



National Highway Traffic Safety Administration

SEP 2 2004

# CERTIFIED MAIL RETURN RECEIPT REQUESTED

Gay P. Kent, Director
Product Investigations, Structure and Safety Integration
General Motors Corporation
Mail Code: 480-111-E18
30200 Mound Road
Warren, MI 48090-9010

NVS-212mj1 PE04-061

Dear Ms. Kent:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NIITSA) has opened a Preliminary Evaluation (PE04-061) to investigate allegations of turn signal failure in model year (MY) 2003 and 2004 Saturn Ion vehicles manufactured by General Motors Corporation, and to request certain information.

This office has received 13 reports of alleged turn signal failure in MY 2003 and 2004 Saturn Ion vehicles. A copy of each of the reports is enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- <u>Subject vehicles</u>: All MY 2003 and 2004 Saturn Ion vehicles manufactured for sale or lease in the United States.
- <u>Subject components</u>: Any or all components of the electrical circuits for the headlights, daytime running lights, front turn signal lamps, and rear turn signal lamps.
- GM: General Motors Corporation, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of their divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of GM (including all business units and persons previously referred to), who are or, in or after 2002, were involved in any way with any of the following related to the alleged defect in a subject vehicles:



- Design, engineering, analysis, modification or production (e.g. quality control);
- b. Testing, assessment or evaluation;
- Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
- d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- Alleged defect: Any alleged turn signal failure or malfunction.
- Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs. microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by GM, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document, which contains any note. comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by GM or not. If a document is not in the English language, provide both the original document and an English translation of the document.

• Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "ficet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as GM has previously provided a document to ODI, GM may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After GM's response to each request, identify the source of the information and indicate the last date the information was gathered.

- State, by model, model year and body type (i.e., sedan and coupe), the number of subject vehicles GM has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by GM, state the following:
  - a. Vehicle identification number (VIN);
  - b. Make:
  - c. Model;
  - d. Model Year:
  - e. Date of manufacture;
  - f. Date warranty coverage commenced; and
  - g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA."

- 2. State the number of each of the following, received by GM, or of which GM is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
  - a. Consumer complaints, including those from fleet operators;
  - Field reports, including dealer field reports;
  - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
  - d. Property damage claims;

- e. Third-party arbitration proceedings where GM is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which GM is or was a defendant or codefendant.

For subparts "a" through "f," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and GM's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

- Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
  - a. GM's file number or other identifier used;
  - The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
  - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
  - d. Vehicle's VIN;
  - e. Vehicle's make, model and model year;
  - f. Vehicle's mileage at time of incident;
  - g. Incident date:
  - h. Report or claim date;
  - i. Whether a crash is alleged;
  - Whether a fire is alleged;
  - k. Whether property damage is alleged;
  - 1. Number of alleged injuries, if any; and
  - m. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

- 4. Produce copies of all documents related to each item within the scope of Request No. 2.
  Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method GM used for organizing the documents.
- 5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by GM to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. GM's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN:
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA."

- 6. Describe in detail the search criteria used by GM to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by GM on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that GM offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
- 7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that GM has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that GM is planning to issue within the next 120 days.
- 8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, GM. For each such action, provide the following information:
  - a. Action title or identifier;
  - b. The actual or planned start date;
  - c. The actual or expected end date;
  - d. Brief summary of the subject and objective of the action;
  - Engineering group(s)/supplier(s) responsible for designing and for conducting the action;
     and
  - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

- Produce copies of all schematics and circuit diagrams for the subject components along with
  description and specifications of each component. Also, provide a technical description and
  component specifications for the "jumper harness" that is referenced in GM's Technical
  Service Bulletin No. 04-08-42-002, dated February 2004.
- 10. Describe all modifications or changes made by, or on behalf of, GM in the design, material composition, manufacture, quality control, supply, or installation of the subject components, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
  - The date or approximate date on which the modification or change was incorporated into vehicle production;
  - A detailed description of the modification or change;
  - c. The reason(s) for the modification or change;
  - d. The part numbers (service and engineering) of the original component;
  - The part number (service and engineering) of the modified component;
  - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
  - g. When the modified component was made available as a service component; and
  - Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that GM is aware of which may be incorporated into vehicle production within the next 120 days.

