 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>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</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p>13-FEB-2015</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10683273</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p> <p>[REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>		<p>E-mail Address</p>	
<p>Address</p> <p>[REDACTED]</p>		<p>Evening Telephone Number</p>			
<p>City</p> <p>MORTON</p>	<p>State</p> <p>IL</p>	<p>Zip Code</p> <p>[REDACTED]</p>			
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>1G8AJ52F75Z [REDACTED]</p>		<p>Make</p> <p>SATURN</p>	<p>Model</p> <p>ION</p>	<p>Model Year</p> <p>2005</p>	
<p>Date Purchased</p> <p>6-22-2013</p>	<p>Dealer's Name and Telephone Number</p> <p>GILL AUTOMOTIVE</p>		<p>Engine:</p> <p>No: Cylinders</p> <p>4</p>	<p>Fuel Type:</p> <p>REG GAS</p>	
<p>Original Owner</p> <p><input type="checkbox"/></p>	<p>Dealer's City</p> <p>WASHINGTON</p>	<p>State</p> <p>IL</p>	<p>Zip Code</p> <p>61811</p>		
<p>Transmission Type</p> <p>AUTO</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p> <p>STEERING MODULE & IGN SWITCH</p>		<p>Incident Date(s)</p> <p>08-DEC-2014</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: ENGINE (PWS), 010000 STEERING, 110000 ELECTRICAL SYSTEM</p>				<p>Failure Mileage</p> <p>118000</p>	<p>Failure Speed</p> <p>35</p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2005 SATURN ION. THE VEHICLE WAS REPAIRED UNDER SPECIAL POLICY 10187 AT THE DEALER. WHILE DRIVING APPROXIMATELY 35 MPH, THE VEHICLE COMPLETELY SHUT OFF AND THE POWER STEERING WARNING INDICATOR ILLUMINATED. THE FAILURE RECURRED ON MULTIPLE OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER WHO DIAGNOSED THAT THE ELECTRONIC POWER STEERING CONTROL MODULE FAILED, THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 118,000. GM STILL REFUSES TO REPLACE STEERING MODULE SAYING ITS NOT COVERED. I'VE READ ALL OF THE RECALL NOTICES ON THIS PROBLEM & THEY ALL STATE THE RECALL COVERS STEERING MOTOR, STEERING MODULE, OR STEERING COLUMN OR A COMBINATION IF NEEDED. THIS WAS ALL ON THE GM WEBSITES. I'VE ALSO HAD A PROBLEM WITH THE IGNITION SWITCH SINCE THE</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

OVER

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

RECALL. RECALL WAS ON 9-9-14 AT RAY DENNISON CHEVY. COUPLE OF DAYS AFTER CAR WOULDN'T START (LITES WERE ON, BUT NO NOISE), DID THIS RANDOMLY, NEVER HAD THIS PROBLEM BEFORE RECALL. CALLED UFTRING CHEVY, WASHINGTON, IC TO SEE IF THEY COULD LOOK AT IT, THEY SAID OK I WOULD BE WARRANTIED. THEY LOOKED AT IT, SAID IT JUST NEEDED LUBRICATED? I WOULD BE OK, LEFT & IT ACTED UP TWICE THAT DAY. TALKED TO A SATURN MASTER MECHANIC WHO WORKED AT THE PEORIA & BLOOMINGTON IL. DEALERS FOR YRS. HE SAYS THE ELECTRICAL PART OF SWITCH SHOULD'VE BEEN REPLACED AT SAME TIME (KNOWN PROBLEM ON THESE CARS). UFTRING'S IS GOING TO LOOK AT IT AGAIN TUES MAR 31ST BUT ALREADY THEY WON'T ATTACH ADDITIONAL SHEETS IF NECESSARY JUST REPLACE PARTS UNLESS IT DOES IT FOR THEM. NONE OF THIS OCCURED BEFORE THE RECALL. GETTING VERY UPSET WITH THIS ORDEAL. THANKS.

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

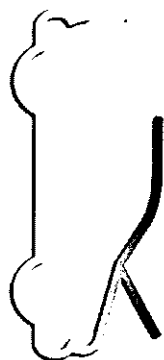


BUSINESS REPLY MAIL
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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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



Ray Dennison Chevrolet, Inc.

