POWERSTEERING LIGHT COMES UP ON DASH
AND LOOSE POWERSTEERING TURNS VEHICLE OFF AND BACK
ON AND WILL HAVE POWERSTEERING AGAIN
TECH COMM: RAN DIAG TEST CODE C0475 ELECTRIC STRG MOTOR MALFU
NCTION-INTERNAL SHORT-REPLACE ELECTRIC STEERING
MOTOR-CKS OK

REPAIR 1 STEERING COLUMN REPLACEMENT
OPCODE: E7680
PRIMARY TECH: 030

SALE TYPE: CUSTOMER PA \$225.00

PARTS	SN	DESC	FP	QTY	PRICE	SALE TYPE	
		20763801 MOTOR KIT N		1	175.000	CUSTOMER PAY	\$175.00

LINE TOTAL \$400.00