

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

23-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

719126

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Listed at front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G8ZF5289VZ406362	SATURN	SL	1997	

Purchase Date 01-AUG-1997	Dealer's Name _____	Engine Size (CID/CC/L) _____ 24	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☒ Driverside Airbag ☒ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 00000000	Part Name(s) NON-VEHICLE LETTERS (ASSIGNED BY ODI ONLY)	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) <u>20-FEB-2000</u> Mileage at Failure(s) <u>27600</u> Vehicle Speed at Failure(s) <u>2</u>	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I RECENTLY HAD A FRIGHTENING EXPERIENCE IN MY SATURN, ONLY TO BE HUMILIATED BY THE SERVICE MANAGER AND OWNER OF THE TORRANCE DEALERSHIP. SUNDAY NIGHT- I LEFT MY FRIENDS HOUSE TO GO HOME. UP UNTIL NOW MY SATURN ALWAYS RAN PERFECTLY AND I TOOK IT IN TO THE SATURN DEALERSHIP FOR REGULARLY SCHEDULED MAINTENANCE. AS SOON AS I STARTED DRIVING THE CAR DOWN THE STREET I HEARD A LOUD METAL BANG UNDER MY CAR. IT WAS INCREDIBLY FRIGHTENING - I THOUGHT I RAN OVER A BOMB. THEN I WANTED TO PULL OVER SO I CONTINUED TO DRIVE TO PULL OVER TO THE SIDE. THE CLUTCH WENT INTO FIRST AND THEN SECOND, THEN THE CAR STARTED TO DRIFT. I PUT IT BACK IN FIRST ONLY TO FIND IT STARTED PULLING BACKWARDS ALL ON ITS OWN. I WAS SCARRED OUT OF MY MIND AT THIS POINT. I COULD HAVE HIT OR KILLED SOMEONE

CONTINUED ON BACK (RELEAS)

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.

■ I RECENTLY HAD A FRIGHTENING EXPERIENCE IN MY SATURN, ONLY TO BE HUMILIATED BY THE SERVICE MANAGER AND OWNER OF THE TORRANCE DEALERSHIP, SUNDAY NIGHT. I LEFT MY FRIENDS HOUSE TO GO HOME. UP UNTIL NOW MY SATURN ALWAYS RAN PERFECTLY AND I TOOK IT IN TO THE SATURN DEALERSHIP FOR REGULARLY SCHEDULED MAINTENANCE. AS SOON AS I STARTED DRIVING THE CAR DOWN THE STREET I HEARD A LOUD METAL BANG UNDER MY CAR. IT WAS INCREDIBLY FRIGHTENING - I THOUGHT I RAN OVER A BOMB. THEN I WANTED TO PULL OVER SO I CONTINUED TO DRIVE TO PULL OVER TO THE SIDE. THE CLUTCH WENT INTO FIRST AND THEN SECOND, THEN THE CAR STARTED TO DRIFT, I PUT IT BACK IN FIRST ONLY TO FIND IT STARTED PULLING BACKWARDS ALL ON ITS OWN. I WAS SCARRED OUT OF MY MIND AT THIS POINT. I COULD HAVE HIT OR KILLED SOMEONE - THANK GOD IT WAS NOT ON A FREEWAY - THIS WAS AN ACCIDENT WAITING TO HAPPEN. I IMMEDIATELY STOPPED THE CAR AND CALLED AAA TO HAVE IT TOWED TO THE SATURN OF TORRANCE DEALER. MY REGULAR SERVICE DEALER AS WELL AS THE DEALER I PURCHASED THE CAR FROM. NEXT MORNING, BORA CUMMINGS, THE SERVICE REP CALLED ME AT 7:30 AM TO TELL ME THAT IT WAS PROBABLY A CLUTCH OR GEAR PROBLEM AND THAT IT WAS "STILL COVERED UNDER WARRANTY" (THE CAR IS LESS THAN 3 YRS OLD AND ONLY HAS 27,690 MI ON IT) SHE THEN CALLED ME BACK 1 HOUR LATER AND TOLD ME THAT HER MANAGER SAID, "IT WOULD PROBABLY NOT BE COVERED AS THIS IS NORMAL WEAR, BUT THEY WOULD CALL ME AT 4 PM AND LET ME KNOW - SHE ALSO SAID THAT SHE DIDNT THINK THE CAR COULD BE FIXED TODAY ANYWAY AS IT TAKES QUITE A NUMBER OF HOURS TO DO THIS. THEY NEVER CALLED. BY 5 PM I WAS WORRIED. I WAS AT LEAST GOING TO NEED A RENTAL FOR THE NEXT DAYS WORK IF THE CAR WASNT GOING TO BE DONE. BORA TOLD ME SHE RESERVED A RENTAL CAR AND TO COME AND GET IT. WHEN I GOT TO THE STATION - 5:45 PM I WAS TOLD, LO AND BEHOLD THAT MY CAR WAS ALMOST READY AND IF I COULD COME BACK IN HALF AN HOUR I COULD HAVE IT. I ASKED IF THEY KNEW WHAT THE PROBLEM WAS YET. NO SAFETY DEFECT LISTED IN SUMMARY

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