

785870

From: feedback@cartalk.com
To: Alberto <NHTSA> Jimenez
Date: 1/30/02 3:42PM
Subject: Car Talk VOQ submission

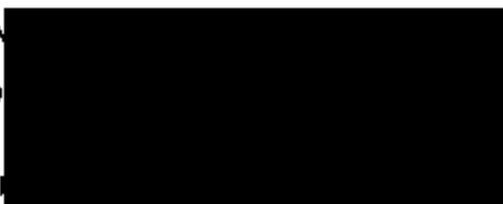
* This data was submitted via a fill-in form at the Cartalk web site
* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

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SUBMISSION DATE: Wednesday, January 30th 2002 at 3:32:28 PM

VEHICLE OWNER'S QUESTIONNAIRE
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OWNER INFORMATION

NAME
ADDRESS
TELEPHONE



NHTSA authorized to send a copy of this report to the manufacturer: Yes

VEHICLE INFORMATION

VIN:
MAKE: saturn sl
MODEL: saturn
YEAR: 1993

ODOMETER:
PURCHASE DATE: mm/dd/yy
NEW OR USED:

DEALER NAME: saturn of countryside
ADDRESS: countryside, il

ENGINE SIZE: 2.4l
CYLINDERS: 4

FUEL INJECTION: Yes
TURBO: No
FUEL TYPE:
ANTILOCK BRAKES: Yes
CRUISE CONTROL: Yes

DRIVETRAIN: Front
DRIVER AIRBAG: Yes
PASSENGER AIRBAG: No
3-POINT BELT: Yes
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: 4-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: windshield wiper arm keeps
breaking every winter had to
replace four times already
costing over 400.00 already
every year Ive had to replace
them because the component that
holds the arms keep stripping
causing a potentially
dangerous condition when the
wipers fail to work when needed.

PART NAME(S): windshield wiper arms

LOCATION: Right Front

NUMBER OF FAILURES: Ive had the car five
years and again just
today i have to replace
them cause they got
stripped again

DATE(S) OF FAILURES: dec97 august98 jan99 sept 00 july01 jan02

MILEAGE AT FAILURE(S): 63000

SPEED AT FAILURE(S): luckily i wasnt driving

MANUFATURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No

FIRE: No

NUMBER OF PERSONS INJURED: 0

NUMBER OF FATALITIES: 0

ESTIMATED PROPERTY DAMAGE: \$0

DRIVER AIRBAG DEPLOYED: N/A

PASSENGER AIRBAG DEPLOYED: N/A

REPORTED TO POLICE: No

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
 TIRE MANUFACTURER:
 TIRE NAME:
 TIRE SIZE:

ADDITIONAL COMMENTS

i just think that this should be looked into because the peice that is holding the windshield arm in place is made of i believe is pewter which bends easily and im tired of going to the dealer every yer to replace windshield wiper arms already costing me over 500.00 to repair every year.

END OF FORM



U.S. 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
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 1058

Date Received

30-JAN-2002

Od_or _____
rt_dt _____
pd_rt _____
ip_lr _____

Reference No.

785870

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) (Location at bottom of windshield and driver's side door)		Vehicle Make SATURN	Vehicle Model SATURN	Vehicle Year 1993	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L 4CYL) No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____ Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10314000	Part Name(s) VISUAL SYSTEMS:WINDSHIELD WIPER ARM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 6	Date(s) of Failure(s) 01-DEC-1997 Mileage at Failure(s) 63000 Vehicle Speed at Failure(s)	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER COMPLAINS THAT WINDSHIELD WIPER ARM KEEPS BREAKING EVERY WINTER. HAS REPLACED 4 TIMES ALREADY. *JG

COPIES OF THIS FORM ARE:

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.