



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 1368

Date Received

15-MAY-2002

Od. or

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rp\_lr

Reference No.

8009963

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) <small>(Location at bottom of and/or above windshield)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1G8ZH5590PZ192086	SATURN	SL1	1993			
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio		
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

### FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150000 05270000	Part Name(s) ENGINE-OTHER PARTS ENGINE COOLING SYSTEM-OTHER PARTS	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure	Dates of Failure(s) 05-APR-2002 Mileage at Failure(s) 98310 Vehicle Speed at Failure(s) _____	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No
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### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE LOOKING UNDER HOOD NOTICED THAT CYLINDER HEAD WAS CRACKED. ALSO, AN OILY SUBSTANCE ON RESERVOIR.\*AK

COPIED FROM NHTSA FORM 101

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.

<p style="text-align: center;"><b>DOT Auto Safety Hotline</b></p> <p style="text-align: center;"><b>Vehicle Owner's Questionnaire (VOQ)</b></p> <p style="text-align: center;">NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p> <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p style="text-align: center;"><b>FOR AGENCY USE ONLY</b> 1368</p> <p>Date Received: <b>15-MAY-2002</b></p> <p style="text-align: center;">OFFICE OF DEFECTS INVESTIGATION</p> <p>Reference No. <b>8009963</b></p> <p>Work Number: [REDACTED]</p> <p>Home Number: [REDACTED]</p>
<p style="text-align: center;"><b>OWNER INFORMATION (Type or Print)</b></p> <p>[REDACTED] 754489</p> <p style="text-align: center;"><b>KING GEORGE VA</b></p>	

Do you authorize NHTSA to contact the manufacturer of your vehicle?  YES  NO

In the absence of an authorized signature, please provide the name and address to the vehicle manufacturer.

Signature of Owner: [REDACTED] Date: **5/27/2002**

<b>VEHICLE INFORMATION</b>				
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) <b>1GBZH5590PZ192086</b>	Vehicle Make <b>SATURN</b>	Vehicle Model <b>SL1</b>	Vehicle Year <b>1993</b>	Current Odometer Reading <b>99831</b>
Purchase Date <b>11/08/1997</b>	Dealer's Name <b>Shirley Slack</b>		Engine Size (CID/CC/L) <b>1.9L</b>	<input type="checkbox"/> Turbo Diesel Gas Fuel Injector
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City <b>Fredricksburg VA</b>	State <b>VA</b>	Zip Code <b>22408</b>	No Cylinders <b>4</b>
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Anti-lock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other		Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up <input type="checkbox"/> Truck		

<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>				
Component <b>05150000 05270000</b>	Part Name(s) <b>ENGINE:OTHER PARTS ENGINE COOLING SYSTEM:OTHER PARTS</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear		Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) <b>05-APR-2002</b>	Mileage at Failure(s) <b>99831</b>	Vehicle Speed at Failure(s) <b>all</b>	Failed Part(s) <b>?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
NHTSA Previously <b>?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No				

<b>APPLICATION INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <b>0</b>	Number of Fatalities <b>0</b>	Estimated Property Damage <b>\$ 3,000 - 4,000</b>	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

**WHILE LOOKING UNDER HOOD NOTICED THAT CYLINDER HEAD WAS CRACKED. ALSO, AN OILY SUBSTANCE ON RESERVOIR. \*AK**

Car ~~was~~ kept requiring more antifreeze/coolant (low coolant light kept coming on) every day or two. When I added antifreeze I noticed an oily film in the overflow reservoir. Since then, I have noticed a white milky goop on the underside of the add oil cap.

**over** →

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 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.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

I took car to Ferry Farm Auto about my concern and they told me that the car had a cracked cylinder head and gave me a Technical Service Bulletin that showed many 1991-1997 Saturn seem to have this problem. Ferry Farm Auto recommended I take car to Dealership to have them fix factory defect. I did this. Saturn of Fredericksburg confirmed it was a cracked cylinder head and that it was a manufacture defect. They even told me there was nothing I could have done to prevent this. However, to my dismay and utter shock, they to date refuse to fix this serious defect at their own expense. They say they will take \$400-500 off of a \$3800.00 repair bill. This is unacceptable to me. Their factory defect in effect totaled our vehicle and could have caused an even bigger problem if I had not caught the problem before it overheated on the Interstate on a trip or something. I can only imagine what would have happened if it overheated on the highway and stranded my wife on the side of the road.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20580

