

DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 258 Date Received 27-FEB-2000		Od_or _____ Rt_dt _____ od_rt _____ up_ltr _____ Reference No. 719341		
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) (located at front of windshield on drivers side) 1G8ZK5272VZ355306	Vehicle Make SATURN	Vehicle Model SL2	Vehicle Year 1997	Current Odometer Reading		
Purchase Date 01-JUN-1997	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____		☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
☒ New ☐ Used						
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
FAILED COMPONENT(S)/PART(S) INFORMATION						
Component 13200000	Part Name(s) STRUCTURE: BUMPER ASSEMBLY		Location ☐ Left ☐ Right ☐ Front ☐ Rear		Failed Part(s) ☐ Original ☐ Replacement	
No of Failures 2	Date(s) of Failure(s) <u>30-JAN-2000</u> Mileage at Failure(s) <u>33000</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	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)						
2 OCCURRENCES OF FRONT BUMPER CATCHING ON GROUND OBJECTS AND CRACKING GRILL AND WHEEL WELLS. I OWN A 1996 SL2 AND A 1997 SL2. BOTH MY WIFE AND I HAVE SUFFERED THIS SAME OCCURANCE. (WE ARE BOTH NEAR 50 YEARS OLD AND HAVE NO PREVIOUS INSTANCES OF SUCH OCCURANCES. THIS HAS NOW HAPPENED TWICE; ONCE TO HER, ONCE TO ME. THE AIR DAM IS HINGED AND FLEXES BUT DOESN'T BREAK. THE BUMPER HOWEVER, IS LOW SET, HAS A BOTTOM EDGE THAT IS ABRUPT, AND CATCHES EASILY ON LOW-LYING OR LOW-SETTING GROUND OBJECTS. IT CATCHES ON THINGS INSTEAD OF BEING ABLE TO 'ROLL OVER' OR 'FLEX OVER'. THE RESULTING 'PULL' PULLS THE BUMPER AWAY (IN A FORWARD DIRECTION) FROM THE CAR, BREAKING THE LOWER GRILL AND INNER WHEEL WELLS. THE FIRST TIME THE DAMAGE WASN'T NOTICED UNTIL A DAY LATER						
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.						