



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue SE.
Washington, DC 20590

April 23, 2014

The Honorable Patrick J. Toomey
United States Senator
228 Walnut Street Suite 1104
Harrisburg, PA 17101

NVS-216 nam
Ref. No. 10574571

Dear Senator Toomey:

Thank you for your correspondence on behalf of your constituent concerning her model year (MY) 2003 Saturn Ion. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation is pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Your constituent contacted your office regarding a recent General Motors (GM) recall on her MY 2003 Saturn Ion. A local dealer told her that they will not be able to service her vehicle to replace the defective part until April 2014. She wants to know if GM is responsible for paying for alternate transportation until her vehicle is repaired. She has attempted to contact GM regarding this matter, but has been unable to speak to a customer service representative.

We are aware of the recall affecting your constituent. NHTSA Safety Recall Campaign No. 14V-047 addresses a problem with defective ignition switches that can cause the engine to stall and may prevent the air bags from deploying in a crash in certain MY 2003 through MY 2007 Saturn Ion vehicles. Your constituent should have already received an interim recall notification indicating that the recall parts are currently not available. GM has empowered dealership service management to place customers into courtesy vehicles until parts are available for situations where a customer may be concerned about operating their vehicle (see <http://www.gmignitionupdate.com/faq.html>). She will receive another notification advising her when the recall parts are available and directing her to contact a local dealer for an appointment. We recommend that she contact her dealer to arrange for alternate transportation.

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If your constituent decides to drive the vehicle before the recall repairs have been performed, it is very important that she remove all items from her key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring. Saturn owners may contact GM customer service at (800) 553-6000. We enclose a brochure explaining the NHTSA investigation and recall process, which is also on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

I hope this information is helpful. If you have any questions, please contact me or Ms. Nancy L. Lewis, Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,



Kristin J. Kingsley
Acting Director, Governmental Affairs,
Policy and Strategic Planning

Enclosure

cc: Washington Office