

September 22, 2014

CINCINNATI, OH

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

CI-10630322-8273

OCT - 6 2014

Mr. Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation Enforcement
1200 New Jersey Avenue SE
Washington DC 20590

Dear Sir:

Thank you for taking the time to write me, as I am so grateful to hear from your office. On August 31, 2014, right before Labor Day, I had gone to eat at a restaurant called "Frisch's." I came out of the restaurant and noticed the power steering was squealing and hard to turn.

I had purchased the vehicle on February 27, 2014, and at the time of purchase, it had 47,578 miles on it. It appeared okay, but 2 weeks later, I returned the car to Walt Sweeney because it was loud as if something was wrong with the exhaust system. At first, they did not want to do anything, but the technician went to the manager and the manager told the service department to take the car to "Car X" for repair. A loaner car was provided because the worker at Car X could not repair it until the next day. However, they did fix the problem.

Anyway, the day before Labor Day, when I noticed the squealing and not being able to turn the steering wheel, I slowly went down the street about a half-block to an auto parts store called "National." I thought I may have needed some power steering fluid so I purchased a bottle. I told the workers I did not know how to put the fluid in and would they help me.

A very knowledgeable individual by the name of "Mary" came out and poured the fluid in the vehicle. I was instructed to turn the car on and turn the steering wheel. Upon several attempts, she, then, looked under the car and stated to me, "All the power steering fluid is on the ground and on the exhaust system and I advise you not to drive this car; power steering fluid is one of the most flammable fluids there is; this car could catch on fire." The vehicle has less than 50,000 miles on it.

It scared me so badly; I called the insurance company to have the car towed home. The auto parts store worker said, "Let's go back inside and see if there are any recalls on this car, I think there is." We saw that there were many recalls pertaining to the make and model of the vehicle. The next morning, I called Saturn and told them of the situation. They told me my VIN number was not in the recall. I told

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them what was recalled on the 2008 Saturn Auras is exactly what went wrong with my car. They told me I would have to take care of the matter myself. I began to tell operator 10166, Ray, that I had no money and it was not fair how they were treating me. He placed me on "hold," for what appeared to be twenty minutes, and came back and said that they would pay for the car being towed to one of their authorized Chevrolet dealers for a diagnostic to find out what exactly was wrong with the car, even after I told them about the power steering. Consequently, they also agreed to pay for one hour (1) of diagnosis.

I asked if I could have a rental car while everything was going on, and he told me he would have to turn the case over to one of their investigators. He then told me that someone would get back to me within twenty four to forty eight hours. Subsequently, a very rude individual called me early that next morning and basically said what they had already done was going to be it, pertaining to the tow and the diagnostic.

Operator 10166, Ray, had given me what they referred to as a service request order. The number he had given me was: [REDACTED] I called Joseph Chevrolet, here in Cincinnati, on Colerain Avenue and asked them if they had gotten the information. The service department expressed to me they were not told to do a diagnostic but to fix the recall only. I think I am getting the run around.

Mr. Reid, what really gets me is that I thought I had a reliable vehicle with low miles and a reputable dealer. I have been going through a lot. Besides the vehicle, on July 10, 2014 I had back surgery and due to go back to the hospital on October 27, 2014 for a revision on my left hip. Having a vehicle is very important to me because of several disabilities I have.

I even had to write the finance company to ask them if they would put this month's payment to the back of the book. I have had the car six months or less and already there are problems. As I researched the vehicle, I have found out there had been several recalls on the year, make and model of the vehicle I purchased (See paperwork). What mess! Well, that's the story. Thank you so much for everything you are doing and going to do. I pray we get a wonderful result.

