



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 241

Date Received

30-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

879364

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
1G8ZG1276YZ137296	SATURN	SC2	1997	

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08500000	Part Name(s) ELECTRICAL SYSTEM:IGNITION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 5	Date(s) of Failure(s) 20-JAN-2001 Mileage at Failure(s) 32000 Vehicle Speed at Failure(s)	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE STALLED ON FIVE OCCASIONS WHILE DRIVING. BEEN INTO DEALER SHOP ON TWO SEPARATE OCCASIONS, AND UNABLE TO LOCATE CAUSE. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *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.

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 241

Date Received

JAN 15 PM 2:11
30 JAN 2001
OFFICE
OF SAFETY INVESTIGATION

Od_or

rt_dt

od_rt

up_tlr

Reference No.

879364

Work Number

Home Number

OWNER INFORMATION (Type or Print)

671021

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.☒ YES☐ NO

Signature of Owner

Date 2/1/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of
windshield on driver's side)

1G8ZG1276VZ137286

Vehicle Make

SATURN

Vehicle Model

SC2

Vehicle Year

1997

Current Odometer Reading

Purchase Date

May 1997

Dealer's Name

Saturn of Montpelier
Montpelier State NY Zip Code 11756Engine Size
(CID/GCC/L)

No Cylinders 4

☐ Turbo☐ Diesel☒ Gas☐ Fuel Injection

Transmission Type

☒ Manual☐ Automatic

Antilock Brakes

☐ Yes☒ No

Restraint System

☒ 3-Point Belt☐ Motorbelt☐ Driverside Airbag☐ 2-Point Belt☐ Passengerside Airbag

Cruise Control

☐ Yes☒ No

Drive Train

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other☐ Sport Util☐ Truck☐ Motorcycle

Body Style

☒ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

08500000

Part Name(s)

ELECTRICAL SYSTEM:IGNITION

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

5

Date(s) of Failure(s)

20-JAN-2001

Mileage at Failure(s)

32000

Vehicle Speed at Failure(s)

10 to 45 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

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes☒ No

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

VEHICLE STALLED ON FIVE OCCASIONS WHILE DRIVING. BEEN INTO DEALER SHOP ON TWO SEPARATE OCCASIONS, AND UNABLE TO LOCATE CAUSE. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *AK

CONTINUE ON BACK IF NEEDED

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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 Saturn has stalled on 3 separate occasions (3 while driving on busy roads) The Saturn dealership had difficulty diagnosing the problem (They determined the problem was my second shift). I am concerned about the safety of driving this car. The problem with the stalling, and inability to restart, is a serious safety problem. I have attached copies of my repair bills and correspondence with Saturn over this problem.

★ U.S. G.P.O. 1982-822-887/82288

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590





BI-COUNTY SATURN LLC
D/B/A
SATURN OF MASSAPEQUA

5715 Merrick Road
Massapequa, NY 11758
(516) 795-8300
NYS FAC# 7079723

SERVICE
INVOICE

SO# 258410 DATE/TIME IN: 1/24/2001 8:43 DATE/TIME OUT: 1/24/2001 9:18
TAG# 072 SA: CRUZ CINTRON DOC COUNT: 1 PAGE: 1

1G8ZG1276VZ137296

1997 SATURN SC2 DK/GR

STK#: 7-1570

MILES IN/OUT 31939 / 31939

SVC DATE: 9/24/1996

SALESPERSON: OPENSHAW, RENEE A

LINE 1 CUSTOMER STATES?HARD START AND STALLING PLEASE AD EST.: \$1.00
VISE DIAG 40.40

TECH COMM: TECH HAS VERIFIED CUSTOMERV CONCERN WITH THE STALL
ING AND HARD START AFTER CAR BEEN INSPECTED TECH H
AS RECOMMENDED A BATTERY TECH HAS REPLACED BATTERY
TAND RETESTED CAR EVERYTHING IS GOOD

REPAIR 1 BATTERY - REPLACE

OPCODE: N0110

SALE TYPE: CASH - GM \$80.80

HRS: 1.00

PRIMARY TECH: 004

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
OT	7560 DELCO BAT N		1	68.500	CASH - GM	\$68.50

LINE TOTAL \$149.30

COMMENTS: 813 WAITING
ALL WORK APPROVED BY RONALD WITH CRUZ

TO PREVENT COSTLY WIPER REPAIRS MAKE SURE ALL ICE IS REMOVED

CUSTOMER SIGNATURE _____

LABOR	\$80.80
PARTS	\$68.50
TAX (NEW YORK STATE)	\$12.69
CUSTOMER TOTAL	\$161.99
PAYMENT (CASH)	\$161.99

Disclaimer of Warranties

The Seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TERMS:
STRICTLY CASH.
CERTIFIED CHECK
OR APPROVED CREDIT
CARD.