- 11. State the number of each of the following that GM has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (including the cut-off date for sales, if applicable):
  - Front turn signal lamps;
  - Rear turn signal lamps; and
  - c. Any kits that have been released, or developed, by GM for use in service repairs to the front and/or rear turn signal lamps.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which GM is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

- 12. Furnish GM's assessment of the alleged defect in the subject vehicles, including:
  - The causal or contributory factor(s);
  - The failure mechanism(s);
  - c. The failure mode(s);
  - d. The risk to motor vehicle safety that it poses;
  - What warnings, if any, the operator and the other persons both inside and outside the
    vehicle would have that the alleged defect was occurring or subject component was
    malfunctioning; and
  - f. The reports included with this inquiry.

This letter is being sent to GM pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. GM's failure to respond promptly and fully to this letter could subject GM to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Bnhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If GM cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, GM does not submit one or more requested documents or items of information in response to this information request, GM must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

GM's response to this letter, in duplicate, to gether with a copy of any confidentiality request, must be submitted to this office by October 15, 2004. Please refer to PE04-061 in GM's response to this letter. If GM finds that it is unable to provide all of the information requested within the time allotted, GM must request an extension from me at (202) 366-5218 no later than five business days before the response due date. If GM is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information GM then has available, even if an extension has been granted.

If GM claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, GM must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (69 Fed. Reg. 21409 et seq; April 21, 2004), to

the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. GM is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Mr. Michael Lee of my staff at (202) 366-5236.

Sincerely,

Thomas Z. Cooper, Chief Vehicle Integrity Division Office of Defects Investigation

Enclosures: 13 Vehicle Owner's Questionnaires (Reference Nos. 10086701, 10087522, 10086239, 10078615, 10078329, 10075135, 10068100, 10063993, 10041319, 10040964, 10030545, 10030230, and 10018187)

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Include, if available: Police/Fire Cepartment Report, Photos, and Repair Invoke,

ATTACH ADDITIONAL SHEETS IF NECESSARY

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Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

The Privacy Act of 1974-Public Law 53-579 This information is requested personal to authority vested in the Intigral Highway Traffic Safety Act and subsequent alternational No. You are under an obligation to reasonal this quientless with authority vested in the INTSA in determining whicher a Manufacturer should take appropriate action to correct a safety defect. If the INTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a stabilities amounty thereof, may be used in apprort of the opency's action.

