

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

 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 NOV 9 2015		Repository ☐ Reference No. 10778381	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
AKRON		OH			
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	
1G8AL52F03Z		SATURN		ION	
Model Year		Engine:		Fuel Type:	
2003		No: Cylinders		R15G	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
6/30/03		SATURN CHAPEL HILL		No: Cylinders	
Original Owner		Dealer's City		State	
☐		AKRON		OH	
Transmission Type		Powertrain		Multiple Failure:	
Auto		☒ Antilock Brakes ☒ Cruise Control		Incident Date(s)	
				21-SEP-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage	
				130000	
				Failure Speed	
				0-5	
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		Number of Deaths	
				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. AFTER TURNING ON THE VEHICLE AND ATTEMPTING TO DRIVE, THE STEERING WHEEL BECAME VERY DIFFICULT TO MANUEVER. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC TO BE DIAGNOSED WHERE IT WAS CONFIRMED THAT THE STEERING SHAFT NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 130,000.					
NO NOT CORRECT SEE ATTACHED SHEET					
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 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.					

11/9/15

THIS IS TO CORRECT THE DOT REPORT REF # 10778381. THE SATURN WAS BEING DRIVEN BY MY [REDACTED] YEAR OLD SON AND HE STOPPED AT MCDONALDS FOR DRIVE THROUGH SERVICE. AFTER GIVING ORDER HE MOVED TO PAY WINDOW. HE THEN STARTED TO MOVE TO PICK UP WINDOW WHICH REQUIRED A SMALL LEFT TURN. WHEN HE TRIED TO TURN THE CAR THE STEERING WHEEL TURNED EASILY BET CAR WENT STRAIGHT EVEN THOUGH HE KEPT TURNING THE STEERING WHEEL. THE CAR WAS TOWED TO STAN'S AN IUNDEPENDANT SERVICE CENTER. UPON INSPECTION THEY FOUND THE UNIVERSAL JOINT IN THE STEERING SHAFT HAD BROKEN IN TWO. THEY REPLACED THIS INTERMEADIAT STEERING SHAFT AND ALSO THE CLOCK SPRING THAT SENDS ELECTRICAL POWER UP TO AIR BAG AND CRUSE CONTROL.

I CONSIDER OUR FAMILY LUCKIE THAT IT HAPPENED AT SLOW SPEED. HAD IT HAPPENED AT HIGH SPEED HE WOULD HAVE HAD NO CONTROL OF STEERING AND COULD HAVE WENT HEAD ON INTO APPROACHING TRAFIC.

I ALSO OWN A 2007 ION AND AM NOW WORRIED THAT IT ALSO MIGHT HAVE THE SAME PROBLEM. I CAN ASSURE GM AND YOU IF IT DOES HAPPEN TO THE 2007 ION THAT I WILL SUE IF ANYONE IS HURT.

I BELIEVE GM HAS THE RESPONSIBILITY OF HAVING A RECALL TO INSPECT THIS SHAFT AND PROTECTING THEASE U JOINTS FROM THE ENVIORMENT AS THIS ONE WAS RUSTIE.

IF GM OR YOU WOULD LIKE TO SEE THE PARTS TO EVALUATE THE FAILUR I HAVE THEM IN MY GARAGE AND THEY ARE AVAILABLE FOR INSPECTION.

[REDACTED] AKRON OHIO [REDACTED] TEL [REDACTED]
[REDACTED]
[REDACTED]

Stan's Auto Service & Tires for Less

Phone: (330) 773-3391

Fax: (330) 773-4546

1465 South Main Street

Akron, OH 44301

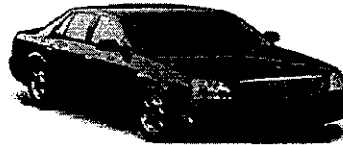
Invoice

DATE	INVOICE #
9/9/2015	

CUSTOMER INVOICE

AKRON OH

PAID
09/09/2015



E CHECK REPAIR FACILITY



YEAR	MAKE	MODEL	SPEEDOMETER	TECHNICIAN
2003	SATURN	ION	151,085	R.P.

DESCRIPTION	QTY	RATE	AMOUNT
DIAGNOSE: NO STEERING. TESTED AND FOUND: THE INTERMITTENT SHAFT TO BE BAD. REMOVE AND REPLACE INTERMITTENT SHAFT.	1.5	89.88	134.82T
INTERMITTENT STEERING SHAFT APC	1	131.56	131.56T
			266.38
ENVIRONMENTAL AND SHOP SUPPLIES 4.0% WITH A MAXIMUM OF \$20.00 PER REPAIR.		4.00%	10.66T
Sales Tax		6.75%	18.70
THANK YOU FOR YOUR BUSINESS. HAVE A GREAT DAY! PLEASE VISIT US AT			Total \$295.74

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Akron, OH 44301

Invoice

DATE	INVOICE #
9/15/2015	

CUSTOMER INVOICE

AKRON OH

PAID
09/16/2015



EPA E CHECK REPAIR FACILITY



YEAR	MAKE	MODEL	SPEEDOMETER	TECHNICIAN
2003	SATURN	ION	151,422	R.P.

DESCRIPTION	QTY	RATE	AMOUNT
CLOCK SPRING ASSEMBLY DC	1	149.50	149.50T
REMOVE AND REPLACE CLOCK SPRING ASSEMBLY BY REMOVING AND REPLACING THE STEERING WHEEL.	1	89.88	89.88T
			239.38
ENVIRONMENTAL AND SHOP SUPPLIES 4.0% WITH A MAXIMUM OF \$20.00 PER REPAIR.		4.00%	9.58T
Sales Tax		6.75%	16.80
THANK YOU FOR YOUR BUSINESS. HAVE A GREAT DAY! PLEASE VISIT US AT		Total	\$265.76