

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

The Crack has appeared again. If it was a
Manufactured Defect and they replaced it. Then
the replaced part was also defective. I think they should
replace it. I made a mistake on the date and mileage

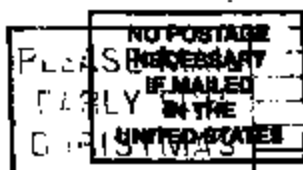
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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
1-888-327-4238**

DOT Auto Safety Hotline
(DASH) 2 DOT



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

Saturn Corporation

Customer Assistance Center
Saturn of Jersey City
1000 Atlantic Ave.
Jersey City, NJ 07310
Tel: 201-433-2121
Fax: 201-433-2000



October 8, 2002

[REDACTED]

Jersey City, NJ [REDACTED]

Dear Mr. Albright:

Thank you for taking the time to contact Saturn Corporation and allowing us the opportunity to address your concerns. I have documented the concerns you are having with the cylinder head. I have been unsuccessful in my attempts to contact you by phone. I have addressed the matter with Assistant Service Manager Emmel Torres at Saturn of Jersey City. Emmel has informed me he has been working with you regarding this matter. You can reach him at Saturn of Jersey City at 201-433-2121. If you still have any questions after you have spoken with Emmel, please contact the Saturn Customer Assistance Center at 1-800-553-6000, prompt 3, or e-mail us at e-mail@saturncars.com.

I apologize for any inconvenience this has caused. Thank you for giving us the opportunity to review this matter.

Sincerely,

A handwritten signature in cursive script that reads "Shawntese Perry".
Shawntese Perry
Saturn Customer Assistance Center

Reference Number: 1-3451059

S.C. N.J.

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