Form Approved: O.M.B. No. 2127-0006

Posted QC'd

US Department of Transportation

National Highway Traffic Safety Administration

AUTO SAFETY HOTLINE

VEHICLE OWNER'S QUESTIONNAIRE

NATIONWIDE 1-800-424-9393
DC METRO AREA 202-366-0123

FOR AGENCY USE ONLY

DATE RECEIVED
RECEIVED
00 MAR 27 AM 9:14
OFFICE
DEFECTS INVESTIGATION

od.or ___ ___
rt.dt ___ ___
od-rt ___ ___
up-ltr ___ ___

REFERENCE NO.
551538

OWNER INFORMATION (TYPE OR PRINT)

NAME and ADDRESS
[redacted]

COPIED

DAY TIME TELEPHONE [redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES ☒ NO ☐
In the absence of an authorization, NHTSA *WILL NOT* provide your name or address to the vehicle manufacturer.

SIGNATURE OF OWNER [redacted] DATE 2-14-00

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.*	VEHICLE MAKE	VEHICLE MODEL	MODEL YEAR
1G8ZK827XZ257341	Saturn	SW2	99

*LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING: 2981 2

DATE PURCHASED ____ ☒ NEW ☐ USED

DEALER'S NAME, CITY & STATE: Saturn of the Hamptons Southampton, NY

ENGINE SIZE (CID/CC/L) 1.9 / 1.9
NO. CYLINDERS 4
☐ TURBO ☐ DIESEL ☒ GAS ☒ FUEL INJECTN

TRANSMISSION TYPE: ☐ MANUAL ☒ AUTOMATIC

ANTILOCK BRAKES: ☒ YES ☐ NO

RESTRAINT SYSTEM: ☒ DRIVERSIDE AIRBAG ☐ MOTORBELT ☐ PASSENGERSIDE AIRBAG ☐ 3-POINT BELT ☐ 2-POINT BELT

CRUISE CONTROL: ☒ YES ☐ NO

DRIVETRAIN: ☒ FRONT ☐ REAR ☐ 4-WHEEL

BODY STYLE: STAWAG ✓ 4 DR ___ 2 DR ___ HATCH BK ___ VAN ___ PK UP TRK ___ OTHER ___

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT: brake

PART NAME(S):

LOCATION: ☐ LEFT FRONT ☐ RIGHT REAR

FAILED PART(S): ☒ ORIGINAL ☐ REPLACEMENT

NO. OF FAILURES: 5

DATE(S) OF FAILURE(S): 12/28/99 12/29/99 1-2-00 1-16-00

MILEAGE AT FAILURE(S): about 28,000

VEHICLE SPEED AT FAILURE(S): about 20 MPH

MANUFACTURER CONTACTED: ☒ YES ☐ NO

NHTSA PREVIOUSLY CONTACTED: ☒ YES ☐ NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT	FIRE	NUMBER PERSONS INJURED	NUMBER OF FATALITIES	PROPERTY DAMAGE ESTS	POLICE REPORTED
☐ YES ☒ NO	☐ YES ☒ NO				☐ YES ☐ NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

Stepping on the brakes caused the engine idle to go to maximum RPM totally without warning. The effect was the same as stepping on the brake while flooring the accelerator, causing the car to pull into traffic.

CONTINUE ON BACK IF NEEDED

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.

HS-Form 350 (Rev. 5-92)

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*													MANUFACTURER/TIRE NAME	SIZE
D	O	T												

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

The only way to stop is to shift into neutral and let the engine race or turn of the ignition. This occured during ski trips to upstate NY when the weather was colder than usual.

The dealer checked out various sensors and found no problem. (~~[illegible]~~)

Subsequent phone calls to Saturn customer service or the Southampton service manager did not result in any service concern or follow up on the problem. I was told to wait until the problem happened again.

☆ U.S. G.P.O.: 1994 – 524-392

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use $300

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BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
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400 7th Street, SW
Washington, DC 20590