



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue
or black ink pen only.

CORRECT MARK:

FOR AGENCY USE ONLY

Data Entered:

1/17/02

Reference No.:

Date:

Time:

Address:

City:

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Located at bottom of windshield on driver's side)		VEHICLE MAKE	VEHICLE MODEL	MANUFACTURE DATE	MODEL YEAR
1G8ZF52B9V2279872		JATURN	SL	1996	1997
VEHICLE MANUFACTURER					
☐ BMW ☐ Ford ☐ Honda ☐ Nissan ☐ Subaru ☐ Volvo ☐ Other ☐ DaimlerChrysler ☒ General Motors ☐ Hyundai ☐ Saab ☐ Toyota ☐ VW					
PURCHASE DATE	DEALER'S NAME	CITY	STATE	ZIP CODE	
☒ New ☐ Used	JATURN OF PORTSMOUTH	PORTSMOUTH	NH		
ENGINE SIZE (CID/CC/L)	FUEL SYSTEM	FUEL TYPE	TRANSMISSION TYPE	ANTILOCK BRAKES	RESTRAINT SYSTEM
NO. CYLINDERS	☐ Turbo ☒ Fuel Injection	☐ Diesel ☒ Gas	☒ Manual ☐ Automatic	☒ Yes ☐ No	☐ Driver's Airbag ☐ 2-Point Belt ☐ Passenger's Airbag ☐ Motorcyclist ☐ 3-Point Belt
CRUISE CONTROL					
☐ Yes ☒ No					
DRIVETRAIN	VEHICLE TYPE		DOORS	BODY STYLE	
☒ Front ☐ Rear	☒ Car ☐ Minivan ☐ Truck ☐ Other ☐ Van ☐ Sport Utility ☐ Motorcycle		☒ 2-Door ☐ 4-Door	☐ Hatchback ☒ Sedan ☐ Pick Up Truck ☐ Station Wagon	

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT ☐ Child Seat ☐ Electrical Lights & Alarms ☒ Engine & Cooling System ☐ Equipment ☐ Fuel System, Exhaust ☐ Heater, Defrost, Ventilation ☐ Interior ☐ Parking Brake ☐ Power Train ☐ Service Brakes ☐ Steering ☐ Structure ☐ Suspension ☐ Visual Systems ☐ Other	NO. OF FAILURES	To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (Include all number and letters).	
	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19		
	INCIDENT DATE	TIRE NAME	
	OCT 2001	COMPLETE TIRE SIZE	
	MILEAGE AT INCIDENT	TIRE BRAND	
	140,000	☐ BF Goodrich ☐ Cooper ☐ Firestone ☐ Goodyear ☐ Kelly Springfield ☐ Michelin ☐ Yokohama ☐ Other	
	VEHICLE SPEED AT INCIDENT		
	FAILED PART(S)		
	☒ Original ☐ Replacement		
HANDICAPPED ADAPTIVE	FAILED PART(S) AVAILABLE?	NHTSA PREVIOUSLY CONTACTED?	
☐ Yes ☐ No	☒ Yes ☐ No	☐ Yes ☒ No	

APPLICABLE INCIDENT INFORMATION

Please describe in detail the Incident(s), Failure(s), and Injury(ies) on the back of this form.	CRASH	NUMBER OF PERSONS INJURED	CAUSE OF INCIDENT	RESULT OF INCIDENT
	☐ Yes ☐ No	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19	☐ Wear/Corrosion/Rust ☐ Weak/Poor Fit/Loose ☐ Cut/Torn ☐ Disconnect/Fu. Oil ☐ Fratric/Poor Performance ☐ Excessive Effort ☐ Noisy ☐ Leaks ☐ Short ☐ Loose/Sticks/Grabs ☐ Stability/Vibration ☐ Broken	☐ Explosion/Fire ☐ Loss of Control ☐ Poor Visibility ☐ Inadvertent Start ☐ Rollover ☐ Sides ☐ Sudden Acceleration
	FIRE	NUMBER OF FATALITIES		
	☐ Yes ☐ No	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19		

PLEASE DO NOT WRITE IN THIS AREA



05491

Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

Cylinder head failure
between lubrication ports
and cooling system resulting
in contamination of cooling
system with oil.
Saturn Representative
indicated this problem
has occurred numerous
times on other Saturn
vehicles resulting in
warranty extension to
120,000 miles. However,
I compute above average
distance to work resulting
in a 4 year old vehicle
with 140,000 miles and
no warranty for what
is a suspected design
flaw in Saturn heads.

Continue on additional page if necessary

Describe any additional incidents. (include date and mileage)

The Privacy Act of 1974—Public Law 93-579. The information is requested pursuant to a properly verified in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should take prompt action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

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HS Form 350 (Rev. 8/93)

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL 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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (VQQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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www.nhtsa.dot.gov/hotline