2320 North 8th Street • Pekin, Illinois 61554
Peoria (309) 674-3514 • Pekin (309) 347-3101



Certified Service

13

CUSTOMER NO.	ADVISOR ALAN J WILSON	TAG NO. 257	INVOICE DATE 09/09/14	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 111, 111	COLOR MAROON/
	YEAR / MAKE / MODEL 05/SATURN/ION	VEHICLE I.D. NO. 1 G 8 A J 5 2 F 7 5 Z	DELIVERY DATE	DELIVERY MILES
MORTON, IL	F.T.E. NO.	P.O. NO.	R.O. DATE 06/06/14	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES				
LABOR	CAMPAIGNS			TECH(S): 271
# 1 49CVZ	14063 - IGNITION SWITCH REPLACED IGNITION SWITCH PER RECALL			WARRANTY
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	23237274	CYLINDER 2.188 N	
				TOTAL - PARTS
				0.00
JOB# 1 TOTALS				
				0.00
JOB# 2 CHARGES				
LABOR	RECALL CAMPAIGNS			TECH(S): 271
# 2 49CVZ1	14113 - IGNITION CYLINDER REPLACED LOCK CYLINDER AND KEYS PER RECALL			WARRANTY
JOB# 2 TOTALS				
				0.00
COMMENTS				
TOTALS				
				TOTAL LABOR....
				0.00
				TOTAL PARTS....
				0.00
				TOTAL SUBLET....
				0.00
				TOTAL G.O.G....
				0.00
				TOTAL MISC CHG.
				0.00
				TOTAL MISC DISC
				0.00
				TOTAL TAX.....
				0.00
				TOTAL INVOICE \$
				0.00

DISCLAIMER OF WARRANTIES
The seller, Ray Dennison Chevrolet, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Ray Dennison Chevrolet, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle or product.

WE WORK ON ALL GM CARS AND LIGHT DUTY TRUCKS.
CHEVROLET, PONTIAC, BUICK, OLDSMOBILE, GMC LIGHT DUTY

VISIT OUR NEW INTERACTIVE WEB SITE @ WWW.RAYDENNISON.COM

THE BEST COVERAGE IN AMERICA! GM'S 5YR/100,000 MILE WARRANTY
INCLUDES ROADSIDE ASSISTANCE AND COURTESY TRANSPORTATION ON
ALL NEW MODELS! STOP IN AND SEE US FOR THE DETAILS!

CUSTOMER SIGNATURE

IMPORTANT
You may receive a customer satisfaction survey from General Motors in the next few weeks. If for any reason you cannot grade us "COMPLETELY SATISFIED," on each question, please contact your Service Advisor immediately.
Thank You.
Ray Dennison Chevrolet, Inc.
(309) 347-3101

UFTRING CHEVROLET, INC.

1860 WASHINGTON RD. • WASHINGTON, ILLINOIS 61571
 Washington 309-444-3151 • Peoria 309-673-3324



SERVICE INVOICE

*Look TO
 UFT 8:00 FOR
 225-15
 STARTING
 RESOLUTION
 OIL LUBE
 CELL*

LICENSE #JDL 12950 THIS BUSINESS IS REQUIRED TO BE LICENSED BY THE SECRETARY OF STATE, PURSUANT TO ILLINOIS REVISED STATUTES, CHAPTER 95A, SEC. 5-301. ANY COMPLAINTS AS TO THE QUALITY OF SERVICE OBTAINED HERE MAY BE BROUGHT TO THE ATTENTION OF THE ATTORNEY GENERAL. THE SELLER, UFTRING CHEVROLET-OLDSMOBILE-SAAB, Inc., 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 THIS SERVICE.

