

OCT 2 - 2014

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 29-JUL-2014	Repository ☐ Reference No. 10617218
OWNER INFORMATION (Type or Print)				Daytime Telephone Number E-mail Address NOEMAIL@UNK.GOV Evening Telephone Number	
Name					
Address					
City GAINESVILLE		State TX	Zip Code		
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 1G8AJ52F93Z		Make SATURN	Model ION	Model Year 2003	
Date Purchased July 2013	Dealer's Name and Telephone Number Glenn Metzler 940-		Engine: No: Cylinders	Fuel Type: Reg. unleaded	
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type	☒ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure: Ignition Switch Malfunction No Control after Car Shot OFF		Incident Date(s) 09-OCT-2013
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: ENGINE (PWS), 140000 AIR BAGS				Failure Mileage 120000	Failure Speed 30
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)	☐ Original Equipment ☐ 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 (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash ☒ Yes ☐ No	Fire ☐ Yes ☒ 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 2003 SATURN ION. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 30 MPH, THE ENGINE STALLED AND THE VEHICLE CRASHED INTO A CURB. THE AIRBAGS DID NOT DEPLOY HOWEVER, THE CONTACT WAS NOT INJURED. THE VEHICLE WAS NOT ABLE TO RESTART. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 120,000.					
Son was driving her car doing errands for his mother when the ignition shot off and there was no control (brakes, steering) of the vehicle and as a result of the ignition switch failure the vehicle wrecked into the curb. The airbags did not deploy even!					
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)

② I did hit my face/forehead on Steering Wheel and have not felt the same since I was in the accident. The only reason I did not go to the E.R. was because of not having any insurance & I had to go to work the next day. The car's damage was to the front passenger side of the vehicle. The Rim & tire was destroyed. The lower control arm was broken, the CV axle broke. The front bumper was damaged. I am a mechanic so I had the tow truck driver take the car to the house where I done most of the repairs myself. It's still not totally fixed & the electrical fuses are all messed up. Thank you!

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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Washington, D.C. 20077-9382

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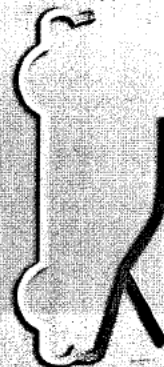
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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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