

ADMINISTRATOR,

DL-10568462-7620

MAR - 7 2014

I AM ASKING FOR YOUR help in
DOING SOMETHING FOR me ON MY
SATURN 2001 L200. Let me START

BY SAYING I DID CONTACT SATURN

CUSTOMER ASSISTANCE CENTER, I

SPOKE TO A RALPH SEVERAL TIMES AND
Let me SAY he WAS VERY PROFESSIONAL AND

I feel he DID TRY TO help, BUT DID NOT GET
ANYWHERE. He TRIED TO Hook me UP WITH A

Chevy DEALER - MIKE ANDERSON ON IRVING PK.

Rd. IN Chicago, AFTER MANY Phone CALLS, MSG'S,

telling me The MANAGER WOULD CALL me BACK,

He NEVER DID. Why A Chevy DEALER? Well I guess

SATURN FROM WHAT I KNOW WENT OUT OF BUSINESS

A FEW YEARS AGO.

CASE # 74127
3/5
4099

AM
3714
SMD

I WILL START WITH MY STORY ABOUT MY SATURN 2001, FIRST OF ALL IT ONLY HAS 80,000 MILES. IN DECEMBER OF 2013 THE CAR STARTED RUNNING REALLY BAD, RUNNING ROUGH, WOULD STOP ON ME, I BROUGHT IT TO MY MECHANIC DECEMBER 18TH, CHARGED ME \$523.23 (BILL ATTACHED) & AT THAT TIME PULLED UP A RECALL LETTER (COPYRIGHT 2007), I HAD NEVER BEEN NOTIFIED ABOUT THIS. (THE LETTER STATES ON JULY 1, 2003 I WAS SUPPOSED TO HAVE BEEN NOTIFIED.) MY MECHANIC DID THIS WORK AS YOU SEE IN DECEMBER. IT STILL WAS NOT RUNNING GOOD, ON DECEMBER 24TH I HAD TO HAVE IT TOWED BACK TO MY MECHANIC (THIS IS WHY I COULD NOT GET IT TO ANY RETAILER FOR THIS CONDITION). AT THIS TIME HE SAID HE DID ALL HE COULD DO AND CAR WOULD NEED A WHOLE NEW ENGINE, PROLONGED OPERATION OF VEHICLE SURELY PLAYED A BIG PART

IN CAUSING ALL THE PROBLEMS WITH CAR.
THE COST OF THIS WAS \$1500.00 DOLLARS. I AM
A SENIOR CITIZEN AND FEEL I HAVE BEEN TREATED
TERRIBLE, NOBODY SEEMS TO WANT TO HELP ME,
I AM OUT \$2000.00, AND WOULD EXPECT
SOME SORT OF REIMBURSEMENT FOR THESE REPAIRS.

BILLS ENCLOSED

RECALL LETTER ENCLOSED

AS YOUR LETTER STATES I NOT ONLY HAVE BEEN
INCONVENIENCED BUT HAS BEEN VERY COSTLY, I
WAS PLANNING TO ENJOY MANY MORE MILES OF
SERVICE

PLEASE HELP

[REDACTED]

ELMWOOD PK, IL [REDACTED]

[REDACTED]

E-MAIL

[REDACTED]

Vehicle: Recalls Owner Letter

August, 2003

Dear Saturn Owner:

On July 1, 2003 Saturn sent letters to current owners of certain 2000, 2001, 2002 and 2003 model year L-Series vehicles equipped with 4-cylinder 2.2L (L61) engines to announce a voluntary safety recall, 03C06. In our correspondence we explained that parts inventory was not sufficient to perform all replacements at that time. We asked those owners who were not experiencing the recall condition to wait for a second correspondence, which would indicate that parts were now available.

