

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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: 21-SEP-2015 NOV 17 2015		Repository ☐ Reference No. 10766344	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
ATTLEBORO		MA			
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			Make		Model
1G8ZK5279XZ			SATURN		SL
Date Purchased		Dealer's Name and Telephone Number		Model Year	
				1999	
Original Owner		Dealer's City		Engine:	
☐				No: Cylinders	
Transmission Type		Powertrain		Incident Date(s)	
☐ Antilock Brakes ☐ Cruise Control				17-JUN-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, ENGINE (PWS)				Failure Mileage	
				140000	
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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 1999 SATURN SL. WHILE DRIVING AT VARIOUS SPEEDS, THE ENGINE STALLED WITHOUT WARNING AND RESTARTED AFTER TEN MINUTES. THE FAILURE WAS PERSISTENT. THE CONTACT ALSO STATED THAT THE IGNITION FAILED TO RELEASE THE KEY. THE VEHICLE WAS TOWED TO THE CONTACT'S RESIDENCE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 140,000.					
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.					



James Yeo

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October 8, 2015

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH
CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

Vehicle Information

VIN: 1G8ZK5279XZ [REDACTED] Model: ZZK69-1999 SL2 SPORT TOURING SEDAN
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: T - DEALER STOCK
Field Actions: [0 Open](#) [REQUEST ANOTHER VIN](#)

For this vehicle:

- [View Vehicle Summary](#)
 - Service Contract
 - Branded Title
 - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Required Field Actions

Open field actions are
highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N990067	99067	VERIFICATION OF PROPER INSTALLATION & TORQUE OF FRT SHOULDER BELT UPPER BOLTS	11/10/1999	Closed

Branded Title

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Vehicle has no current record of OnStar / XM Radio information.

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Saturn 96/80M Emission select components	01/16/1999	236 MI	01/16/2007	80,236 MI
	Saturn 84/70K Saturn Component Emission	01/16/1999	236 MI	01/16/2006	70,236 MI
	Saturn 72/100K Corrosion	01/16/1999	236 MI	01/16/2005	100,236 MI
	Saturn 36/36K Bumper to Bumper	01/16/1999	236 MI	01/16/2002	36,236 MI
	Saturn 36/50K Select State Emission	01/16/1999	236 MI	01/16/2002	50,236 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/24/2006		ZSET----Service Event		J6380 -	132,000 MI
10/24/2006		ZSET----Service Event		M5010 -	132,000 MI
10/24/2006		ZSET----Service Event		M5300 -	132,000 MI
10/24/2006		ZSET----Service Event		J9995 -	132,000 MI
10/24/2006		ZSET----Service Event		J1504 -	132,000 MI
05/03/2006		ZSET----Service Event		M5306 -	121,744 MI
05/03/2006		ZSET----Service Event		M5124 -	121,744 MI
05/03/2006		ZSET----Service Event		M5300 -	121,744 MI
05/03/2006		ZSET----Service Event		M5300 -	121,744 MI
10/11/2005		ZSET----Service Event		J6098 -	111,337 MI
10/11/2005		ZSET----Service Event		N0647 -	111,337 MI
10/11/2005		ZSET----Service Event		M5305 -	111,337 MI
03/30/2005		ZSET----Service Event		M5305 -	102,175 MI
03/30/2005		ZSET----Service Event		J0667 -	102,175 MI
03/30/2005		ZSET----Service Event		J0318 -	102,175 MI
03/30/2005		ZSET----Service Event		N0110 -	102,175 MI
03/19/2003		ZSET----Service Event		M5305 -	62,525 MI
03/19/2003		ZSET----Service Event		N0200 -	62,525 MI
01/30/2001		ZREG----Regular Vehicle Transaction		J0667 -	18,564 MI
01/30/2001		ZSET----Service Event		M5010 -	18,564 MI
01/30/2001		ZSET----Service Event		M5025 -	18,564 MI
01/30/2001		ZREG----Regular Vehicle Transaction		J0667 -	18,564 MI
10/05/2000		ZREG----Regular Vehicle Transaction		L2420 -	16,213 MI
10/05/2000		ZSET----Service Event		M5305 -	16,213 MI
10/05/2000		ZSET----Service Event		M5300 -	16,213 MI
10/05/2000		ZSET----Service Event		M5010 -	16,213 MI
10/05/2000		ZSET----Service Event		M6010 -	16,213 MI
10/05/2000		ZREG----Regular Vehicle Transaction		L2420 -	16,213 MI
01/19/2000		ZSET----Service Event		M5300 -	9,795 MI
01/18/2000		ZSET----Service Event		M5300 -	9,748 MI
01/18/2000		ZSET----Service Event		M5300 -	9,748 MI
01/18/2000		ZSET----Service Event		M0021 -	9,748 MI
12/06/1999		ZFAT----Field Action Recall		V0401 -	8,789 MI
12/12/1998		ZPDI----Pre-Delivery Inspection		Z7000 -	9 MI
12/12/1998		ZPDI----Pre-Delivery Inspection		Z7000 -	9 MI

