

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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



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

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 07-JUL-2014	Repository <input type="checkbox"/>
	Reference No. 10608565

OWNER INFORMATION (Type or Print)			
Name	[Redacted]		
Address	[Redacted] <i>19 Pense owner</i>		
City	NORTH HOLLYWOOD	State	CA
Zip Code	[Redacted]	Daytime Telephone Number	[Redacted]
		E-mail Address	NOEMAIL@UNK.GOV
		Evening Telephone Number	[Redacted]

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 1G8JD5 R55Y [Redacted]	Make SATURN	Model L300	Model Year 2005
Date Purchased	Dealer's Name and Telephone Number <i>SATURN OF the VALLEY out of Business</i>	Engine: No: Cylinders <i>6</i>	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City <i>YAN NUYS (North Hills)</i>	State <i>CA</i>	Zip Code <i>91343</i>
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 16-JUL-2009

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, ENGINE (PWS)	Failure Mileage 38247	Failure Speed

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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			
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
		Reported to Police 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 2005 SATURN L300. THE CONTACT STATED THAT WHILE ATTEMPTING TO TURN OFF THE ENGINE, THE KEY WAS OUT OF THE IGNITION SWITCH BUT THE ENGINE WAS STILL RUNNING. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE IGNITION SWITCH NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 38,247 AND CURRENT MILEAGE WAS 69,953.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The car would not start from my parking space, so I pulled the key to off and was going to exit my car, then the engine "started to rrrrr and rev up" loudly on the "off" position. It scared me and my grandchild. She jumped quickly out of the car. It started without my key. I waited until the car stopped revving, and then I called Auto Club to tow it away. Saturn of the Valley repaired with a new ignition.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

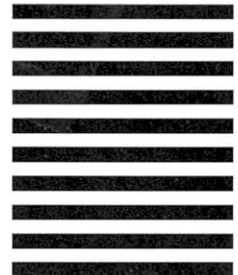
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

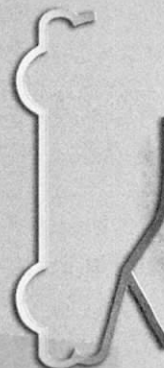
POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safercar.gov

Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

SATURN OF THE VALLEY
15421 ROSCOE BLVD
NORTH HILLS, CA 91343

11/10/2009

13:20:11

Merchant ID:

000000009990948

Terminal ID:

01434254

000000995

CREDIT CARD

MC SALE

CARD #

XXXXXXXXXXXX [REDACTED]

INVOICE

1431209

Batch #:

000414

Approval Code:

00316Z

Entry Method:

Swiped

Approved:

Online

SALE AMOUNT

\$390.82
OK

CUSTOMER COPY



SATURN OF THE VALLEY

15421 Roscoe Blvd
North Hills, CA 91343
(818) 895-3800

SERVICE INVOICE

BAR# ARD156416
EPA# CAR000033555

Co.# 0

Sold To: [REDACTED] North Hollywood CA [REDACTED] Business Phone: Home Phone: [REDACTED]	Service Order Number		Service Advisor		VIN	
	1431209		CRYSTAL ROOT		1G8JD54R55Y [REDACTED]	
	Color	Year	Make/Model	License	Engine	Stk.#
	ICE BLUE	2005	SATURN L300.2 SDN	[REDACTED]	L81 3.0LV6	150025
	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
	38247 / 38248	437	10/23/2004		2	
Tax Exempt			Date/Time In		Date/Time Out	
			11/09/2009 17:22		11/10/2009 13:15	

LINE 1 CUSTOMER STATES VEHICLE WOULDNT START ENGINE WOULD EST.: \$97.50

NT CRANK CUSTOMER PUT KEY IN OFF POSITION AND ENGI
NE TURNED ON IN OFF POSITION AND WOULDNT SHUT OFF
NOW VEHICLE WILL NOT TURN ON AT ALL

TECH COMM: REPLACED IGNITION SWITCH DUE TO NO POWER TO CRANK
CIRCUIT CAUSING A NO START CONDITION

REPAIR 1 IGNITION AND START SWITCH REPLACEMENT
OPCODE: N2320 SALE TYPE: CASH - GM \$302.25
HRS: 3.10
PRIMARY TECH: 197

PARTS SN 26087207 SWITCH AS N 1 120.280 CASH - GM \$120.28

LINE TOTAL \$422.53

VISIT WWW.GALPINSPECIALS.COM FOR CURRENT SERVICE SPECIALS!!!

LABOR	\$302.25
LABOR DISCOUNT	\$30.23
PARTS	\$120.28
PARTS DISCOUNT	\$12.03
TAX (California Stat)	\$10.55
CUSTOMER TOTAL	\$390.82
PAYMENT (CASH)	\$390.82

CUSTOMER SIGNATURE _____

PAID
NOV 10 2009
SATURN OF THE VALLEY

1st Addition to Estimate	\$	Total 1st Revised Estimate	\$	2nd Addition to Estimate	\$	Total 2nd Revised Estimate	\$
Date Contacted	Time Contacted	Type of Repair	Date Contacted	Time Contacted	Type of Repair	Phone #	Phone #
<input type="checkbox"/> Phone <input type="checkbox"/> In Person	Price OK'd By	Phone #	<input type="checkbox"/> Phone <input type="checkbox"/> In Person	Price OK'd By	Phone #	Phone #	Phone #

By law customer may choose another smog check station to perform needed repairs, installations, adjustments, or subsequent tests.

DISCLAIMER OF WARRANTIES

The seller 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.

X

I acknowledge notice and oral approval of an increase in the original estimated price.

X

I acknowledge receipt of the parts and labor listed above.

All parts new unless otherwise indicated. All oil sold in quarts. All anti-freeze sold in gallons. All refrigerant sold in ounces.