Today, we are writing to inform you that our parts inventory is now sufficient. Therefore, we urge you to contact your Saturn Retailer as soon as possible to arrange a convenient service appointment. *If you have already had the 03C06 recall repair performed, please disregard this letter.*

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Saturn has decided that a defect relating to motor vehicle safety exists in 2000, 2001, 2002 and certain 2003 Saturn L-Series vehicles equipped with 4-cylinder 2.2L (L61) engines. A failure of the ignition control module in these vehicles may cause deterioration in idle quality, reduction in overall engine power and the vehicle may be hard to start. Continued operation of the vehicle after such an ignition module failure will result in the "Service Engine Soon" light flashing, and may lead to secondary failures of the catalytic converter, oxygen sensor and exhaust resonator. Failure of the resonator will cause increased exhaust noise and prolonged operation of the vehicle following a resonator failure may lead to an undercar fire without other prior warning.

What will Saturn do:

To prevent this condition from occurring, Retailers will (1) replace the ignition control module or (2) replace the ignition control module and spark plugs, or (3) replace the ignition control module, spark plugs and update the powertrain control module calibration on certain vehicles. Repairs will take about an hour although some additional time may be required for paperwork and processing.

What you should do:

Contact your Saturn Retailer as soon as possible to arrange to have this service performed.

20400
RALPH →
Your Retailer is prepared to perform this service promptly and with minimal inconvenience to you. However, if your car is provided to the Retailer on the agreed service date and the condition is not remedied on that date, or within a reasonable time, please contact the Saturn Customer Assistance Center at 1-800-553-6000 prompt 3, or for the hearing impaired, 1-800-833-6000. We will assist you and the Retailer in getting your car serviced.

If, after contacting your Saturn Retailer and the Saturn Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh St., SW, Washington, DC 20590, or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

Reimbursement:

The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

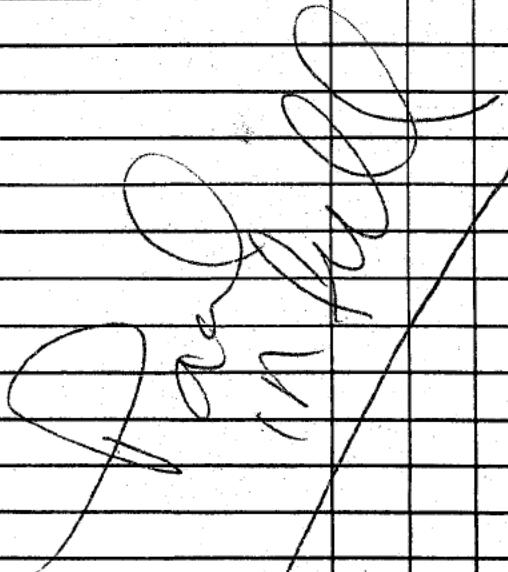
It will still be necessary to have this recall repair performed on your vehicle, even if you have had

previous repairs to the ignition control module.

Again, we sincerely regret any inconvenience or concern this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Saturn provides you many miles of enjoyable driving.

Sincerely,

Saturn Corporation

QTY.	PART NO. AND DESCRIPTION	PRICE
2	Dexcoal Engine coolant	
6 qt	Motor oil & Filter	
1	Drive Belt	
1	Complete Used Engine	
		
TOTAL PARTS		

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE BY MORE THAN 10% OR \$15.00, WHICHEVER IS LESS, WITHOUT YOUR CONSENT. YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED. YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR SELECTION.

(a) I request an estimate. ☒ Service Station is not responsible for Towing Fees

SIGNATURE 

(b) Please proceed with repairs continuing if the price exceeds \$ _____

SIGNATURE _____

(c) I do not want an estimate and you may set the price of repairs.

SIGNATURE _____

DATE _____ TIME _____

THIS ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 10 DAYS. YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

All motor vehicle repair shops shall give customers the choice of receiving replaced parts by including on all estimate forms the following statement:

- ☐ I request the return of parts replaced.
☐ I do not want replaced parts returned to me.

All motor vehicle repair shops shall give the customer the opportunity to inspect the repaired motor vehicle before payment. The customer at this time may state in writing any problem which is directly related to the repair work performed.