**A STORAGE CHARGE
OF \$10.00 PER DAY
BEGINS 24 HOURS AFTER
NOTIFICATION OF
COMPLETED WORK.**



BI-COUNTY SATURN LLC
D/B/A
SATURN OF MASSAPEQUA

5715 Merrick Road
Massapequa, NY 11758
(516) 795-3300
NYS FAC# 7079723

SERVICE
INVOICE

SO# 258631 DATE/TIME IN: 1/29/2001 9:10 DATE/TIME OUT: 1/29/2001 10:44
TAG# 142 SA: CRUZ CINTRON DOC COUNT: 1 PAGE: 1

1 1G8ZG1276VZ137296
1997 SATURN SC2 DK/GR

STK#: 7-1570
MILES IN/OUT 32120 / 32122
SVC DATE: 9/24/1996
SALESPERSON: OPENSHAW, RENEE A

LINE 1 CUSTOMER STATES/CAR STALLS CAR HAD TO BE TOWED IN EST.: \$.00
CAR WONT START SES LIGHT PLEASE ADVISE
TECH COMM: TECH HAS INSPECTED CAR AND TESTED SES LIGHT AND FO
UND CODE FOR A CRANK ANGLE SENSOR TECH AHS REPLACE
D CRANK ANGLE SENOR AND TESTE DRIVEN CAR AND FOUN
EVERYTHING OPERATING GOOD

REPAIR 1 SENSOR, CRANKSHAFT POSITION - REPLACE
OPCODE: J4355 SALE TYPE: CASH - GM \$64.64
HRS: .80
PRIMARY TECH: 004

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
SN	21020140 SENSOR AS N		1	23.940	CASH - GM	\$23.94
LINE TOTAL						\$88.58

COMMENTS: JC262W

TO PREVENT COSTLY WIPER REPAIRS MAKE SURE ALL ICE IS REMOVED

	LABOR	\$64.64
	PARTS	\$23.94
	TAX (NEW YORK STATE)	\$7.53
	CUSTOMER TOTAL	\$96.11
CUSTOMER SIGNATURE	PAYMENT (CASH)	\$96.11

Disclaimer of Warranties

The Seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TERMS:
STRICTLY CASH.
CERTIFIED CHECK
OR APPROVED CREDIT
CARD.

A STORAGE CHARGE
OF \$10.00 PER DAY
BEGINS 24 HOURS AFTER
NOTIFICATION OF
COMPLETED WORK.



ALL CUSTOM TOWING SERVICE, INC.

2994 Merrick Road
BELLMORE, NY 11710
(516) 781-5137

CCMC #21678 ERS #051209



DATE <u>1/29/01</u>	TIME	A.M. <u>09:00</u>	REQUESTED BY <u>Durra</u>
LOCATION OF VEHICLE <u>4600 Sunrise Hwy. Jones Park</u>			
NAME <u>[REDACTED]</u>			
ADDRESS <u>[REDACTED]</u>			
MILEAGE <u>0</u>	SERVICE TIME	EXTRA PERSON	
FINISH	FINISH	FINISH	
START	START	START	
TOTAL <u>3</u>	TOTAL	TOTAL	
YEAR <u>97</u>	MAKE / MODEL / COLOR <u>Saturn SC2000 Gen.</u>	POWER <u>97</u>	
STATE <u>NY</u>	LICENSE <u>8JG2534</u>	VEHICLE ID. NO.	
☐ SLING/HOIST TOW ☒ WHEEL LIFT ☐ FLAT BED/RAMP ☐ START ☐ LOCK OUT		☐ FLAT TIRE ☐ OUT OF GAS ☐ WRECK ☐ RECOVERY ☐	
SPECIAL EQUIPMENT ☐ SINGLE LINE WINCHING ☐ DUAL LINE WINCHING ☐ SNATCH BLOCKS ☐ SCOTCH BLOCKS ☐ DOLLY ☐			
VEHICLE TOWED TO <u>11185 Saturn</u>			
REMARKS P.O. <u>305</u> H.O. <u>4492 2700 0046 2396</u> <u>10/01</u> BILL TO: <u>DISA</u>		MILEAGE CHARGE <u>15.00</u> TOWING CHARGE <u>75.00</u> LABOR CHARGE <u>86.00</u> STORAGE CHARGE <u>6.00</u>	
TOTAL <u>86.00</u>		TOTAL <u>86.00</u>	

