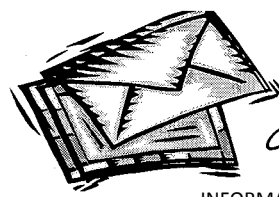


NHTSA ccmMercury Routing Slip



CL-10614443-8290

Printed: 7/16/2014

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

NHTSA #: ES14-002957	Rec'd Date: 7/16/2014	Referred By: NPO-011
XREF #:	Doc Type: IND	Doc Date: 7/16/2014
Delivery: S10 E-MAIL	Address To: S1	Due Date:
S10 #: S10-140715-032	DOT/I #:	RMP #:
Subject: COPY OF EMAIL LETTER TO MS. BARRA (GENERAL MOTORS) REGARDING FRUSTRATION OF BEING A SATURN OWNER		
Ack Date:	Ack By:	Signed For:
Sign Office: ENFORCEMENT	Signature: AS APPROPRIATE	Cleared For:
Cleared Date:	Cleared By:	Closed Date: 7/16/2014
File Loc:	XREF File:	
Added By: RBRANSOM x63756	Modified By: Rhonda.Bransom	
Most Recent Comment:		

Author:

[Redacted]
RANCHO CUCAMONGA, CA [Redacted]
Tel: Fax: E-mail: [Redacted]

JUL 16 2014

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	7/16/2014		7/16/2014
NVS-010	INFORMATION	7/16/2014		7/16/2014

NAM
7/16/14
SMD

July 16, 2014

Mr. Anthony Foxx, Secretary of Transportation
U.S. Department of Transportation
1200 New Jersey Ave., S.E.
Washington, D.C. 20590
United States

Dear Mr. Foxx:

Due to my extreme frustration of being a Saturn owner, I'm sending this copy of an e-mail that was sent to Mary Barra today.

Dear Ms. Barra:

I have a 2005 Saturn Ion 2 bought in May of 2005, and am so sorry I ever decided to try an American made car. It never has come close to the gas mileage it was advertised at and there have been too many frustrating times with suspension parts breaking, body problems, and for a little over a year, starting problems to the point of not being able to let the car sit for a whole week because it will have a dead battery (and that is with a new "factory" battery installed the beginning of 2013). It only has 16,050 miles on it and is constantly having problems. Yesterday I was putting my key in the trunk lock to put my groceries in the car and the whole trunk lock fell to the inside of the car!

But that isn't the most frustrating part of being a Saturn owner. I started hearing about the recall on the ignition part in the late part of December 2013, got my official notice the end of February 2014, and am still waiting for parts according to my dealer (Mountain View Chevrolet of Upland). GM is sending me reminder notices almost every week, do you think they could just send the needed parts? I'm sure the dealer is tired of me asking about this all the time, even though they have gone out of their way to give me excellent customer service on previous occasions. Please see if you can use your influence to get my parts sent. Thank you.

Unhappily,

[REDACTED]
Rancho Cucamonga, CA [REDACTED]

[REDACTED]
cc: Anthony Foxx

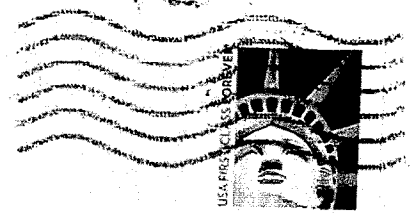
S10-140715-032



[Redacted]
Rch Cucamonga, CA [Redacted]

SANTA ANA CA 925

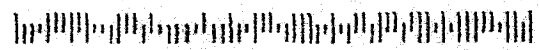
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ANTHONY FOXX
SECRETARY OF TRANSPORTATION
U.S. DEPARTMENT OF TRANSPORTATION
1200 NEW JERSEY AVE. S.E.
WASHINGTON, D.C. 20590
UNITED STATES

S10-140715-032

20590





**Office of the Secretary of Transportation
Executive Secretariat**

Control number: S10-140715-032	Action office: NHTSA
Document date: 7/16/2014	Due date:
Author(s): [REDACTED]	
Subject: Copy of Email Letter to Ms. Barra Regarding Frustration Of Being A Saturn Owner	
Action: Appropriate Handling	

Comments:

Date	Action	Action by
7/15/2014	Folder Processed for Appropriate Handling.	LINDA.MILLER
7/15/2014	DIST: A1	LINDA.MILLER
7/15/2014	DIST: C1,S3,I1	LINDA.MILLER
7/15/2014	Updated Folder Information.	LINDA.MILLER
7/15/2014	Work Folder Assigned to NHTSA.	BRANDON.BOSTON
7/15/2014	Incoming File Uploaded.	BRANDON.BOSTON
7/15/2014	Control Number Created.	BRANDON.BOSTON

Date	Note	Note by
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