[REDACTED]





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

03-SEP-2014

Repository ☐

Reference No.
10630322

OWNER INFORMATION (Type or Print)

Name

Address

City CINCINNATI

State OH

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1GBZS57N38F

Make
SATURN

Model
AURA

Model Year
2008

Date Purchased

2/27/14

Dealer's Name and Telephone Number

Jake Sweeney Mazda West

Original Owner

Dealer's City

Cincinnati

State

OH

Zip Code

45238

Engine;
No: Cylinders

Fuel Type:

GAS

Transmission Type

Automatic

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

31-AUG-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

48,900

Failure Speed

25

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 2008 SATURN AURA. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 25 MPH, THE STEERING WHEEL SEIZED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC. THE TECHNICIAN STATED THAT THE POWER STEERING FLUID WAS LEAKING ON THE EXHAUST AND ADVISED THE CONTACT NOT TO DRIVE THE VEHICLE SINCE IT COULD CATCH FIRE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THE VIN WAS NOT INCLUDED UNDER NHTSA CAMPAIGN ID NUMBER: 14V153000 (STEERING). THE APPROXIMATE FAILURE MILEAGE WAS 39,000.

Please see letter

Thank you

ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.
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.

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2008 Saturn Aura Recalls

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2008 Saturn Aura

Average Resale Value: \$9,169

MPG Range: 17 - 32 mpg

Bodystyle: Sedan

PRICE NEW MODEL

SEARCH CLASSIFIEDS

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Recall ID # 93704 - POWER TRAIN:AUTOMATIC TRANSMISSION:GEAR POSITION INDICATION (PRNDL) [Full Details](#)

Recall Date

SEP 16, 2012

Component

POWER TRAIN:AUTOMATIC TRANSMISSION:GEAR POSITION INDICATION (PRNDL)

Model Affected

Aura

Potential Units Affected

426240

Recall ID # 102630 - STEERING:ELECTRIC POWER ASSIST SYSTEM [Hide Details](#)

Recall Date:
MAR 31, 2014

Model Affected:
2008 Saturn Aura

Summary:

General Motors LLC (GM) is recalling certain model year 2004-2006 and 2008-2009 Chevrolet Malibu, 2004-2005 Malibu Maxx, 2005-2010 HHR (non-turbo), 2010 Cobalt, 2008-2009 Saturn Aura and 2004-2007 Ion, and 2005-2009 Pontiac G6. In the affected vehicles, there may be a sudden loss of electric power steering (EPS) assist that could occur at any time while driving.

Consequences:

If power steering assist is lost, greater driver effort would be required to steer the vehicle at low speeds, increasing the risk of a crash.

Remedy:

GM will notify owners, and dealers will perform one of four bulletins. Parts are not currently available. GM expects to send an interim notification around May 28, 2014. When parts are available, owners will be mailed a second letter to come in to have the applicable bulletin applied. Bulletin 14115 covers model year 2004-2007 Saturn Ion, 2005-2010 Chevrolet HHR and 2010 Chevrolet Cobalt. Dealers will replace the EPS motor. Bulletin 14116 covers model year 2004-2006 Chevrolet Malibu and Malibu Maxx, 2005-2006 Pontiac G6 and 2008-2009 Chevrolet Malibu, Pontiac G6 and Saturn Aura built from March 1, 2008, through June 27, 2008. Dealers will replace the torque sensor assembly. Bulletin 14117 covers model year 2008 Chevrolet Malibu, Pontiac G6 and Saturn Aura built from February 1, 2008, through February 28, 2008. Dealers will replace the torque sensor assembly and EPS motor controller unit. Bulletin 14118 covers model year 2008 Chevrolet Malibu, Pontiac G6 and Saturn Aura built from October 1, 2007, through January 31, 2008. Dealers will replace the EPS motor controller unit. The recall began on July 17, 2014. Owners may contact Chevrolet at 1-800-630-2438, Saturn at 1-800-553-6000, and Pontiac at 1-800-620-7668. GM's number for this recall is N140115. Note: GM bulletin number 14119 will be implemented for model year 2006-2008 and early production of 2009 Chevrolet HHR (non-turbo) and model year 2003 Saturn ION to provide EPS Motor replacement for the life of the vehicle.

