Form Approved: O.M.B. No. 2127-0039

U.S. Department of Transportation
National 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 118

Date Received: 22-MAY-2000

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
up_ltr ____ ____

Reference No. 862275

[redacted]

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G8ZJ8571RZ138318	SATURN	SW2	1994	

Purchase Date: ☒ New ☐ Used

Dealer's Name_____
City_____ State_____ Zip Code_____

Engine Size (CID/CC/L _____
No Cylinders _____

☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☒ 3-Point Belt ☒ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other_____ ☐ Sport Utl ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Par. Name(s)	Location	Failed Part(s)
05110000	ENGINE:MOUNTS	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures	Date(s) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	Date(s) of Failure(s) 17-MAY-2000 Mileage at Failure(s) 131127 Vehicle Speed at Failure(s)_____	☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

UPPER MOTOR MOUNT BROKE, CAUSING ENGINE TO SHIFT. THE MOUNT WAS REPLACED AT OWNER'S EXPENSE. ORIGINAL MOTOR MOUNTS WERE REPLACED AT 20,000 MILES IN JUNE OF 95. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK

CONTINUED 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.

Form Approved O.M.B. No. 2127-0006

U.S. Department of Transportation
National 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 118

Date Received: 22-MAY-2000
00 JUN 20 PM 12:
OFFICE OF DEFECTS INVESTIGATION

Mod_or
Mft_qt
Mod_rt
Mp_ltr

Reference No. 862275

OWNER INFORMATION (Type or Print)

[redacted]

Work Numb [redacted]
Home Numb [redacted]

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 [redacted] Date 6/2/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G8ZJ8571RZ138318	SATURN	SW2	1994	101,907

Purchase Date: OCT. 1993 ☒ New ☐ Used
Dealer's Name: SATURN OF STEVENS CREEK
City: SANTA CLARA State: CA Zip Code:
Engine Size (CID/CC/L): 1.9L No Cylinders: 4
☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☒ Manual ☐ Automatic	☐ Yes ☒ No	☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	☐ Yes ☒ No	☒ Front ☐ Rear ☐ 4-Wheel	☒ Car ☐ Sport Ut ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	☐ 2-Door ☐ 4-Door ☒ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
06110000	ENGINE:MOUNTS "TORQUE AXIS MOUNT"	☒ Left ☐ Right ☐ Front ☐ Rear	☒ Original & ☒ Replacement

No of Failures: 2
Date(s) of Failure(s): 17-MAY-2000 & JUNE 1995
Mileage at Failure(s): 101127 / 20,000 MI.
Vehicle Speed at Failure(s): 5 MPH
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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	N/A	N/A	N/A	☐ Yes ☒ No

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

UPPER MOTOR MOUNT BROKE, CAUSING ENGINE TO SHIFT. THE MOUNT WAS REPLACED AT OWNER'S EXPENSE. ORIGINAL MOTOR MOUNTS WERE REPLACED AT 20,000 MILES IN JUNE OF 95. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK WE WERE NOT NOTIFIED OF A DEFECT, BUT AT 20,000 MI., DEALER WAS REPLACING ALL ENGINE MOUNT OF ALL VEHICLES AS CUSTOMERS CAME IN FOR SERVICE IN 1995. IN MAR. 2000 WHEN WE CAME IN FOR SERVICE, THE DEALER RECOMMENDED THAT THE MOUNT BE →

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.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*													MANUFACTURER/TIRE NAME	SIZE
D	O	T												

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

REPLACED A SECOND TIME BECAUSE IT WAS "SAGGING". WHEN ASKED IF IT POSED A SAFETY PROBLEM IF IT COMPLETELY FAILED AND IF IT WAS REALLY AN ENGINE MOUNT, DEALER (SERVICE MANAGER) SAID THE ITEM WAS JUST A CUSHION AND ITS FAILURE WOULD ONLY BE A "COMFORT" ISSUE, THAT IT WAS NOT AN ENGINE MOUNT. IN REALITY, IT IS AN ENGINE MOUNT THAT HOLDS UP THE ENGINE AND KEEPS ALL THE PULLIES IN ALIGNMENT — OTHERWISE THE BELT CAN FLY OFF AND THE ENGINE STOP RUNNING. THE PART FAILED WHEN WE WERE 400 MILES FROM HOME AND SATURN IN TENN. WILL NOT GIVE US ANY TECH SUPPORT — JUST REFERS US BACK TO THE DEALER WHO GAVE US THE INCORRECT INFORMATION ABOUT THE PART. THEY PROBABLY WANT TO AVOID A RECALL; DEALER SEND US A CHECK FOR COST OF REPAIRS ON SECOND MOUNT.

★ U.S.G.P.O.: 1992 – 623-997 / 60086

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

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
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

SATURN OF OXNARD
1450 AUTO CENTER DRIVE
OXNARD, CA 93030
SERVICE (805) 988-9090 MAIN LINE (805) 983-3333

A DCH COMPANY

SATURN OF THOUSAND OAKS
3440 E. THOUSAND OAKS BLVD.
THOUSAND OAKS, CA 91362
(805) 379-4088

RO# 145630 DATE/TIME IN: 5/17/2000 6:46 DATE/TIME OUT: 5/17/2000 14:21
TAG# 673 SA: ALLAN PUESE DOC COUNT: 1 PAGE: 1

[redacted]

1G8ZJ8571R213831B
1994 SATURN SW2 WAGON WHITE W/GR
ENGINE: LL0 1.9LL4

MILES IN/OUT 101127 / 101130
DEL DATE: 10/04/1993

LINE 1 CUSTOMER STATE RUMBLY NOISE AT IDLE AND AT LOW SPEED

TECH COMM: **FOUND TORQUE AXSI MOUNT BROKEN AND HITTING METAL TO METAL REPLACE TORQUE AXIS MOUNT.**

REPAIR 1 MOUNT, TORQUE AXIS - REPLACE
OPCODE: J1504 SALE TYPE: CASH - GM $44.10
HRS: .70
PRIMARY TECH: STEVE SIELA

PARTS		DESC	FP	QTY	PRICE	SALE TYPE	
SN	21012864	MOUNT ASM	N	1	57.470	CASH - GM	$57.47
SN	21007585	STUD-ENG	N	3	3.980	CASH - GM	$11.94

LINE TOTAL $113.51

LINE 2 CUSTOMER REQT. BALANCE RIGHT REAR TIRE AND SET TIRE PRESSURE IN ALL TIRES.

TECH COMM: **BALANCE ONE TIRE,..**

REPAIR 1 BALANCE TIRE (ONE)
OPCODE: M5101 SALE TYPE: CASH - GM $12.00
HRS: .30
PRIMARY TECH: STEVE SIELA

LINE TOTAL $12.00

COMMENTS: THANK YOU FOR CHOOSING SATURN OF THOUSAND OAKS!!
WE HOPE YOU CAN DEFINITELY RECOMMEND OUR SERVICE DEPARTMENT & SERVICE TEAM!!!

LABOR	$56.10
PARTS	$69.41
TAX (California State)	$5.03
CUSTOMER TOTAL	$130.54
PAYMENT (CASH /	$130.54

CUSTOMER SIGNATURE X Craig C. Dreamer

CC/Mail/card

PAID
MAY 17 2000