

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 FEB 8 8 2011 11-JAN-2011	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
SIMPSONVILLE		SC			
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			Make	Model	Model Year
1G8AJ52FX3Z			SATURN	ION	2003
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
				No: Cylinders	
Original Owner	Dealer's City		State	Zip Code	
☐					
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
	☐ Cruise Control				01-JUL-2010
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 116000 ELECTRICAL SYSTEM: IGNITION				Failure Mileage	Failure Speed
				70000	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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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. THE CONTACT STATED THAT UPON ENTERING THE VEHICLE AND ATTEMPTING TO START THE VEHICLE, IT FAILED TO START. THE VEHICLE EVENTUALLY STARTED AFTER A COUPLE OF ATTEMPTS. SHE TOOK THE VEHICLE TO THE DEALER FOR DIAGNOSTIC TESTING. THE DEALER INFORMED HER THAT SHE NEEDED TO REPLACE THE STARTER. THE VEHICLE WAS REPAIRED. SHE ALSO STATED THAT THE KEY WAS GETTING STUCK INSIDE OF THE IGNITION WHICH MADE IT IMPOSSIBLE TO TURN THE VEHICLE OFF OR REMOVE THE KEY FROM THE CYLINDER. THE VEHICLE WAS INSPECTED FOR THAT FAILURE AND INFORMED HER THAT SHE NEEDED TO REPLACE THE IGNITION SWITCH. INSTEAD OF REPLACING THE IGNITION SWITCH DUE TO COST THEY OPTED TO REPROGRAM THE KEY SO THAT SHE COULD REMOVE IT NO MATTER WHAT GEAR THE VEHICLE WAS IN. THE FAILURE MILEAGE WAS APPROXIMATELY 70,000. * After several attempts. Continued to get worse. Could not leave the car at all with key inside due to concern of auto theft. AB Vehicle not starting made it very difficult to obtain necessary health care I need.					
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.					

SERVICE DEPARTMENT

(864) 848-0420

(864) 848-0840



BRADSHAW

Automotive Companies

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COLLISION CENTER

(864) 879-3536

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14000 E. Wade Hampton Blvd. · Greer, SC 29651

www.bradshawgreer.com

CUSTOMER NO. 610227	ADVISOR MICHAEL MACKOWN	TAG NO. 530	INVOICE DATE 01/03/11	CELL: [REDACTED]
[REDACTED]	LABOR RATE 71,101	MILEAGE 9857	COLOR BURGUNDY/	INVOICE NO. SACS351444
SIMPSONVILLE, SC	YEAR / MAKE / MODEL 03/SATURN/ION 2 SDN/4DR SEDAN	DELIVERY DATE 04/07/07	DELIVERY MILES 34,208	
	VEHICLE I.D. NO. 1 G 8 A 1 5 2 E X 3 Z	SELLING DEALER NO.	PRODUCTION DATE 11/14/02	
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/03/11	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# L61 2.2L14	MO: 71101	

LABOR & PARTS

J# 1 60CDZ

NO STARTS

TECH(S): 315

185.94

CUST STATES VEH IS NOT STARTING AT TIMES
ENGINE WILL TURN OVER 1 TIME THEN CHECK ENGINE LIGHT COMES
ON-IF YOU WAIT FOR 10 MINUTES CAR WILL START-KEY WONT
COME OUT OF IGNITION MOST OF THE TIME-HAVE TO JIGGLE
STEERING WHEEL TO REMOVE KEY
IGN SWITCH AND SHIFTER FAULTS
CHECKED OUT.HAD B3033 CODE FOR IGN SWITCH.REPLACED IGN SWITC
H AND RETEST OK.HAS PROBLEM WITH SHIFTER CAUSING KEY TO
GET STUCK IN IGN.NEEDS SHIFTER.CUST DECLINED.CUST REQUESTED
TO PLEASE DISABLE KEY LOCK SETUP.ADVISED IT WAS A SAFETY
CONCERN AND KEY COULD BE TAKEN FROM IGN CYLINDER WHILE STILL
IN GEAR.CUST AWARE AND OK WITH THIS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	10392423	SWITCH 2.188	35.72	35.72
JOB # 1 TOTAL PARTS					35.72
JOB # 1 TOTAL LABOR & PARTS					221.66

J# 2 02CDZ2 SHUTTLE/SVC/BOTH/WAY TECH(S): 315 INTERNAL
CUSTOMER REQUEST SHUTTLE SERVICE BOTH WAYS.
CUSTOMER SERVICE.
SHUTTLE SERVICE COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

J# 3+20CDZ GM MULTI POINT INSP TECH(S): 315 INTERNAL
CUSTOMER REQUESTS GM MULTI POINT INSPECTION
CUSTOMER SERVICE
TECHNICIAN COMPLETED AS REQUESTED AND FORWARDED TO SERVICE
CONSULTANT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

J# 4+60CDZ001 *ENGINE TECH(S): 315 WARRANTY
CUSTOMER STATES THEY HAVE A 30.00 OFF COUPON
30.00 OFF COUPON LABOR OP Z2237 ZSSP TRANSACTION CODE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLY/HAZ WASTE		5.00
JOB # 1	CDISC	COUPONS		-30.00

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied including any implied warranties 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

THANK YOU

FOR THIS OPPORTUNITY
TO SERVE YOU

SEE REVERSE SIDE FOR
IMPORTANT INFORMATION →

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[REDACTED] SIMPSONVILLE, SC	LABOR RATE	LICENSE NO.	COLOR BURGUNDY/	STOCK NO.
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RESIDENCE PHONE

BUSINESS PHONE

COMMENTS

E# 161 2.2114

MO: 71101

TOTAL - MISC -25.00

COMMENTS
SHUTTLE, 291

TOTALS

BRADSHAW AUTOMOTIVE, INC. APPRECIATES YOUR BUSINESS.
CASH CHECK CR CARDS ACCT REC EXT WARR INSPARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR
CUSTOMER PAY REPAIRSOur workmanship is warranted for 12 months or 12,000
miles. GM service parts are also covered for the same
time and mileage.

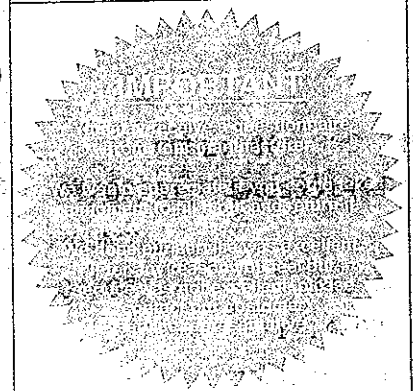
We want to THANK YOU for the privilege to serve you.

YOUR "COMPLETE SATISFACTION" IS OUR GOAL !!!!!!!
Please contact our Service Manager, Ken Harris, at
864-879-7111 ext 2482 if you feel we have not met our goal.

TOTAL LABOR....	185.94
TOTAL PARTS....	35.72
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	5.00
TOTAL MISC DISC	-30.00
TOTAL TAX.....	2.14

TOTAL INVOICE \$ 198.80

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