


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>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</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received JUL 26 2012 28-JUN-2012</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10463438</p>			
<p>OWNER INFORMATION (Type or Print)</p>				<p>Daytime Telephone Number</p>	
<p>Name</p>		<p>Address</p>		<p>E-mail Address</p>	
<p>City CINCINNATI</p>		<p>State OH</p>		<p>Zip Code</p>	
<p>Evening Telephone Number <i>same</i></p>		<p>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).</p>			
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G8ZF5281VZ</p>		<p>Make SATURN</p>		<p>Model SL</p>	<p>Model Year 1997</p>
<p>Date Purchased JAN 27 1997</p>	<p>Dealer's Name and Telephone Number JAKE SWEENEY CHEVROLET 513-782-2800</p>		<p>Engine: No: Cylinders 4</p>	<p>Fuel Type: GASOLINE</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City SPRINGDALE</p>		<p>State OHIO</p>	<p>Zip Code 45246</p>	
<p>Transmission Type MANUEL</p>	<p><input type="checkbox"/> Antilock Brakes</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>		<p>Incident Date(s) 24 07-JUN-2012</p>
<p><input checked="" type="checkbox"/> Cruise Control</p>					
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 100000 POWER TRAIN</p>				<p>Failure Mileage 127000</p>	<p>Failure Speed 0</p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 1997 SATURN SL. THE CONTACT STATED THAT HE WAS REVERSING FROM A RESIDENTIAL DRIVEWAY WHEN HE SHIFTED TO FIRST GEAR AND THE SHIFTER CABLE BECAME DETACHED FROM THE SHIFTER LEVER. THE VEHICLE WAS TAKEN TO THE DEALER. THE DEALER STATED THEY HAD TO REPLACE TWO SHIFTER CABLES. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS CONTACTED.THE FAILURE AND CURRENT MILEAGE WAS 127,000.</p> <p style="text-align: center;"><i>(See letter attached)</i></p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>				<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p>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 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.</p>					



[REDACTED]
Cincinnati Oh
[REDACTED]

July 20, 2012

Ref 10463438

To: NHTSA

This letter is to provide additional insight about a problem that I believe is both serious and common. I am pleased that NHTSA will look into this to protect others from encountering a dangerous situation.

The root of the problem is the failure of a small plastic bushing used to join the shifting lever to the shifting cable in a manual transmission vehicle. I have saved the broken part (which looks like part of a thimble) and can forward it to you upon request.

WHY SERIOUS? – When this bushing fails, the shifting cable falls off the shifting lever leaving the driver unable to shift gears. I was fortunate in that this failure happened to me while I was stopped in my driveway. However, if this part were to fail while a vehicle was on the road, the driver would be a hazardous situation of either no power (transmission in neutral) or unable to move from the last gear used. In either case, the surprise of this situation and a possible panic reaction could lead to a lack of control that would put the vehicle at risk of an accident.

WHY COMMON? – The dealer would not replace the broken bushing, but instead replaced the entire cable as well as an adjoining cable, resulting in the repair plus the towing charge of \$621.56. As requested, a copy of the repair invoice is enclosed. When I discussed this repair with the dealer's service manager, Jim Pulskamp [Phone (513) 782-2800, Fax (513) 782-2884, jpulskamp@jakesweeney.com], he told me that they replace over 100 of these each month. This dealer is one of four authorized dealerships handling my make car in the Cincinnati area.

I look forward to hearing the results of your investigation of this problem.

[REDACTED]

CUSTOMER #: T26629

519352

CHEVROLET-IMPORTS, INC.

33 West Kemper Road
Cincinnati, Ohio 45246
(513) 782-2800
Service Direct (513) 782-2826

ACCOUNTING

DUPLICATE 1
PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 34 GREG PARRETT

CINCINNATI, OH

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MEDIUM-RED	97	SATURN SL	1G8ZF5281VZ [REDACTED]		127351/127351	T6395

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27JAN97	DD09DEC96		17:00 26JUN12			COUS	26JUN12

R.O. OPENED READY OPTIONS: STK:T85551 ENG:1.9_LITER_MFI
 TRN:5_SPD_MANUAL

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
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A CUSTOMER STATES VEHICLE STANDARD SHIFT WILL NOT WORK SHIFTING ROD
 COME OFF
 0800 REPLACE SHIFTER CABLE
 122 CC10 0.70 4.00 12000 31680 316.80 316.80
 1 21005846 CABLE 12516 19762 0 219.58 197.62 197.62
 VERSION 1 (EMP# 122,26JUN12 11:16): 127351 (4.0) TECH 122. FOUND
 THE SHIFTER CABLE BROKE AT THE SHIFTER. REPLACED THE SHIFTER CABLE TO
 CORRECT THE CONDITION. TECH 122
 B PERFORM ON THE ROLL INSPECTION
 OTR PERFORM ON THE ROLL INSPECTION
 122 CPCR 0.00 0.00 0 0 0.00 0.00

C** 10% OFF
 NOTE COMMENTS.....
 100 CPCR 0.00 0.00 0 0 0.00 0.00
 CUSTOMER PAY MISCELLENEOUS FOR RE 0 1286 12.86

THANK YOU FOR BRINGING YOUR CAR TO US
 FOR YOUR SERVICE NEEDS!!!!
 OUR GOAL IS FOR YOU TO BE COMPLETELY
 SATISFIED!!!!
 SERVICE DIRECT PHONE 513-782-2826
 LABOR CHARGES ARE FIGURED ON A VARIABLE RATE
 RANGING FROM \$30.00 TO \$90.00 PER F.R.H.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-25-12	16:52	17:29	0.61	DW	122	A	
	17:29	17:29	0.00	DW	122	A	
	17:49	17:49	0.00	DW	122	A	
06-26-12	07:47	07:52	0.09	W	122	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/46000	31680	12000		1/46703	19762	12516	
1/46900	1286	0		1/32400	3428	0	
1/6504	750	*****		1/6506	750	*****	
1/22500	54656	*****					

PARTS AND LABOR WARRANTY:
 CHEVROLET.....12 MONTHS / 12,000 MILES
 WHICHEVER COMES FIRST
SERVICE HOURS:
 MON. - FRI. 7:30 AM - 6:00 PM
 SAT. 8:00 AM - NOON (BY APPT. ONLY)

*Thank you for bringing your vehicle to
 Jake Sweeney Automotive for service.*

DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS	
Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or service provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or service. This disclaimer by the dealership in no way affects the terms or performances of the manufacturer's warranty.	LABOR AMOUNT	316.80	
	PARTS AMOUNT	197.62	
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES	12.86	
	TOTAL CHARGES	527.28	
	LESS INSURANCE	15.00	
	SALES TAX	34.28	
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	546.56

ZEIGLER TOWING # 75 (CHECK # [REDACTED]) Total \$621.56
 ACCOUNTING COPY