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



**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  
DOT Auto Safety Hotline, NSA-10.1  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE OWNER'S QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

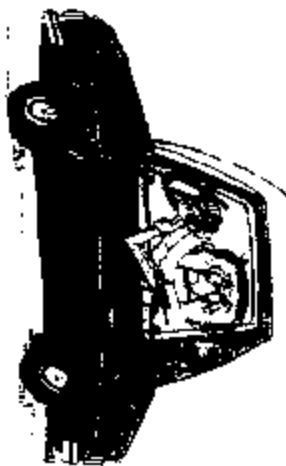
**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

1-888-327-4236

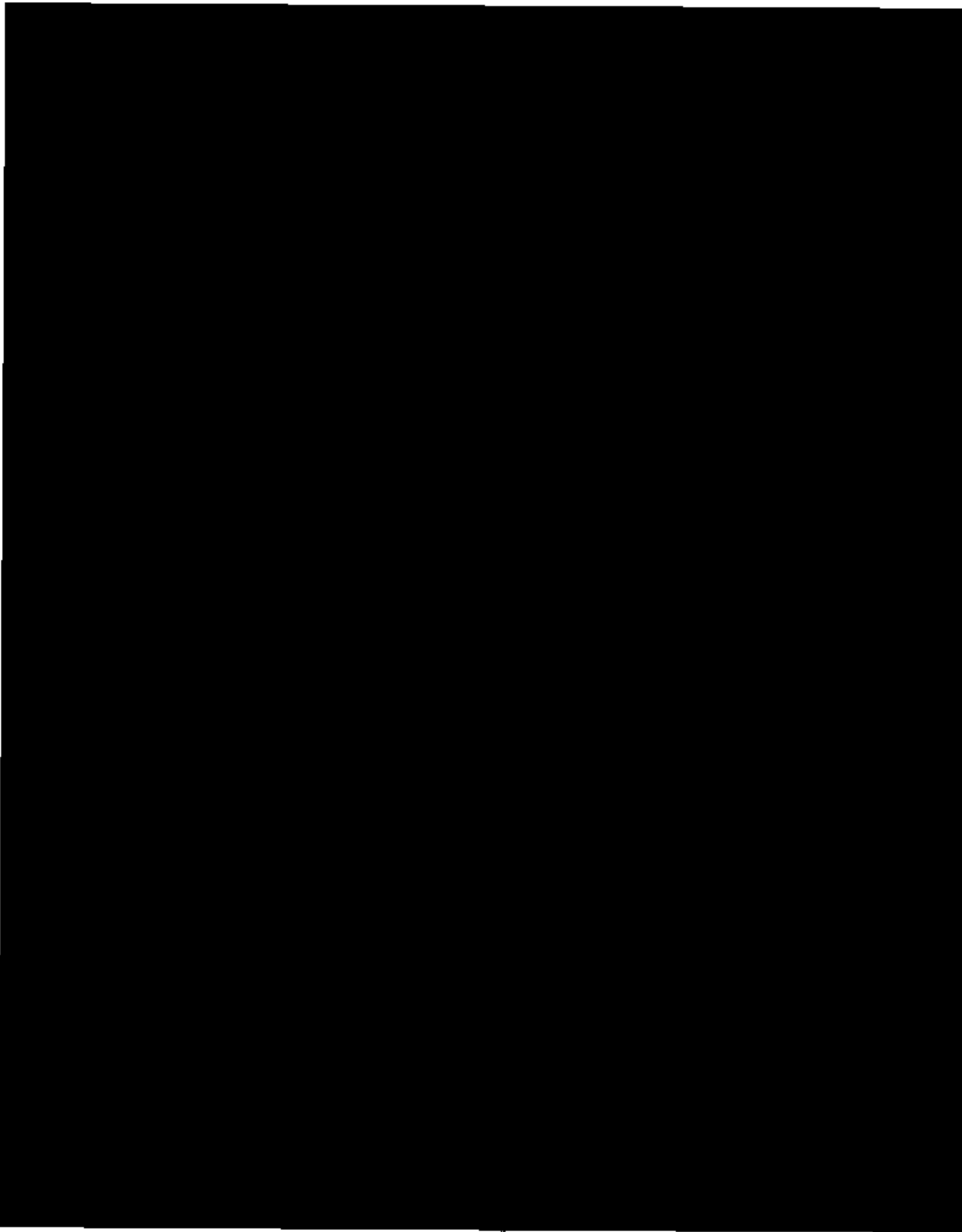