Potential Units Affected:

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Notes:
General Motors LLC

Recall ID # 103672 - ELECTRICAL SYSTEM:WIRING

☐ Hide Details

Recall Date:
MAY 14, 2014

Model Affected:
2008 Saturn Aura

Summary:
General Motors LLC (GM) is recalling certain model year 2004-2012 Chevrolet Malibu vehicles manufactured May 16, 2003, through October 11, 2012, 2004-2007 Malibu Maxx vehicles manufactured June 25, 2003, through April 5, 2007, 2005-2010 Pontiac G6 vehicles manufactured May 26, 2004, through January 4, 2010, and 2007-2010 Saturn Aura vehicles manufactured April 24, 2006, through May 26, 2009. In the affected vehicles, increased resistance in the Body Control Module (BCM) connection may result in voltage fluctuations in the Brake Apply Sensor (BAS) circuit. These fluctuations can cause one or more of these conditions: the brake lights to illuminate without the brake pedal being pushed; the brake lights to not illuminate when the pedal is pushed; difficulty disengaging the cruise control; moving the gear shifter out of the 'PARK' position without pushing the brake; and disablement of crash avoidance features such as traction control, electronic stability control, and panic braking assist features.

Consequences:
Any of the above failure conditions increases the risk of a crash.

Remedy:
GM will notify owners, and dealers will attach the wiring harness to the BCM with a spacer, apply dielectric lubricant to both the BCM and harness connector and the BAS and harness connector, and will relearn the brake pedal home position, free of charge. The manufacturer distributed an interim letter to customers on July 14, 2014. The recall began on August 18, 2014. Owners may contact General Motors customer service at 1-800-222-1020 (Chevrolet), 1-800-762-2737 (Pontiac), 1-800-553-6000 (Saturn). GM's number for this recall is 13036.

Potential Units Affected:
2440524

Notes:
General Motors LLC

Recall ID # 103673 - EXTERIOR LIGHTING: BRAKE LIGHTS

☐ Hide Details

Recall Date:
MAY 14, 2014

Model Affected:
2008 Saturn Aura

Summary:
General Motors LLC (GM) is recalling certain model year 2004-2012 Chevrolet Malibu vehicles manufactured May 16, 2003, through October 11, 2012, 2004-2007 Malibu Maxx vehicles manufactured June 25, 2003, through April 5, 2007, 2005-2010 Pontiac G6 vehicles manufactured May 26, 2004, through January 4, 2010, and 2007-2010 Saturn Aura vehicles manufactured April 24, 2006, through May 26, 2009. In the affected vehicles, increased resistance in the Body Control Module (BCM) connection may result in voltage fluctuations in the Brake Apply Sensor (BAS) circuit. These fluctuations can cause one or more of these conditions: the brake lights to illuminate without the brake pedal being pushed; the brake lights to not illuminate when the pedal is pushed; difficulty disengaging the cruise control; moving the gear shifter out of the 'PARK' position without pushing the brake; and disablement of crash avoidance features such as traction control, electronic stability control, and panic braking assist features.

Consequences:
Any of the above failure conditions increases the risk of a crash.

Remedy:
GM will notify owners, and dealers will attach the wiring harness to the BCM with a spacer, apply dielectric lubricant to both the BCM and harness connector and the BAS and harness connector, and will relearn the brake pedal home position, free of charge. The manufacturer distributed an interim letter to customers on July 14, 2014. The recall began on August 18, 2014. Owners may contact General Motors customer service at 1-800-222-1020 (Chevrolet), 1-800-762-2737 (Pontiac), 1-800-553-6000 (Saturn). GM's number for this recall is 13036.

Potential Units Affected:
2440524

Notes:
General Motors LLC

Recall ID # 103674 - VEHICLE SPEED CONTROL: CRUISE CONTROL

☐ Full Details



Recall Date:	MAY 14, 2014
Component	VEHICLE SPEED CONTROL; CRUISE CONTROL
Model Affected	Aura
Potential Units Affected	2440524
Recall ID # 103675 - ELECTRONIC STABILITY CONTROL ☐ Hide Details	

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Recall Date:
MAY 14, 2014

Model Affected:
2008 Saturn Aura

Summary:

General Motors LLC (GM) is recalling certain model year 2004-2012 Chevrolet Malibu vehicles manufactured May 16, 2003, through October 11, 2012, 2004-2007 Malibu Maxx vehicles manufactured June 25, 2003, through April 5, 2007, 2005-2010 Pontiac G6 vehicles manufactured May 26, 2004, through January 4, 2010, and 2007-2010 Saturn Aura vehicles manufactured April 24, 2006, through May 26, 2009. In the affected vehicles, increased resistance in the Body Control Module (BCM) connection may result in voltage fluctuations in the Brake Apply Sensor (BAS) circuit. These fluctuations can cause one or more of these conditions: the brake lights to illuminate without the brake pedal being pushed; the brake lights to not illuminate when the pedal is pushed; difficulty disengaging the cruise control; moving the gear shifter out of the 'PARK' position without pushing the brake; and disablement of crash avoidance features such as traction control, electronic stability control, and panic braking assist features.

Consequences:

Any of the above failure conditions increases the risk of a crash.

Remedy:

GM will notify owners, and dealers will attach the wiring harness to the BCM with a spacer, apply dielectric lubricant to both the BCM and harness connector and the BAS and harness connector, and will relearn the brake pedal home position, free of charge. The manufacturer distributed an interim letter to customers on July 14, 2014. The recall began on August 18, 2014. Owners may contact General Motors customer service at 1-800-222-1020 (Chevrolet), 1-800-762-2737 (Pontiac), 1-800-553-6000 (Saturn). GM's number for this recall is 13036.

Potential Units Affected:
2440524

Notes:
General Motors LLC

Recall ID # 103676 - ELECTRONIC STABILITY CONTROL ☐ Hide Details

Recall Date:
MAY 14, 2014

Model Affected:
2008 Saturn Aura

Summary:

General Motors LLC (GM) is recalling certain model year 2004-2012 Chevrolet Malibu vehicles manufactured May 16, 2003, through October 11, 2012, 2004-2007 Malibu Maxx vehicles manufactured June 25, 2003, through April 5, 2007, 2005-2010 Pontiac G6 vehicles manufactured May 26, 2004, through January 4, 2010, and 2007-2010 Saturn Aura vehicles manufactured April 24, 2006, through May 26, 2009. In the affected vehicles, increased resistance in the Body Control Module (BCM) connection may result in voltage fluctuations in the Brake Apply Sensor (BAS) circuit. These fluctuations can cause one or more of these conditions: the brake lights to illuminate without the brake pedal being pushed; the brake lights to not illuminate when the pedal is pushed; difficulty disengaging the cruise control; moving the gear shifter out of the 'PARK' position without pushing the brake; and disablement of crash avoidance features such as traction control, electronic stability control, and panic braking assist features.

Consequences:

Any of the above failure conditions increases the risk of a crash.

Remedy:

GM will notify owners, and dealers will attach the wiring harness to the BCM with a spacer, apply dielectric lubricant to both the BCM and harness connector and the BAS and harness connector, and will relearn the brake pedal home position, free of charge. The manufacturer distributed an interim letter to customers on July 14, 2014. The recall began on August 18, 2014. Owners may contact General Motors customer service at 1-800-222-1020 (Chevrolet), 1-800-762-2737 (Pontiac), 1-800-553-6000 (Saturn). GM's number for this recall is 13036.

Potential Units Affected:
2440524

Notes:
General Motors LLC

9/24/2014

<http://www.motortrend.com/cars/2008/saturn/aura/recalls/>

Recall ID # 104159 - POWER TRAIN:AUTOMATIC TRANSMISSION + Full Details	
Recall Date	APR 30, 2014
Component	POWER TRAIN:AUTOMATIC TRANSMISSION
Model Affected	Aura
Potential Units Affected	1131113
Recall ID # 104160 - POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:FLOOR SHIFT + Full Details	
Recall Date	APR 30, 2014
Component	POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:FLOOR SHIFT
Model Affected	Aura
Potential Units Affected	1131113
Recall ID # 105347 - STEERING + Full Details	
Recall Date	JUL 21, 2014
Component	STEERING
Model Affected	Aura
Potential Units Affected	6832

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Thank (:)