#### FOR AGENCY USE ONLY 100148 **DOT Auto Safety Hotline** Date Received Repository 🗀 Vehicle Owner's Questionnaire U.S. Department To Report Vehicle Safety Defects of Transportation 1-888-DASH-2-DÓT Reference No. National Highway 05-AUG-2004 (1-668-327-4236) Traffic Salety 10086239 INTERNET www.nhtsa.dot.gov/hotline Administration OWNER INFORMATION (Type or Print) Devitime Telephone Number | E-mail Address Name Addrese Evening Telephone Number State Zip Code **Oty** TRACY In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Shouther of Course. Do you authorize NHTSA to provide a copy of this report to the menufacturer of your vehicle? Stanature of Owner Dete VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of wholshield on driver's side Maka Model Model Year ION SATURN 2003 1G9AL52E53 Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: SATURN OF PLEASANTON 21-007-02 No: Cylinders 4 Gas Original Owner State Zip Code CA PLEASANTON X Vehicle Component Code Transmission Type X Antilock Brakes **Powertrals** 120000 EXTERIOR LIGHTING FRONT WHEEL DRIVE AUTOMATIC XI Cruice Control Multiple Fallure: 4 FAILED COMPONENT(S)/PART(S) INFORMATION Fallure Mileage Failure Speed Incident Date(s) 10000 31-JUL-2004 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tire Size (Example P215/65R15) Tire Model (Name or Number) Tire Make Original Equipment Prior Repair DOT No. (Example: DOTMAL9ABC036) Fallure Location: Tire Component Code Tire Failure Type ADDITIONAL ITEMS TO SE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Date Manufactured: Model No./Name: Makes installation System: Seat Type: Child Seat Component Code: Failed Part: APPLICABLE INCIDENT INFORMATION (Please describe in detail the Informtis), Faiture(s), Crash(es), and injury (les), ) Number of Deaths Reported to Police Number of Persons Intured Crash Fire Yes X No. D. Yes X No Narrative Description of Incident (5), Crash(es), and Injury (les). Picase describe (1) events leading up to the failure, (2) failure and its consequences, and (2) what was done to correct the failure; i.e. parts repaired or replaced (and Mold part is available). THE FRONT LIFT LIGHT OF MY 2003 SATURN ION HAS GONE OUT REPEATEDLY. UPON CAREFUL INSPECTION, THE BULB ITSELF IS NOT BURNT OUT. WHEN SIGNALING LEFT, THE BLINKER IN THE VEHICLE AND THE LEFT TAIL LIGHT BLINK VERY RAPIDLY. AS THE FRONT LEFT TURN SIGNAL LIGHT IS ALSO THE DAYTIME RUNNING LIGHT, I HAVE A BURNT OUT LEFT DAYTIME RUNNUNG LIGHT WHICH IS A POSSIBLE SAFTEY HAZARD. THE VEHICLE WAS BROUGHT IN TO THE DEAUSR THREE TIMES. THE FIRST TWO TIMES I WAS TOLD THAT THE BULB WAS DEFECTIVE AND THAT THEY HAD JUST REPLACED IT. I KNOW THIS IS NOT TRUE AS I TRIED TO TROUBLESHOOT THE VEHICLE BEFORE BRINGING IT TO THE CEALER BY TAKING THE RIGHT "GOOD" BULD AND SEEING IF IT WOULD TURN ON IN THE LEFT LIGHT ASSEMBLY. IT DID NOT. THE THIRD TIME I BROUGHT IT IN THE SERVICE MANAGER TOLD METHEY WOLLD JUST REPLACE THW WHOLE ASSEMBLY AS THEY HAVE BEEN HAVING PROBLEMS WITH THEM. AFTER FOUR MONTHS THE PROBLEM RE-APPEARED AND LONCE MORE HAD TO BRING IT INTO THE DEALER. BEING

THAT THE WARRANTY IS NOT EXPIRED, I HAD TO PAY FOR THE REPAIR. AS THIS SEEMS TO BE A REOCCOURING SAFTEY FAILURE, PLEASE INVESTIGATE AND ADVISE.

Include, If available: Police/Fire Department Report, Photos, and Repair Involce.

ATTACH ADDITIONAL SHFETS IF NECESSARY

The Privacy Act of 1974-Public Linu 93-579 This information is requested pursuant to outbority vested in the National Highway Truffic Safety Act and aubecquest amendpoints. You are under us obligation to respond this questionneirs. Your response may be used to assist the NATSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the HHTSA proceeds with administrative enforcement or Rightion against a manufacturer, your response, or a statistical summery thereof, may be used in support of the agency's action

#### FOR AGENCY USE ONLY 100148 **DOT Auto Safety Hotline** Rapository 🔲 Date Received Vehicle Owner's Questionnaire U.S. Department To Report Vehicle Safety Defects of Transportation 1-888-DASH-2-DOT National Highway 22-JUN-2004 Reference No. (1-888-327-4236) Traffic Safety INTERNET:www.nhtsa.dot.gov/hotline 10078615 Administration OWNER INFORMATION (Type or Print) Daytime Telephone Number E-mail Address Name Address Evening Telephone Number State Z-p Code City LONG BEACH Do you authorize NHTSA to provide a copy of this report to the n anufacturer of your vehicle? Oo you authorize NHTSA to provide a copy of this report to the n anufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner Date VEHICLE INFORMATION 17 digit Vehicle Identification Humber Located at bottom of windshield on driver's akie Make Model Model Year SATURN TON 2003 Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: **CERRITOS SATURN** No: Cylinders Origin<u>al</u> Owner Dealer's Oty State Zip Code CERRITIOS CA Vahicia Component Code Transmission Type Antilock Brakes **Powertrain** 126000 EXTERIOR LIGHTING:TURN SIGNAL Cruise Control Multiple Faikire: 4 FAILED COMPONENT(S)/PART(S) INFORMATION Incident Date(s) Falure Micage Failure Speed 28-FEB-2003 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tire Make Tre Model (Nama or Numbar) Tire Size (Example P215/65R15) DOT No. (Example: DOTMAL9ABC036) Original Equipmen: Failure Location: Prior Repair The Component Code The Fallure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Date Manufactured: Make: Model No./Name: Seat Type: Installation System: Child Seat Component Code: Failed Part: APPLICABLE INCIDENT INFORMATION (Piesse describe in detail the Incident(s), Estime(s), Crashles), and intervites), ) Number of Persons Injured Number of Deaths Reported to Police Cresh Fire ☐ Yes XÎ No Yes XINo Narrative Description of Incident(5), Crash(es), and Injury(ke). Please describe (1) events heading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., party repaired or replaced (and if old part is available).