DOT Auto Safety Hotline  
(DASH) 2 DOT

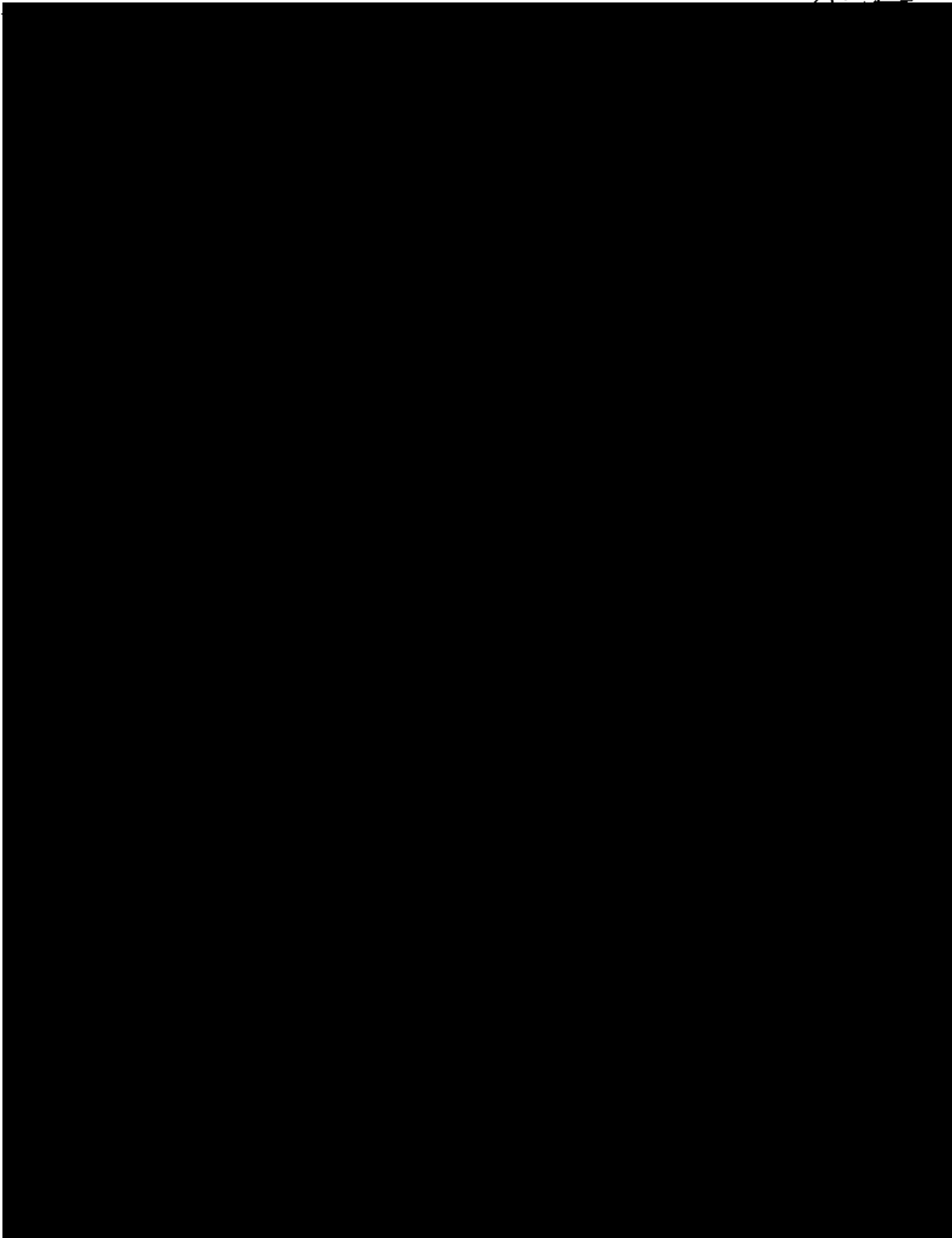


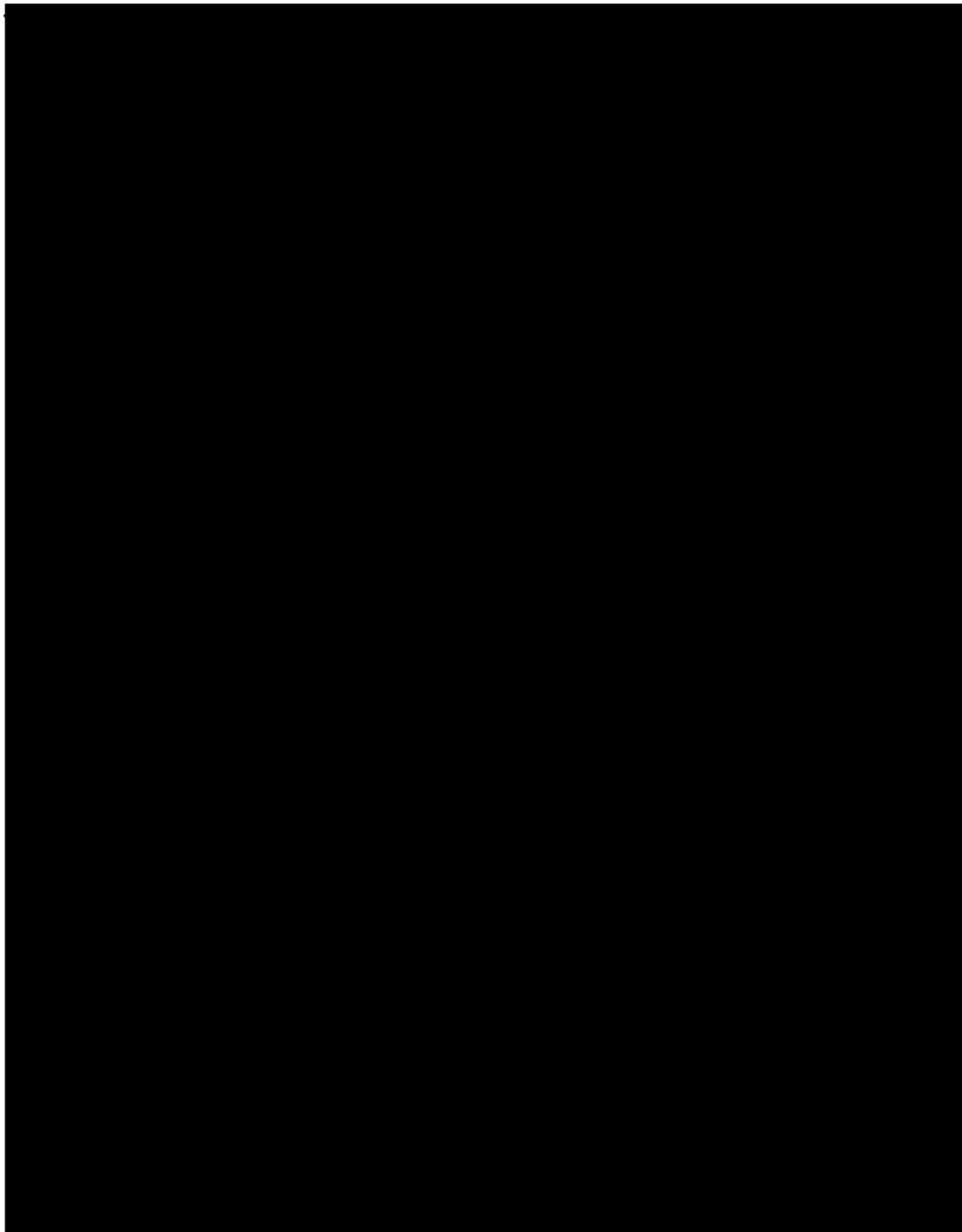
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
<http://www.nhtsa.gov/hotline>