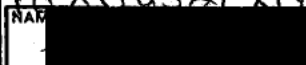
A statement on your invoice that all repair work and parts used are warranted for a minimum of 90 days and/or 3,000 miles, or a statement on your invoice that the work and parts are not warranted for that amount.

QUALITY SERVICE & MECHANIC INC. REPAIR ORDER

7600 W. North Ave. Elmwood Park, IL 60707

Tel. 708-456-9345

1G8JUS2EX1V 

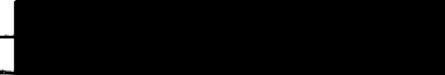
NAME 		CUSTOMER ORD. NO.	DATE 12/24/13
ADDRESS 		PHONE	PROMISED ☐ A.M. ☐ P.M.
CITY		ORDER WRITTEN BY	RECEIVED ☐ A.M. ☐ P.M.
YEAR, MAKE AND MODEL 2001 SATURN I200		SERIAL NUMBER	LICENSE NUMBER
MOTOR NUMBER 2.2		SPEEDOMETER 83771	TERMS

DESCRIPTION	AMOUNT
LUBRICATION ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE UP ☐	
TRANSMISSION ☐ DIFFERENTIAL ☐ WASH ☐ POLISH ☐	
FRT. WHEEL BRGS. ☐ ADJ. BRAKES ☐ ROT. TIRES ☐ ST. INSP. ☐	

Complete Used Engine installed and also new Drive Belt installed Part & labor

\$1500.00

Notes: Your Requested Request is completed and A 90 DAY Warranty is covering Part & labor to Engine Assembly only. NO Refunds will be issued in case of defective, only will be exchanged with the warranty period.


 Paid Cash \$500.00 cc 1000.00

GALS. OF GAS @		TOTAL LABOR	
QTS. OF OIL @		TOTAL PARTS	
LBS. OF GREASE @		ACCESSORIES	
ANTI-FREEZE @		GAS, OIL AND GREASE	
		OUTSIDE REPAIR	
		TAX	
		TOTAL	\$1500.00

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN C

BEYOND OUR CONTROL
 SIGNATURE 

"Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products."

QUALITY SERVICE IN MECHANIC INC
7600 W. NORTH AVE.
ELMWOOD PARK IL 60707
708 456 9345

Customer:
Address:
City, State:
Day Phone:
Night Phone:
Fax:
Estimate Ref: 1052
Date: December 18, 2013
Time: 05:33 PM

Service Writer:
Service Tech:

VID:
Mileage:

Vehicle: 2001 Saturn L200 L4-2.2L VIN F

Description	Part #/Labor Rate	Qty	Price/Time	Extended
Coolant Temperature Sensor/Switch (For Computer)				
Replace				
Coolant Temp Sensor (B)	Labor 90.00 / hr	1	0.50	45.00
Coolant Temp Sensor	15326388	1	31.87	31.87
Contact Dealer for most current part and price information.				
Oxygen Sensor				
Diagnose/Test				
Manifold (B)	Labor 90.00 / hr	1	0.50	45.00
Oxygen Sensor				
Front	24577552	1	78.07	78.07
Crankshaft Position Sensor				
Replace				
Crankshaft Position Sensor (B)	Labor 90.00 / hr	1	0.90	81.00
Crankshaft Position Sensor	24576398	1	26.43	26.43
Contact Dealer for most current part and price information.				
Ignition Coil		1	0.00	0.00
Replace		1	162.00	162.00
One (B)	Labor 90.00 / hr	1	0.30	27.00
Labor Total				198.00
Parts Total				298.37
Sub-Total				496.37
Parts Tax 9.0%				26.86
Total				\$ 523.23

Signature

Date

From:

ELMWOOD PK. IL



1000



20590

U.S. POSTAGE
PAID
RIVER FOREST, IL
60305
FEB 24, '14
AMOUNT

\$0.70
00063266-25

FIRST CLASS

ReadyPost®

Document Mailer

20590

To: ADMINISTRATOR, NATIONAL
Highway SAFETY ADMINISTRATION
400 SEVENTH STREET
SW WASHINGTON, DC
20590

