

Recall # 16V063

CL-1087098-2016

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

To whom it may concern,

MAY -5 2016

My name is [REDACTED] and I am the owner of a 2008 Saturn Astra involved in a recent safety recall. I have enclosed the letter stating the reason for the recall. In short, driving this vehicle is unsafe and could result in death if the airbag is deployed. My husband has contacted Saturn customer service at (800) 553-6000. They have escalated this issue as far as they could go. They do not have a resolution to fix the car and they refuse to provide us with a rental. This is beyond unacceptable. In their most recent response to our concern, the representative at Saturn stated that "there have been no reports of injury or death in low humidity areas" and he said that we live in a low humidity area so we should not worry about being killed by the air bag. This response makes no sense because first of all, humidity should have nothing to do with the air bag, and second of all, it does get humid out here. Something needs to be done about this. Their response is unacceptable. We cannot predict when an accident may happen and we should not have to feel we are risking our lives to drive our own vehicle. Please help us resolve this matter as soon as possible. My contact information is listed below.

Sincerely,

[REDACTED]

Steger, IL [REDACTED]

[REDACTED]

You can also reach my husband [REDACTED]

[REDACTED]

NM
52416
SUD



Saturn
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL



28810 W08AR671X85 22 0000593

STEGER, IL



March 2016

This notice applies to your vehicle, VIN: W08AR671X85

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2008 model year Saturn ASTRA vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 28810.

Why is your vehicle being recalled?

In some vehicles, the driver airbag inflator may experience an alteration over time, which could lead to overaggressive combustion in the event of an air bag deployment. This condition could create excessive internal pressure when the air bag is deployed, which could result in the body of the inflator rupturing upon deployment. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, which may result in injury or death to vehicle occupants.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your General Motors dealer will replace the driver airbag module on vehicles subject to this recall. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your General Motors dealer to have your vehicle serviced. You can also check the status of this recall at www.my.gm.com/recalls.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Saturn Customer Assistance Center at 1.800.553.6000 (TTY 1.800.833.6000).



If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V063.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall 28810





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FROM:

Steger, IL

W40-304

TO: Administrator
National Highway Traffic Safety Admin.
1200 New Jersey Ave, SE
Washington, DC 20590