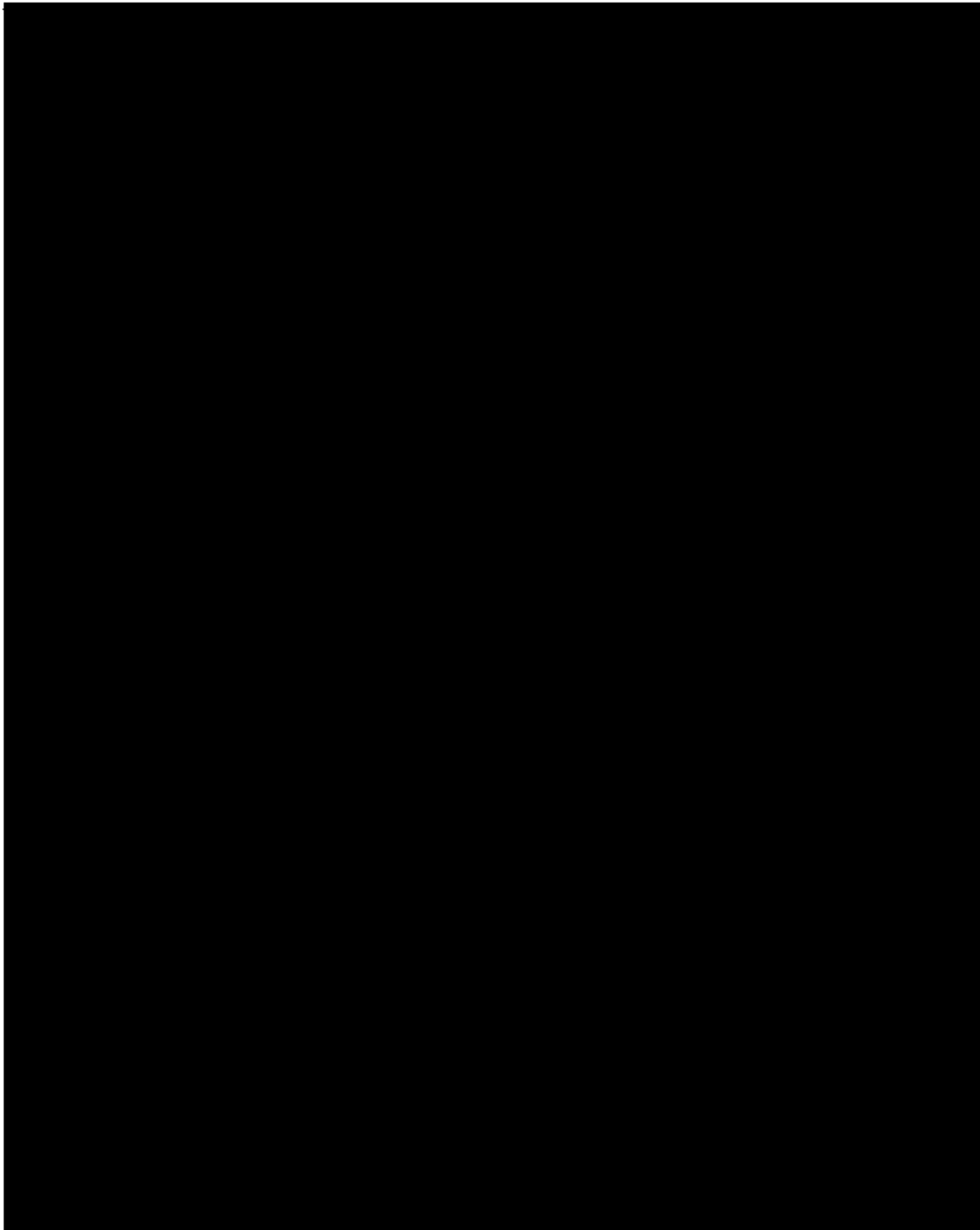
**THE FOLLOWING PAGES ARE WITHHELD TO  
PROTECT UNWARRANTED INVASION OF  
PERSONAL PRIVACY PURSUANT TO  
EXEMPTION 6 OF THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)**

*(Page   1   through Page   11  )*









The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every receipt and invoice should be properly filed and indexed for easy retrieval. This is particularly crucial for businesses that deal with a large volume of transactions or those in highly regulated industries.

Next, the document addresses the issue of data security. In an era where cyber threats are becoming increasingly sophisticated, it is essential to implement robust security measures to protect sensitive financial information. This includes using secure communication channels, encrypting data, and regularly updating software to patch vulnerabilities.

The document also highlights the need for transparency and accountability in financial reporting. Stakeholders, including investors and regulators, expect clear and concise information about a company's financial performance. Providing timely and accurate reports can help build trust and confidence in the organization.

Finally, the document concludes by stressing the importance of staying up-to-date with the latest financial regulations and standards. The financial landscape is constantly evolving, and businesses must adapt to these changes to remain compliant and competitive. Regular training and professional development for staff can ensure that the organization is always prepared for the challenges ahead.

