

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 252

Date Received

06-NOV-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

874481

 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>(Listed at front of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G8ZH5287SZ299835	SATURN	SL1	1995	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" 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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <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 Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <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 02000000	Part Name(s) SUSPENSION	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 Failures	Date(s) of Failure(s) 01-JAN-2000 Mileage at Failure(s) 10070 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
--	---	---------------------------	----------------------	---------------------------	---

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

CONSUMER WAS TRAVELING ON HIGHWAY AND HEARD A CLANKING SOUND. SHE TOOK VEHICLE TO THE DEALERSHIP WHO WAS AWARE OF PROBLEM. *AK

CONTINUED ON BACK PLEASE

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.

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 252		
OWNER INFORMATION (Type or Print)				Date Received DEC-5 PM 3:22 06-NOV-2000 OFFICE DEFECTS INVESTIGATION	Od or rt_dt od_rt up_ltr	
				Reference No. 874481		
[REDACTED] 863747				Work Number		
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.				<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	
Signature of Owner _____				Date 1/1		
VEHICLE INFORMATION						
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1GBZH5287SZ299835		Vehicle Make SATURN	Vehicle Model SL1	Vehicle Year 1995	Current Odometer Reading CAR WAS TRADED IN	
Purchase Date	Dealer's Name GRAND RAPIDS (MI) SATURN		Engine Size (CID/CC/L) 1.9 L	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection		
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City GRAND RAPIDS State MI Zip Code 49		No Cylinders 4			
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Anti-lock Brakes <input type="checkbox"/> Yes <input checked="" 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 Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" 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 Truck <input type="checkbox"/> Other
FAILED COMPONENT(S)/PART(S) INFORMATION						
Component 02000000	Part Name(s) SUSPENSION ENGINE HEAD CASTING FLIP - CAUSING HEAD TO CRACK		Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement		
No of Failures	Date(s) of Failure(s) 01-JAN-2000 Mileage at Failure(s) 10000 107,000 Vehicle Speed at Failure(s) 50 MPH		Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" 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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Failures 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)						
CONSUMER WAS TRAVELING ON HIGHWAY AND HEARD A CLANKING SOUND. SHE TOOK VEHICLE TO THE DEALERSHIP WHO WAS AWARE OF PROBLEM. *AK SEE ATTACHED. I HAVE BEEN DISTRIBUTING THE ENCLOSED TO EVERY SATURN OWNER I SEE (ON STREET, PARKING LOTS, ETC) SATURN KNEW ABOUT THIS PROBLEM WHEN THEY (OVER) FIRST BEGAN RECEIVING COMPLAINTS IN 1996!						
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.						

Saturn's Most Closely Guarded Secret

The Grand Rapids Saturn dealer did not notify us when Saturn Corp told them that our new car had a casting flaw in the cylinder head. (This flaw causes the head to CRACK at very low mileage). Instead of calling us or warning us by letter to bring the car in and have the head replaced with a good one-Grand Rapids Saturn did not warn us at all, but allowed us to continue driving the car beyond the warranty period! Lately the head just cracked. (The cause of the cracked head as being due to the manufacturing flaw, has been verified by independent mechanics) THIS HEAD CASTING FLAW AFFECTS OVER 100,000 SATURNS! G.R. Saturn and Saturn Corp refuse to reimburse us for our loss. The reason; because the car is over the warranty period! They knowingly allowed us to continue to drive our car over the warranty period-so that knowing the head would crack by then-they wouldn't have to fix it for free! That's the way they do business. Neither will the dealer or corp apologize for failing to notify us of this costly defect. We received all sorts of promotional letters to buy a new car, but never a warning. In fact, Saturn Corp has known about this defect since 1997. Saturn has a lot of nerve slapping a warranty limit on this defect. Saturn is a horrible company to do business with. Warranty periods cover a company's liability on parts which WEAR OUT under NORMAL conditions- not huge defects like this. There is no reason to believe that this defect has been corrected. If it was, Saturn would offer a lifetime warranty against a cracked head. One can only assume that in case of a major SAFETY defect- Saturn would be just as lax in notifying customers and the government! My advice: if you are a Saturn owner you should DEMAND a lifetime warranty against a cylinder head crack- or you most certainly will be sorry. Before Saturn tells you that this is no problem- go to the internet; www.saturnexposed.com Also look at keywords: Saturn Complaints. (on Yahoo and others)

Signed: Michael Corman Misterfact@Yahoo.com
P.S. Anyone know of a lawyer experienced in this kind of lemon? I haven't been able to find one.

