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|  <b>AUTO SAFETY HOTLINE</b><br><b>VEHICLE OWNER'S QUESTIONNAIRE</b><br>NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION<br>NATIONWIDE 1-800-424-9393<br>DC METRO AREA 202-386-0123                |                                                                                                                       | <b>FOR AGENCY USE ONLY</b><br>DATE RECEIVED<br><b>RECEIVED</b><br>FEB 10 AM 6:12<br>OFFICE DEFECTS INVESTIGATION<br>REFERENCE NO. <b>550874</b>                                                                                                                                                                          |                                                                                                                                                                                     |
| OWNER INFORMATION (TYPE OR PRINT)<br>NAME and ADDRESS<br><div style="background-color: black; width: 100%; height: 40px;"></div>                                                                                                                                                 |                                                                                                                       | DAY TIME TELEPHONE NO. (AREA CODE)<br><div style="background-color: black; width: 100%; height: 20px;"></div>                                                                                                                                                                                                            |                                                                                                                                                                                     |
| Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/><br>In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. |                                                                                                                       |                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                     |
| SIGNATURE OF OWNER <div style="background-color: black; width: 100%; height: 20px;"></div>                                                                                                                                                                                       |                                                                                                                       | DATE <u>February 4, 2000</u>                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                     |
| VEHICLE INFORMATION                                                                                                                                                                                                                                                              |                                                                                                                       |                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                     |
| VEHICLE IDENTIFICATION NO. <u>1G8ZK5276V2215890</u><br><small>*LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE</small>                                                                                                                                                          |                                                                                                                       | VEHICLE MAKE <u>Saturn</u><br>VEHICLE MODEL <u>SL2</u><br>MODEL YEAR <u>1997</u>                                                                                                                                                                                                                                         |                                                                                                                                                                                     |
| CURRENT ODOMETER READING<br><u>104268</u>                                                                                                                                                                                                                                        | DATE PURCHASED <u>4/97</u><br><input type="checkbox"/> NEW <input checked="" type="checkbox"/> USED                   | DEALER'S NAME, CITY & STATE<br><u>Saturn of Danbury</u><br><u>Danbury, Connecticut</u>                                                                                                                                                                                                                                   |                                                                                                                                                                                     |
| TRANSMISSION TYPE<br><input type="checkbox"/> MANUAL<br><input checked="" type="checkbox"/> AUTOMATIC                                                                                                                                                                            | ANTILOCK BRAKES<br><input checked="" type="checkbox"/> YES<br><input type="checkbox"/> NO                             | RESTRAINT SYSTEM<br><input checked="" type="checkbox"/> DRIVERSIDE AIRBAG <input type="checkbox"/> MOTORBELT<br><input checked="" type="checkbox"/> PASSENGERSIDE AIRBAG<br><input type="checkbox"/> 3-POINT BELT <input type="checkbox"/> 2-POINT BELT                                                                  | CRUISE CONTROL<br><input checked="" type="checkbox"/> YES<br><input type="checkbox"/> NO                                                                                            |
|                                                                                                                                                                                                                                                                                  |                                                                                                                       | DRIVE TRAIN<br><input type="checkbox"/> FRONT<br><input checked="" type="checkbox"/> REAR<br><input type="checkbox"/> 4-WHEEL                                                                                                                                                                                            | BODY STYLE<br>STAWAG <input checked="" type="checkbox"/> HATCH BK<br>4 DR <input type="checkbox"/> VAN<br>2 DR <input type="checkbox"/> PK UP TRK<br>OTHER <input type="checkbox"/> |
| FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)                                                                                                                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                     |
| COMPONENT<br><u>Saturn engine</u>                                                                                                                                                                                                                                                | PART NAME(S)<br><u>Steel timing chain broke - engine ceased!</u>                                                      | LOCATION<br><input type="checkbox"/> LEFT FRONT <input type="checkbox"/> RIGHT REAR                                                                                                                                                                                                                                      | FAILED PART(S)<br><input checked="" type="checkbox"/> ORIGINAL <input type="checkbox"/> REPLACEMENT                                                                                 |
| NO. OF FAILURES<br><u>One</u>                                                                                                                                                                                                                                                    | DATE(S) OF FAILURE(S) <u>12/21/99</u><br>MILEAGE AT FAILURE(S) <u>102,390</u><br>VEHICLE SPEED AT FAILURE(S) <u>0</u> | MANUFACTURER CONTACTED<br><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                                                                                            | NHTSA PREVIOUSLY CONTACTED<br><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                                                                   |
| APPLICABLE ACCIDENT INFORMATION                                                                                                                                                                                                                                                  |                                                                                                                       |                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                     |
| ACCIDENT<br><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                                                                                                                                                                                  | FIRE<br><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                           | NUMBER PERSONS INJURED _____                                                                                                                                                                                                                                                                                             | NUMBER OF FATALITIES _____                                                                                                                                                          |
|                                                                                                                                                                                                                                                                                  |                                                                                                                       | PROPERTY DAMAGE EST\$ _____                                                                                                                                                                                                                                                                                              | POLICE REPORTED<br><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                                                                              |
| NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)                                                                                                                                                                                                                    |                                                                                                                       |                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                     |
| <p><u>1997 Saturn SL2 - perfectly maintained - causing a steel timing chain to break - causing engine failure. As soon as the warranty expires, the car breaks down. Possible design flaw in steel timing chain or engine. This is unheard of!</u></p>                           |                                                                                                                       |                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                     |
| CONTINUE ON BACK IF NEEDED                                                                                                                                                                                                                                                       |                                                                                                                       |                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                     |
| The Privacy Act of 1974<br>Public Law 93-579<br>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. |                                                                                                                                                                                     |