CUSTOMER NO. [REDACTED]	ADVISOR NATE MESCHER	TAC NO. [REDACTED]	INVOICE DATE 02/04/15
[REDACTED]	LICENSE NO. 1481	MILEAGE 118,018	COLOR /ION 2
MORTON, IL	YEAR / MAKE / MODEL 05/SATURN/ION/4DR SDN 2 AT	DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE ID NO. 1 G 8 A J 5 2 F 7 5 Z	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	ETE NO. [REDACTED]	R.O. DATE 02/04/15	

MO: 118019

LABOR & PARTS

customer states the steering will stick and not have power assist intermittatly == it says service power steering == notice on cold starts won't turn correctly== check policy

SPECIAL POLICY [REDACTED] PS MOTOR REPLACEMENT
 REPLACED PS MOTOR PER SPECIAL POLICY [REDACTED]

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	19257875	MOTOR KIT 6.605 N		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS
 code c0550 stored in system prior to repairs, possible p/s module needed, customer to monitor

DELETED OPERATION(S)
 99FOZYTRANSFLD YEL- AUTO TRANS FLD 99FOZYFUELSYS YEL- FUEL SYS CONCERN
 99FOZYLEAK YEL- DRIVETRAIN LEAK 41FOZ WHEELS / TIRES

TOTALS

<input type="checkbox"/> M/C VISA	<input type="checkbox"/> DISCOVER	<input type="checkbox"/> AMERICAN EXPRESS	TOTAL LABOR....	0.00
<input type="checkbox"/> CHARGE	<input type="checkbox"/> EXT WARR	<input type="checkbox"/> CASH <input type="checkbox"/> CHECK #	TOTAL PARTS....	0.00
			TOTAL SUBLET....	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

Our success is dependent on your COMPLETE SATISFACTION. If for any reason, when you fill out and return your survey to General Motors or Saab, you cannot give us the highest rating (COMPLETELY SATISFIED.) please call our Service Manager at 800-833-7939 ext. 171 or our Body Shop Manager at ext. 163. Thank you for allowing us to serve you!

We are proud to be a GM Goodwrench Dealer. Parts designated with an asterisk (*) indicates Lifetime Warranty applies to customer paid repairs. All other GM or Saab OEM parts have a 12 month/12,000 mile warranty unless otherwise specified.

CUSTOMER SIGNATURE _____

THE STEERING MOTOR, CONTROL
MODULE & STEERING COLUMN IF
NEEDED WOULD BE COVERED
FREE OF CHARGE.

COVERAGE FOR RECALL
IS 2004 - 2007 SATURN IONS
TO BE COVERED UP TO 150,000 MILES
AND SECOND RECALL IN APRIL
OF 2014 SAID LIFETIME ON IONS.

THERE IS JUST UNDER 100,000
IONS UNDER THESE RECALLS.

I THINK IF THEY WOULD HAVE
RECALLED MODULE INSTEAD OF MOTOR
I THINK IT WOULD HAVE FIXED IT
VERY VERY DISAPPOINTED IN HOW
GM IS DODGING THE BALL ON
THIS. I'VE ALWAYS BEEN A

VIN # 1G8AJ52F75Z [REDACTED] - 14632
2005 Ion2 MI- 118018

UPTRING CHEVROLET RECALLED
STEERING MOTOR WITH PART #
19257875 - MOTOR KIT UNDER
POLICY # [REDACTED] STEERING DID
SAME THING 2 DAYS AFTER
HAVING SERVICE. DEALER & GM
STATE THAT TO REPLACE MODULE
WOULD RUN OVER \$900.⁰⁰ AND ITS
NOT COVERED UNDER RECALL OR
SPECIAL POLICY THEY SAY THAT
MODULE ISN'T PART OF STEERING PROBLEM
EVEN THOUGH IT TELLS THE STEERING
MOTOR WHAT TO DO. ALL THE GM
SITES I LOOKED AT STATE THAT

attention | prevention | intervention
a new era in cardiovascular health

osfsaintfrancis.org/HeartHospital



GM FAN, OWNED SEVERAL,
BUT AFTER THIS CIRCUS, I DON'T
KNOW IF I'D EVER BUY
ANOTHER ONE

attention | prevention | intervention
a new era in cardiovascular health

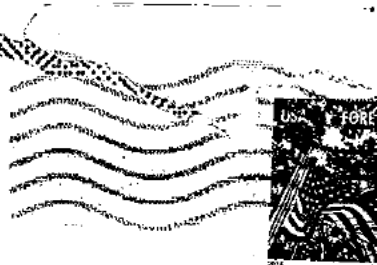
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Morton, IL

PEORIA IL 616

APR 7 2015

30 MAR 2015 PM 2 T



US DEPT. OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION NVS-210
1200 NEW JERSEY AVENUE SE.
WASHINGTON, D.C. 20077-9382

2007739382

