



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

INFORMATION REQUESTED PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(7)
INFORMATION AGENCY USE ONLY (Do Not Print)

Date Received

29-JUL-2014

SEP 12 2014

Repository ☐

Reference No.

10617321

Daytime Telephone Number

Evening Telephone Number

E-mail Address

NOEMAIL@UNK.GOV

OWNER INFORMATION (Type or Print)

Name

Address

City

BAY CITY

State

MI

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

1G8AG52F53Z

Make

SATURN

Model

ION

Model Year

2003

Date Purchased

7-3-2003

Dealer's Name and Telephone Number

Saturn of Saginaw (Closed)

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Saginaw

State

MI

Zip Code

Transmission Type

Auto

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

23-MAY-2014

Recall Repair Date

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS

Failure Mileage

68000

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: DOTM9ABC036)

☐ 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 WHEN ATTEMPTING TO REMOVE THE KEY FROM THE IGNITION SWITCH, THE KEY WOULD REMAIN STUCK INTERMITTENTLY. THE CONTACT STATED THAT THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 14V047000 (AIR BAGS, ELECTRICAL SYSTEM) AND NHTSA CAMPAIGN NUMBER: 14V171000 (ELECTRICAL SYSTEM) HOWEVER, THE FAILURES PERSISTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 68,000.

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.

Saturn 2003 Ion I Automatic Transmission

Took car to dealer for recall work May 23, 2014
Picked car up at 4:30 PM.

Key worked in all locks and trunk, went to turn car off at home - engine shut off, key remained stuck at acc. would not turn to off position.

Turned key + engine back on, moved shift lever from park into drive, then back into park, key would not turn to off. I repeated this 2 more times before key would turn to off and could be removed.

Took car back to dealer that evening, they also tried the ignition and had the same problem. I was told "he" could make it stop at acc. - I could fix the problem if I would stick my finger in an opening in steering column and touch a certain spot, the key will turn off.

They told me about 1 car in 20 that had recall work done had the same problem - they told me it's probably a problem with the linkage between the ignition and gear shift lever. They could repair it for \$100 - \$200.00

Told me I needed to have a diagnostic on car

Took car for diagnostic on July 11, 2014 11:00 AM
Told it should take 1-2 hrs. Called dealer at 4:55 - was told tech was not able to duplicate

the problem (They had written down the wrong problem)
They kept car over night July 12, 2014 dealer
called said car seems to be fixed. They filed a
little off the key.

Picked up car 11:40 AM. Bring back if needed.
Called a different dealer - Took car there to
see if they could figure problem out.

July 31, 2014 - Took car to other dealer
They spent 1 hour with my car and told me
they believe the problem to be the "new"
cylinder replaced with the recall work to
be defective.

Over the months dealing with this some times
it only takes 1 try to shut key - but it
can take 3, 5, or 8 tries. The most is
9 tries. to be able to turn key to off
and remove key.