Global Warranty Management: Site Map

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**Herb Chambers
Cadillac of Warwick**

1511 Bald Hill Road, Rte. 2
Warwick, RI 02886
(401) 821-5800
www.herbchambers.com



Our Other Cadillac Location:

**Herb Chambers
Cadillac of Lynnfield**
395 Broadway, Rte. 1N
Lynnfield, MA 01940
(978) 624-1500

DATE ENTERED 16 OCT 13	YOUR ORDER NO.	DATE SHIPPED 16 OCT 13	INVOICE DATE	INVOICE NUMBER	Time: 09:22
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****PREPAID****

PAGE 1 OF 1

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ACCOUNT NO

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SHIP VIA	SLSM. 811	B/L NO.	TERMS CASH	F.O.B. POINT WARWICK, RI
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QTY	SHIP	B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	21114561	CYLINDER 101D2	98.52	83.74	83.74
1	1	1	21060891	HOUSING	50.32	40.26	40.26
*** ABOVE PART IS PREPAID ***							
1	1	0	21170863	KEY KEY-B5	20.00	17.00	17.00

168VKS279XZ

MUST BUILD CYLINDER
AND CUT KEY

WE SELL PARTS FOR ALL GENERAL MOTORS
CARS AND TRUCKS
WHOLESALE DIRECT LINE 401-467-6883

PARTS	141.00
SUBLET	
FREIGHT	0.00
SALES TAX	9.87
TOTAL	\$150.87

CUSTOMER'S SIGNATURE

X

NO REFUND ON ELECTRICAL PARTS OR SPECIAL ORDERS.

ALL OTHER RETURNS MUST BE MADE WITHIN 7 DAYS ACCOMPANIED BY THIS SALES SLIP. RETURNS ARE SUBJECT TO A 20% HANDLING CHARGE.

WIRE CHAMBERS CADILLAC
111 DOLD HILL ROAD
DORSET, RI 02836
PHONE 967 6600

Phone Order

Merchant ID: [REDACTED]

Term ID: [REDACTED]

October 16, 2015 05:24 AM
Batch#: 000210 Inv #: 000001

MASTERCARD Entry Method: M

XXXXXXXX [REDACTED]

Seq. #: 0001 Appr. Code: [REDACTED]

Total: \$ 150.87

APPROVED

1226165X OF 62X725

recharge card 1230

1230



Service is our best part!

Store 9657 50 COUNTY STREET ATTLEBORO, MA 02703 Phone: (508) 222-5038

Questions or feedback? Contact the Commercial Customer Support Team

at 1-877-280-5965 or email us at service@advanceautoparts.com

Low Budget Auto
77 Tremont St

Rehoboth, MA 02769
Phone: (774) 488-4369
Account ID: 9657055932

P.O. #:
Date: 6/22/15
Register: 4
Store/Unit#:
Internet Order #:

Invoice/Trans: [REDACTED]
Time: 7:25:37PM
Delivery: No
Salesperson: Kyle

Product Line	Part #	Description	SKU	Warranty	Qty	List	Cost	Extended
1999 SATURN SL SERIES, 1.9L 116 - L4 FI - 7 %								
☐ CARQUEST or ToughOne SA	17667S	STARTER-RMFD 1 EA CQSN	19840185	LIMITED LIFETIME REPLACEMENT	1	172.03	110.99	110.99
CARQUEST or ToughOne SA	17667S	CORE STARTER-RMFD 1 EA	99840185		1		34.00	34.00 ☐

MERCHANDISE SUBTOTAL

T1 Tax @

6.2500%

144.99

9.07

TOTAL INVOICE

154.06

Tender Type

Debit Card [REDACTED]

154.06

CHANGE

0.00



Customer's signature below certifies that the tax free purchase items qualify for resale or other permitted tax or fee exemption. Customer will pay all taxes and government fees on taxable purchases, including interest and penalties if applicable. All cores need to be in the original box and in resalable condition to receive full core credit. Invoice required as proof of purchase for all returns.

THANK YOU FOR YOUR BUSINESS!

1 of 1

Customer Copy