Road Service

2007 15 Standard
400 2000 0046 2396

PRODUCT 613

Juno e-mail for rmac@juno.com printed on Wednesday, January 31, 2001, 1:08 PM

From: Saturn CAC <a-mail@saturncars.com>

To: [REDACTED]

Date: Mon, 29 Jan 2001 13:48:55 -0600

Subject: We received your message

Thank you for your e-mail to Saturn. Our team will make every effort to reply to your message within 24 hours.

If you are a current Saturn owner and are in immediate need of assistance please call (800) 553-6000, prompt 3 between the hours of 8:00 AM to 7:00 PM CST Monday - Friday.

If you are interested in becoming a Saturn owner and would like more information please call (800) 522-5000 between the hours of 7:00 AM to 8:00 PM CST Monday - Friday or Saturday and Sunday from 8:00 AM to 5:00 PM CST.

Otherwise, we will reply to your e-mail as soon as possible. Thank you for your patience!

Juno e-mail for rmac@juno.com printed on Wednesday, January 31, 2001, 1:09 PM

From: Saturn CAC <e-mail@saturncars.com>
To: <rmac@juno.com>
Date: Mon, 29 Jan 2001 15:38:10 -0500
Subject: Re: mechanical problems (KMM1982221C0KM)

Dear Ronald,

Thanks for taking the time to write. I am sorry to hear about the concerns you have experienced with your vehicle. I am sure this situation was frustrating. We have forwarded the information you provided to an area manager for review. The area manager works from this office in Tennessee and will serve as your liaison with the facility. He or she will closely review your situation. Please understand that assistance with your concern cannot be guaranteed.

You should be contacted by phone before noon Central Standard Time tomorrow, Tuesday, 1/30/2001. If you cannot be reached during the day, please respond with any other numbers which would assist the manager in contacting you.

Thanks again,

Sharon Hobgood
Saturn Customer Assistance Center
f647069/nlc

Original message follows:

Email [REDACTED]
Category - :My current Saturn car or retailer:
EmailSubject - :mechanical problems:
Date - :20010129:
Time - :132834:

F.Name - : [REDACTED]
L.Name - : [REDACTED]
Home Phone [REDACTED]
Work Phone [REDACTED]
Opt in - :fa [REDACTED]

Year Model - :1997 SC2:
VIN - :1G8ZG1276VZ137296:
Odometer - :0 mi:

Retailer - :Saturn of Massapequa:

