

JAN - 9 2013

Deland, FL

December 17, 2012

Saturn Customer Assistance Center
P.O. Box 33173
Detroit, MI 48232-5173

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

VI. no. 1G8AJ52F73Z
Delivery date March 29, 2003
Current mileage 78,800

On or about October 10, 2012 I was driving my 2003 Saturn ION 2 when suddenly the door locks unlocked, the flasher flashed and the air bag light came on.

I immediately pulled into a garage nearby and asked for assistance. The solution at that time was to turn the engine off and then restart. I was advised that this would happen two more times. At that time I would have no air bag safety.

I contacted Ritchey Cadillac-Buick-GMC, the dealer who maintains my Saturn maintenance records, and was advised they would need to do a diagnostic check to discover the problem. It would cost me \$118.00. I decided to hold off on this test due to financial reasons at the time.

A second incident occurred on November 16th. At that time, I contacted a local garage, Tires Plus, here in Deland. They would complete a diagnostic check for \$69.99. This was done on November 19th.

I was advised that the part required was a Sensor Diagnostic Module. A price for the part was obtained from Ritchey Cadillac in the amount of \$399.99. However, though they could give us a price, they could not supply the module, or the part number, as it was no longer available.

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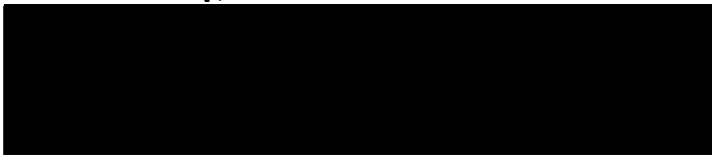
Tires Plus salesperson suggested the possibility of obtaining the part from a junk yard. I have not proceeded with trying to obtain the part in this manner, as I do not have the capability to find and remove a part from a car, even if I knew where to look.

I find it inconceivable that a part, which, to me would be a vital safety part of the vehicle, cannot be obtained other than a junk yard.

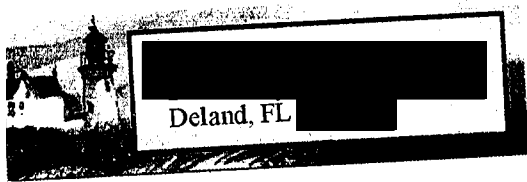
Another problem has occurred since the 2nd incident which may or may not be related. The speedometer light is partially burned out only showing the right side of the panel.

I would appreciate your assistance in these matters.

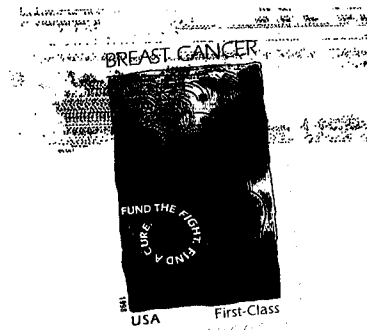
Yours truly,

A large black rectangular redaction box covering the signature area.

cc: NHTSA
U.S. Department of Transportation
Washington DC 20590



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