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

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	Repository ☐
23-AUG-2016 OCT - 3 2016	Reference No. 10898017

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City LAMBERTVILLE	**State** MI	**Zip Code** [redacted]	

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	Model Year
1G8ZS57NX8F[redacted]	SATURN	AURA	2008

Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
	Drive White Chevrolet 419-885-4444	No: Cylinders	
Original Owner ☐	Dealer's City / State / Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 29-JUN-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage	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: DOTMAL9ABC036)	☐ 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	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2008 SATURN AURA. WHILE DRIVING VARIOUS SPEEDS AND TURNING THE VEHICLE, THE STEERING WHEEL MADE AN ABNORMAL NOISE AND THE STEERING WHEEL BECAME VERY STIFF. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING; HOWEVER, THE FAILURE COULD NOT BE DETERMINED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN.

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.

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

Steering wheel is tight and hard to turn when coming from a stand still. Inside clicking is noted. Outside a loud clicking has been noticed. I've had this car to 3 dealerships for this problem. Also this problem started with clicking noise from RF tire after purchase end of Feb. Has gotten worse and when you stop down for a turn R or L you can feel and hear clicking noise. Previous owner had same problem noted. I have his invoice. All dealerships did was "lube" the steering column. I know this car wasn't properly vetted when purchased. add->

ATTACH ADDITIONAL SHEETS IF NECESSARY

MI 480
20 SEP '16
PM 5 L

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

SaferCar.gov

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

NHTSA
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

The car wasn't checked over good when I purchased it. The battery cables were corroded and I had to take it back twice to get them cleaned.

Then here comes the clicking noise from the RF wheel. I've been to Dave White's twice over this problem, to Dunn Dealer and twice to Dallas.

It has been determined it is the intermediate steering shaft and the RF ~~[illegible]~~ tie rod. I'm concerned about the steering shaft. I don't have over $500 to repair this problem and upon my own investigation hear other people have had problems like mine. This is a serious problem. It will have to remain unrepairable as I don't have the money to fix it.

Sincerely

[redacted]

dave white CHEVROLET

5880 Monroe St. • P.O. Box 196
SYLVANIA, OHIO 43560
(419) 885-4444
www.davewhitechevy.com

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MATTHEW 112	TAG NO. 5330	INVOICE DATE 06/29/16	INV# [redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 65,064	COLOR BLUE/	STOCK NO. [redacted]
LAMBERTVILLE, MI [redacted]	YEAR / MAKE / MODEL 08/SATURN/AURA/4DR SDN XE		DELIVERY DATE 02/23/16	DELIVERY MILES 62,331
	VEHICLE ID NO. 1 G 8 Z S 5 7 N X 8 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F T E NO.	P.O. NO.	R.O. DATE 06/29/16	
R [redacted]	BUSINESS PHONE [redacted]	COMMENTS E# 3.5L V6 GAS		

JOB# 1 CHARGES----------

LABOR----------

J# 1 01CVMPI MPI TECH(S):1 0.00

MULTI POINT INSPECTION
PERFORMED MPI, FRONT ROTORS WARPED, RIGHT OUTER TIE ROD
LOOSE. SWAY BAR LINKS LOOSE

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

TOTALS----------

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

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**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

Scan this QR Code with your smartphone to schedule your next service appointment with Dave White Chevrolet!

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

DISCLAIMER OF WARRANTIES: Any warranty on the products sold hereby are those sold by the manufacturer. The seller, Dave White Chevrolet, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Dave White Chevrolet neither *assumes nor authorizes any other person* to assume for it any liability in connection with the sale of the vehicle or said products. This dealership utilizes the hours published in the manufacturer's and/or other labor/time guides which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance.

*SUPPLIES - A token charge equivalent to 8% of the labor charge to a maximum of $25.00 is included for supplies used on your vehicle.

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED ON YOUR VEHICLE, EXCEPT THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YO'

 CUSTOMER COPY [END OF INVOICE] 03:51pm

Dunn Chevrolet Buick
3000 Dustin Rd
Oregon, OH 43616
http://www.dunnchevy.com

Jestin
Supervisor

Certified Service
MULTI-POINT VEHICLE INSPECTION

one: (419) 693-3000 Email: ptipton@dunnchevy.com

istomer Name [redacted] VIN: 1G8ZS57NX8F[redacted] Date: 08/25/2016

pair Order # [redacted] Mileage: 65905 Tag #: 3450 License #:

NOTES

29-16 Called Mon at 11:30AM to get General Motors - 1-866-790-5600 Ept 591-4356
Appt. Wens 31st 2PM → will call Delano - got answering ma.

intermiediate shaft

Took my car to this dealership today for an oil change and a going over. Mech. said it sounded like an intermediate shaft in the steering wheel which involves the noises in the RF wheel. He drove the car and heard the clacking and felt the tightening in the steering wheel. I had him stand outside the car while he listened and heard the clacking noises coming from the RF wheel.