Message

I have recently been having mechanical problems with my Saturn that leave me concerned over my continued safety while driving this car. It started a few weeks ago when I experienced an intermittent problem with starting the car and with it stalling on me while I was driving. The car had stalled on me twice, once in a parking lot and once while exiting a six-lane highway. I made an appointment to have the car serviced immediately. When I brought my car in to Saturn of Massapequa for service I explained to the Service Representative that I was very concerned that I my car might break down and that I could be left stranded. I also expressed my fears over what may happen if the car stalled while I was driving on an Expressway or other major road where speeds can exceed 50 to 60 miles per hour. The technician diagnosed my problem and recommended that the battery be replaced. This bill was for \$161.99. I had this done on Wednesday, January 24th. Sunday evening, January 28th, I was driving down a major thoroughfare when the car stalled on me. Fortunately for me I was able to maneuver the car off the road to safety. I was not able to restart the car, so I contacted the Saturn help line to request assistance. I made tentative arrangements with them to have the car picked up in the morning to bring to Saturn of Massapequa for repairs. I was able to eventually get the car started after a wait of two hours. The following morning, Monday, January 29th, I attempted to bring my car back to Saturn of Massapequa to find out what was wrong with the car and why had this problem not been discovered when I first brought it in for repair. While traveling to the Saturn Dealer, on a very busy six-lane highway, the car again stalled while driving in the midst of heavy morning traffic. Again this time I was able to maneuver the car to safety. I contacted the Saturn help line again to arrange for a tow truck to bring my car to Saturn. The tow truck cost me \$87.00. When I arrived at Saturn I explained my difficulties. The problem was now diagnosed as a faulty crank angle sensor and that would cost \$96.11 to repair. I asked the Service representative why the problem was not properly diagnosed the first time I had brought it in for service. He explained that the problem was intermittent and difficult to discover. I then inquired about why I had been charged \$161.99 for something that did not resolve the problem I had originally brought the car in for. He explained that they were two separate problems. I was not satisfied with this and asked to see speak to someone else about this. I spoke to another individual and expressed my concerns about the problems I was having and that an auto body mechanic friend of mine believes that the car may have been in a collision or at least has had some bodywork of some sorts. I explained that I had purchased the car as a demo with about 3000 miles on it and asked if the car had been in an accident. He examined the car and assured me that the car had no collision damage and had not been in an accident. In a previous regular service visit I was told that the car would require a new power steering pump and a passenger side motor mount. I told the individual I was speaking to that I thought the repairs were unusual for a car with only 32,000 miles and asked if they could have been related to undisclosed damage to the car since they are all on the passenger side of the engine. He assured me that the problems I was having with the car were normal and to be expected with an almost four year old car. He also mentioned that I should have purchased an extended warranty because of this. I was quite shocked to hear that I was to believe that my car would require this amount of expensive repairs after only 32,000 miles. I asked to speak to the Service manager because I was not satisfied with the explanations I was receiving and I was upset with having to spend \$345.00 for a repair that should have cost \$96.00 and also that was looking at another \$300.00 dollars in repairs for a motor mount and power steering pump. The Service manager explained that the two repairs (battery and crank angle sensor) were from separate problems and were necessary. I explained that I did not agree with him. I also expressed my concerns over, what I see as, the unusual mechanical problems I was having with my car. He also explained that they were from normal wear and tear and not unusual. So now after all this I am left with the anxiety that I can be driving down a major freeway and my Saturn may decide to stop running and that my life may be at jeopardy, but that this would only be due to some normal wear and tear and I should expect this from a Saturn product. I can assure you that this

will probably be the first and last Saturn that I will ever own.

Sincerely,

*Juno e-mail for rmac@juno.com printed on Wednesday, January 31, 2001, 1:13 PM

From: Saturn CAC <e-mail@saturncars.com>

To: [REDACTED]

Date: Mon, 29 Jan 2001 16:34:08 -0500

Subject: We received your message

Thank you for your e-mail to Saturn. Our team will make every effort to reply to your message within 24 hours.

If you are a current Saturn owner and are in immediate need of assistance please call (800) 553-6000, prompt 3 between the hours of 8:00 AM to 7:00 PM CST Monday - Friday.

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Otherwise, we will reply to your e-mail as soon as possible. Thank you for your patience!

* Juno e-mail for rmac@juno.com printed on Wednesday, January 31, 2001, 1:14 PM

From: [REDACTED]
To: e-mail@saturncars.com
Date: Mon, 29 Jan 2001 16:22:46 -0500
Subject: Re: mechanical problems (KMM1982221C0KM)

Dear Sheron Hobgood,

Thank you for quick response. I will not be available for your call before noon. If you could call after 1pm I will be here to take your call. If not, please leave a message on my answering machine with a number where you can be reached and I will call you back.

Sincerely,
Ron McEwan

On Mon, 29 Jan 2001 15:38:10 -0500 Saturn CAC <e-mail@saturncars.com> writes:

> Dear Ronald,

>

> Thanks for taking the time to write. I am sorry to hear about the
> concerns you have experienced

> with your vehicle. I am sure this situation was frustrating. We

> have forwarded the information you

> provided to an area manager for review. The area manager works from

> this office in Tennessee and

> will serve as your liaison with the facility. He or she will

> closely review your situation. Please

> understand that assistance with your concern cannot be guaranteed.

>

> You should be contacted by phone before noon Central Standard Time

> tomorrow, Tuesday, 1/30/2001. If

> you cannot be reached at (516) 798-1143 during the day, please

> respond with any other numbers which

> would assist the manager in contacting you.

