

U.S. Department  
of TransportationNational 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

335

Date Received

15-AUG-2000

 Od\_or \_\_\_\_\_  
 rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_ltr \_\_\_\_\_

Reference No.

867849

 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>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	SATURN	SL2	1995	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inflator Bell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Util <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

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

Component 08310000 05150060	Part Name(s) ELECTRICAL SYSTEM; WIRING; HARNESS; FRONT; UNDERHOOD ENGINE; PISTON RINGS	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
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No. of Failures 0	Date(s) of Failure(s) 03-JUL-2000 Mileage at Failure(s) 87000 Vehicle Speed at Failure(s) 60	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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## 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 checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING AT ABOUT 60 MPH HEARD A RATTLE. AS CONSUMER WAS PULLING OVER, HEARD A THUMP. PISTON WENT THROUGH THE ENGINE BLOCK. CONSUMER OPENED HOOD AND THE ENGINE WAS ON FIRE. TOOK VEHICLE TO DEALER, AND THEY WERE NOT VERY HELPFUL. ANOTHER MECHANIC SAID HE SAW FOUR OR FIVE DIFFERENT SATURNS THAT HAD SAME PROBLEM WITHIN A MONTH. \*AK

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 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.



# Vehicle Owner's Questionnaire (VOQ)

U.S. Department of Transportation  
 National Highway Traffic Safety Administration  
 1-888-DASH-2-DOT  
 1-888-327-4236  
 www.nhtsa.dot.gov/hotline

## OWNER INFORMATION (Type or Print)

626972

867849

DATE RECEIVED  
 00 SEP 28 PM 11:18  
 15-AUG-2000  
 DEFECTS INVESTIGATION  
 OFFICE  
 MAILING NO. 867849

FOR AGENCY USE ONLY 335

Work No. [Redacted]  
 Home Number [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 9/19/00

## VEHICLE INFORMATION

Vehicle Identification No. (VIN) (located at front or windshield on driver's side)  
 1G8ZT5277S7Z84120

Vehicle Make SATURN

Vehicle Model SL2

Vehicle Year 1995

Current Odometer Reading ~67,500

Purchase Date 1995

Used  New

Dealers Name Saturn of Grand Rapids  
 City Grand Rapids State MI Zip Code 49512

Engine Size (CID/CC) 1.9  
 No Cylinders 4  
 Turbo   
 Diesel   
 Gas   
 Fuel Injection

Transmission Type

Manual  
 Automatic

Anti-lock Brakes

3-Port Belt  
 2-Port Belt  
 No

Cruise Control

Yes  
 No

Drive Train  
 Front  
 Rear  
 4-Wheel

Vehicle Type  
 Car  
 Minivan  
 Other

Body Style  
 2-Door  
 4-Door  
 Stationwagon  
 Pick Up Truck  
 Other

Component

08310080

Part Name(s)  
 ELECTRICAL SYSTEM: WIRING; HARNESS; FRONT: UNDERHOOD ENGINE; PISTON RINGS

Location

Left  
 Right

Failed Part(s)  
 Original  
 Replacement

No of Failures 0

Date(s) of Failure(s) 03-JUL-2000  
 Mileage at Failure(s) 67000  
 Vehicle Speed at Failure(s) 60

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 Failures 0

Estimated Property Damage \$2350.00

Reported to Police  Yes  No

## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(ES)

WHILE DRIVING AT ABOUT 60 MPH HEARD A RATTLE. AS CONSUMER WAS PULLING OVER, HEARD A THUMP. PISTON WENT THROUGH THE ENGINE BLOCK. CONSUMER OPENED HOOD AND THE ENGINE WAS ON FIRE. TOOK VEHICLE TO DEALER, AND THEY WERE NOT VERY HELPFUL. ANOTHER MECHANIC SAID HE SAW FOUR OR FIVE DIFFERENT SATURNS THAT HAD SAME PROBLEM WITHIN A MONTH. YAK

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 Administration 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.\*

D O T

MANUFACTURER/TIRE NAME

SIZE

\* 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)

My car has always been well maintained & the oil has frequently been changed. The Service Engineer from Saturn, Roman Kickicillo (931)-486-7912 tried to blame the problem on me, saying the vehicle was not maintained. This is not true at all. My mechanic, Don Ruddy (518)-391-2647, told me he had calls from 4-5 people that same month, with exactly the same malfunction with their Saturns. The Saturn corporation seems totally unwilling to deal adequately with the situation and brushes off the problem as the responsibility of the customer. I could have died on the highway because of their poor manufacturing. PLEASE look into this problem. Thank you,



U.S.G.P.D. 1992-825-897/80008

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**

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POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Information Management Staff NSA-10.01  
400 7th Street, SW  
Washington, DC 20590

