

March 17, 2000

U.S. Department of Transportation
National Highway Traffic Safety Admin
4007th St. SW
Washington, DC 20590

This is a description of my problems with the Saturn 2000, LS, 4 door sedan which was purchased on October 27, 1999 from Saturn of Branford, CT.

1. In November of 1999 I notified my Saturn salesman that I could not use the door handle inside to car to exit. I have to reach with my right hand over my left shoulder and pull up the door lock. I requested that they install the automatic locks and they said they could not and if I went elsewhere besides a Saturn dealer I would void my car doors warranty. Advised them this was a safety hazard as if the air bags deploy in this car, the doors would NOT automatically unlock. If you buy a car with power door locks, you have this feature. Since this is a new series of a car they neglected to advise customers of this problem as I would have purchased the power locks so I would not jeopardize my safety and my husband's safety as we need to lock the car doors to prevent a highjacking and for safety issues but then we endanger our lives in case of an accident and we can't get out of the car.
2. There was a recall in December 1999 to seal the outlet port of the OPR Valve in the Gas tank, which may become stuck open, in a frontal collision. This was corrected at 1,058 miles on December 13, 1999.
3. The Oil Life Monitor advised that I needed an oil change at 2,101 miles on January 5, 2000.
4. On January 14, 2000 the car brakes froze up at 2,436 Miles along with one of the wheels and roadside assistance was called. Ledyard Auto, 884 Long Cove Road, Gales Ferry, CT (860) 464-2706 had to put the car on a flatbed and take it to the dealer which is 60 miles from where we live. Someone called from the Service Department and advised do not use the emergency brakes when the weather is going to go below freezing. We drove down to Branford on January 15, 2000 and picked up the car. Our salesman advised us with the new "L" Series the brakes were no longer covered on the undercarriage like their older model cars.

5. There was a loud whistling on the driver's side and it was corrected at 2,151 miles with technical bulletin number 99T59 after I brought in a copy of the bulletin I found on the internet.
6. The Oil Life Monitor Light came on at 3,970 miles so I had the Oil changed and suggested maybe something was wrong with the light so the salesman checked and said it was a bad sensor. The service department advised they needed a Service Bulletin to correct this. I called Saturn in Tennessee and they advised there was no recall in the works.
7. Saturn Company and Saturn dealer have offered no corrections for the brake problem except d'ont use the emergency brake when it freezes. No corrections for the door locks, no correction for the oil monitor. This is totally unsatisfactory as the locks and brakes are safety hazards.
8. I have been advising the car dealer I wanted to exchange the car for a 2000 SW2 Station due to the safety hazards as I do not want a car that has these problems.
9. Even though the problems surfaced AFTER the first 1,500 miles or 30 days of delivery, I cannot understand how a car with non-correctable safety hazards could have been sold. Since my husband and I were sold a car with these problems I want the dealer and the Saturn Company to exchange the car for the 2000 SW2 with no monies involved.

Sincerely,