>

>

> Thanks again,

>

>

> Sheron Hobgood

> Saturn Customer Assistance Center

> f647069/nlc

>

>

> Original message follows:

> -----

>

> Email [REDACTED]

> Category - My current Saturn car or retailer:

> Email Subject - mechanical problems:

> Date - 20010129:

> Time - 132834:

>
> F.Name
> L.Name
>
> Home Phone
> Work Phone
> Opt in -
>
> Year Model - :1997 SC2:
> VIN - :1G8ZG1276VZ137296:
> Odometer - :0 mi:
>
> Retailer - :Saturn of Massapequa:
>
> Message -
> I have recently been having mechanical problems with my Saturn that
> leave me concerned over my
> continued safety while driving this car. It started a few weeks ago
> when I experienced an
> intermittent problem with starting the car and with it stalling on
> me while I was driving. The car
> had stalled on me twice, once in a parking lot and once while
> exiting a six-lane highway. I made an
> appointment to have the car serviced immediately. When I brought my
> car in to Saturn of Massapequa
> for service I explained to the Service Representative that I was very
> concerned that I my car might
> break down and that I could be left stranded. I also expressed my
> fears over what may happen if the
> car stalled while I was driving on an Expressway or other major road
> where speeds can exceed 50 to
> 60 miles per hour. The technician diagnosed my problem and
> recommended that the battery be
> replaced. This bill was for \$161.99. I had this done on Wednesday,
> January 24th. Sunday evening,
> January 28th, I was driving down a major thoroughfare when the car
> stalled on me. Fortunately for me I
> was able to maneuver the car off the road to safety. I was not able
> to restart the car, so I
> contacted the Saturn help line to request assistance. I made
> tentative arrangements with them to
> have the car picked up in the morning to bring to Saturn of
> Massapequa for repairs. I was able to
> eventually get the car started after a wait of two hours. The
> following morning, Monday, January
> 29th, I attempted to bring my car back to Saturn of Massapequa to
> find out what was wrong with the
> car and why had this problem not been discovered when I first
> brought it in for repair. While
> traveling to the Saturn Dealer, on a very busy six-lane highway, the

- > car again stalled while driving
- > in the midst of heavy morning traffic. Again this time I was able to
- > maneuver the car to safety. I
- > contacted the Saturn help line again to arrange for a tow truck to
- > bring my car to Saturn. The tow
- > truck cost me \$87.00. When I a
- > rived at Saturn I explained my difficulties. The problem was now
- > diagnosed as a faulty crank angle
- > sensor and that would cost \$96.11 to repair. I asked the Service
- > representative why the problem was
- > not properly diagnosed the first time I had brought it in for
- > service. He explained that the problem
- > was intermittent and difficult to discover. I then inquired about
- > why I had been charged \$161.99 for
- > something that did not resolve the problem I had originally brought
- > the car in for. He explained
- > that they were two separate problems. I was not satisfied with this
- > and asked to see speak to
- > someone else about this. I spoke to another individual and expressed
- > my concerns about the problems
- > I was having and that an auto body mechanic friend of mine believes
- > that the car may have been in a
- > collision or at least has had some bodywork of some sorts. I
- > explained that I had purchased the car
- > as a demo with about 3000 miles on it and asked if the car had been
- > in an accident. He examined the
- > car and assured me that the car had no collision damage and had not
- > been in an accident. In a
- > previous regular service visit I was told that the car would require
- > a new power steering pump and a
- > passenger side motor mount. I told the individual I was speaking to
- > that I thought the repairs were
- > unusual for a car with only 32,000 miles and asked if they could
- > have been related to undisclosed
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- > engine. He assured me that the
- > problems I was having with the car were normal and to be expected
- > with an almost four year old car.
- > He also mentioned that I should have purchased an extended warranty
- > because of this. I was quite
- > shocked to hear that I was to believe that my car would require this
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- > after only 32,000 miles. I asked to speak to the Service manager
- > because I was not satisfied with
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- > spend \$345.00 for a repair that
- > should have cost \$96.00 and also that was looking at another \$300.00
- > dollars in repairs for a motor
- > mount and power steering pump. The Service manager explained that
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> angle sensor) were from separate problems and were necessary. I
> explained that I did not agree with
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> mechanical problems I was having
> with my car. He also explained that they were from normal wear and
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> after all this I am left with the anxiety that I can be driving down
> a major freeway and my Saturn
> may decide to stop running and that my life may be at jeopardy, but
> that this would only be due to
> some normal wear and tear and I should expect this from a Saturn
> product. I can assure you that this
> will probably be the first and last Saturn that I will ever own.

> Sincerely,

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