What was determined was the intermediate steering shaft. The service advisor said he would have to make an appt. to look into it further and a charge of 49.95 would be charged.

I had the neighbor's brother who is a mech. stop me after I pulled out of my drive way to tell me he heard the clackeling noise coming from my car and said its in the steering shaft under a boot (CV) thats doing that to my car. This problem has been noted before by Don White Dealership and price for repair given.

Bellas said Nothing was wrong with my car?

our Service Consultant: Jeffrey Born Your Service Technician: Kevin Hatch

CUSTOMER #: [redacted]

[redacted]

[redacted]

LAMBERTVILLE MI [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

INVOICE

PAGE 1

Ballas BUICK GMC

GEMA Automotive, Inc.
5715 W. Central Ave.
P.O. Box 352470
Toledo, Ohio 43635-2470
419-535-1000

SERVICE ADVISOR: 1193 JOSEPH CERVENY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	08	SATURN AURA	1G8ZS57NX8F[redacted]		66084/66084	T6411

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18AUG16 DD			17:00 07SEP16		90.00	CASH	07SEP16

R.O. OPENED	READY	OPTIONS:
12:58 07SEP16	17:35 07SEP16	ENG:3.5_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES WHEN TURNING BOTH RIGHT AND LEFT CAN HEAR A POPPING NOISE			
CAUSE: FOUND INTERMEDIATE SHAFT BINDING, CONTRIBUTING TO POPPING NOISE			
09 SUSPENSION GENERAL			
443 CP 1.00		90.00	90.00
66084 RECOMMEND INTERMEDIATE SHAFT-$306.00 + TAX			
**********			
B CUSTOMER STATES STEERING WHEEL IS HARD TO TURN			
CAUSE: FOUND INTERMEDIATE SHAFT BINDING, CONTRIBUTING TO HARD TURN IN WHEEL			
09 SUSPENSION GENERAL			
443 CP 0.00		0.00	0.00
66084 SEE ABOVE RECOMMENDATION			
**********			
C CHECK ALL STEERING/SUSPENSION COMPONENTS-WAS TOLD TIE RODS & SWAY LINKS ARE LOOSE			
CAUSE: FOUND R/F OUTER TIE ROD LOOSE			
09 SUSPENSION GENERAL			
443 CP 0.00		0.00	0.00
66084 RECOMMEND R/F OUTER TIE ROD-$136.50 + TAX / ALIGNMENT-$79.95 + TAX			
**********			
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER			9.00

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DISCLAIMER OF WARRANTIES: Any warranty on the products sold hereby are those sold by the manufacturer. The seller, BALLAS BUICK GMC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BALLAS BUICK GMC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products. This dealership utilizes the hours published in the manufacturer's and/or other labor/time guides which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance.

*SUPPLIES - A token charge equivalent to 10% of the labor charge to a maximum of $30.00 is included for supplies used on your vehicle.

X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	90.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9.00
TOTAL CHARGES	99.00
LESS INSURANCE	0.00
SALES TAX	7.18
PLEASE PAY THIS AMOUNT	106.18

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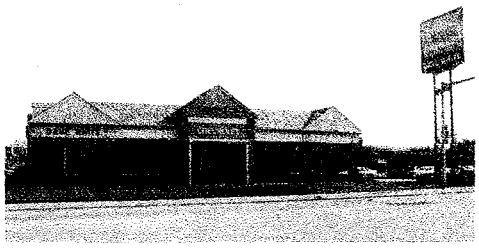
CUSTOMER COPY

dave white CHEVROLET

5880 Monroe St. • P.O. Box 196
SYLVANIA, OHIO 43560
(419) 885-4444
www.davewhitechevy.com



CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MATTHEW 112	TAG NO. 5602	INVOICE DATE 08/12/16	[redacted]
[redacted] LAMBERTVILLE, MI [redacted]	LABOR RATE / LICENSE NO.	MILEAGE 66,000	COLOR BLUE/	STOCK NO. [redacted]
	YEAR MAKE MODEL 08/SATURN/AURA/4DR SDN XE		DELIVERY DATE 02/23/16	DELIVERY MILES 62,331
	VEHICLE I.D. NO. 1 G 8 Z S 5 7 N X 8 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 08/12/16	
RESIDENCE PHONE [redacted] [redacted]	COMMENTS E# 3.5L V6 GAS			

JOB# 1 CHARGES----------

LABOR----------

J# 1 01CVMPI MPI TECH(S):147 INTERNAL

MULTI POINT INSPECTION
FOUND INTERMEDIATE STEERING SHAFT BINDING $345+TX
FOUND RIGHT OUTER TIE ROD LOOSE $155+TX
NEEDS ALIGNMENT WITH TIE ROD REPAIR $49.95+TX

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

TOTALS----------

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

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**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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 CUSTOMER COPY [END OF INVOICE] 03:51pm