P.S.) ALSO: SATURN AIR CONDITIONING SYSTEM HAS DEGRADABLE O-RING CONNECTIONS CAUSING MASSIVE FREON LEAKS - USUALLY STARTING ABOUT 2 YRS AFTER NEW CAR PURCHASE!

IF THIS INFO. HAS BEEN HELPFUL TO YOU - PLEASE: 1) XEROX OFF COPIES AND GIVE TO OTHER SATURN OWNERS, 2) IF IT HAS SAVED YOU MONEY - I WOULD BE HAPPY TO ACCEPT A VERY SMALL DONATION, SO THAT I CAN CONTINUE MY INFORMATION CAMPAIGN: MICHAEL CORMAN; P.O. BOX 951; WHITE CLOUD, MI. 49349. ALSO: MAIL ANY SATURN COMPLAINTS TO ME FOR WIDESPREAD DISTRIBUTION. (FOR COPY OF ENGINE HEAD NOTICE, CALL SATURN AT: 1-800-563-6000.)

June, 1999



Dear Saturn Owner:

We are writing to let you know of a Special Policy relating to 1994 through 1996 Saturn vehicles equipped with 1.9L Single Over Head Cam (SOHC) engines.

Certain Saturn vehicles equipped with the 1.9L SOHC engines may develop a crack internal to the cylinder head. Early evidence of this would be abnormal discoloration within the coolant reservoir, and/or the engine may run hot.

As a result, this Special Policy provides cylinder head coverage for a period of six years from the date the vehicle was originally placed in service, or 100,000 miles, whichever occurs first. The policy covers both the original owner, and any subsequent owners for the six-year/100,000 mile duration. Please keep this letter with your other important glovebox literature for further reference.

This is not a recall campaign. At this time, it is not necessary to take your vehicle to your Saturn Retailer as a result of this letter. However, if you believe that your vehicle exhibits one of the conditions described above, please contact your Saturn Retailer for assistance.

If your vehicle should develop a cylinder head crack within six-years/100,000 miles, whichever comes first, Saturn will repair your vehicle at no charge. A Saturn Retailer must perform repairs qualifying for this special coverage, and the time needed to replace a cylinder head is approximately ten (10) hours. Due to scheduling and processing time, your Retailer may need to keep your vehicle overnight.

You will be eligible for reimbursement if you have already paid for some or all of the cost to have the cylinder head replaced, and your vehicle was within the six-year/100,000 mile parameter at the time of the repair.

If you have already paid for some or all of the cost to have the cylinder head replaced, and the repair was performed by a Saturn retail facility, contact your Saturn Retailer to discuss reimbursement. The facility will have all the necessary documentation to process your reimbursement.

If the cylinder head was replaced by a non-Saturn facility, you should contact the Saturn Customer Assistance Center at 1-800-553-6000, prompt 3; or for the hearing impaired, 1-800-833-6000. You will need to provide your original paid receipts or invoices verifying the repair, proof of payment, and proof of ownership of the vehicle at the time of the repair.

We sincerely regret any inconvenience this may cause you. However, we have taken this action in the interest of your continued satisfaction with our product. If you have any questions, please contact your Saturn Retailer or the Saturn Customer Assistance Center. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Saturn provides you many miles of enjoyable driving.

Sincerely,

Saturn Corporation

00P01

04-02-2K

MELAN

To Whom it may concern -

Michael Komar has my permission to represent my cause in the future lawsuit that is now in process regarding - "Cracked Heads of 95 Saturns."

My Vin # for my 95 Saturn was

1G8ZH5287SZ299835 - (SL14)

It has been traded in on a new one. It started to use oil & I decided to trade it in not knowing the head was cracked at the time but being told after the fact & never receiving the letter explaining the possible problem of these cars.

Thanks

