



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA) Exemption 5, U.S.C. 552(b)(6)

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

08-JUL-2016

Repository ☐

Reference No.
10883594

OWNER INFORMATION (Type or Print)

Name

Address

City

TINLEY PARK

State IL

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

W08AR671X85

Make

SATURN

Model

ASTRA

Model Year

2008

Date Purchased

3/03/2012

Dealer's Name and Telephone Number

Bill Kay Chevrolet (630) 968-2900

Engine:

No: Cylinders

Fuel Type:

Original Owner



Dealer's City

Lisle

State

IL

Zip Code

60532

Transmission Type



Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-MAR-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

84,000?

Failure Speed

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: DOTM9ABC036)

☐ 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

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* TAKATA RECALL. THE CONTACT OWNS A 2008 SATURN ASTRA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V063000 (AIR BAGS) AND STATED THAT THE PART NEEDED FOR THE REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

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.

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

I received a recall notice (enclosed) on this vehicle in March. It states if the airbag goes off fatality or serious injury may result. The parts are not available to fix the issue. I've called Saturn & GM & they will not provide a rental & insist the car is safe to drive as is, even though the recall notice states otherwise. Nothing has been done since March (6 mo). I don't believe anyone is motivated to fix this issue. I should not be expected to drive this car.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

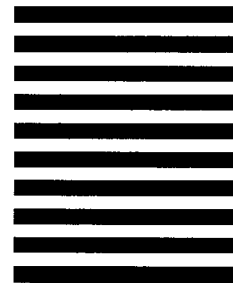
**National Highway
Traffic Safety
Administration**

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

FIRST CLASS MAIL

PERMIT NO. 1888

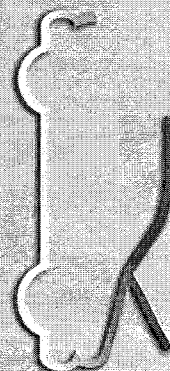
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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





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

IMPORTANT SAFETY RECALL

8/01/2016 - spoke w/ Brando

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?

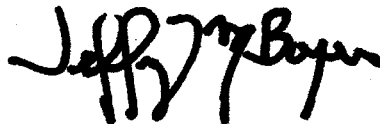
If you have questions or concerns that your dealer is unable to resolve, please contact the Saturn Customer Assistance Center at 1.800.553.6000 (TTY 1.800.833.6000).



(800) 222-1020

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

Complaint w/
The National Hwy
Traffic Safety Admin.
10883594

Maw



To whom it may concern,

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, II [REDACTED]

[REDACTED]

You can also reach my husband [REDACTED] at [REDACTED] or

[REDACTED]