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Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY 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 authorium amendments. You are under an obligation to respond this quantiones is. Your response may be used to apply the NATEA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the MITSA proceeds with administrative enforcement or litigation against a measuracturer, your response, or a statistical assumary thereof, may be used in support of the agoncy's action.

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Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1874-Public Law 93-579 This information is requested purposed to authority vested in the fational Highway Traffic Shally Act and subsequent amendments. You are under no chilgation to respond this questionable. Your response may be used to easiet the fatifix in determining whether a Menifecturer should take appropriate action to correct a suffery defact. If the NHTSA processes with administrative enforcement or fitigation against a manufacturer, your response, or a statistical sugmenty thereof, may be used in support of the agency's action.

#### FOR AGENCY USE ONLY 100148 **DOT Auto Safety Hotline** Repository 🔲 Vehicle Owner's Questionnaire Date Received U.S. Department To Report Vehicle Safety Defects of Transportation 1-888-DASH-2-DOT **National Highway** 30-APR-2004 Reference No. (1-888-327-4236)Traffic Safety INTERNET nyww.nhtsa.dot.gov/hotline 10068100 Administration DWNER INFORMATION (Type or Print) Daytime Telephone Number E-meil Address Neme Address Evening Talaphona Number Zip Code City State | **SYRACUSE** Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? Signature of Owner Date VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Model Make Model Year SATURN. ION 1GBAZ52F53Z 2003 Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: SATURN OF SYRACUSE 315-472-0021 No: Cylinders 4 Gns Orlginal Owner Zip Code SYRACUSE NY 13204 X Vehicle Component Code Transmission Type Antiiock Brakes **Propertrain** 126000 EXTERIOR LIGHTING:TURN SIGNAL MANUAL FRONT WHEEL DRIVE X Cruise Control Multiple Failure: 8 FAILED COMPONENT(S)/PART(S) INFORMATION Fature Mileage Pallure Speed Incident Date(s) 29-APR-2004 1000 <u>ADDITEONAL ITEMS TO BE COMPLET ID WHEN REPORTING A TURE FAILURE</u> Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15) DOT No. (Example: DOTMAL9A8C036) Originsi Equipman: Failure Location: Tire Component Code The Fallure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Make: Date Manufactured: Model No./Name: Seat Type: Installation System: Child Seat Component Code; Falled Part: APPLICABLE INCIDENT INFORMATION (Piease describe to detail the incident(s), Faikm(s), Crash(es), and injury (les), ) Number of Persons Intured **Number of Deaths** Crash Reported to Police ☐ Yes X No Yes XINo Marrative Description of Secident(S), Crash(us), and Injury(les). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; Le, parts repaired or replaced (and if old part is available). MY 2003 SATURN ION 2 SEDAN HAS HAD AT LEAST EIGHT FRONT TURN SIGNAL OR DAYTIME RUNNING LIGHT BULBS FAIL SINCE THE CAR WAS

DELIVERED IN FEBRUARY 2003. THE BULBS IN QUESTION ARE MANUFACTURED BY WAGNER, AND ARE TYPE 5702. FAILURE OF FRONT TURN SIGNAL LAMPS CREATES THE POTENTIAL FOR AN ACCIDENT, SINCE ONCOMING TRAFFIC HAS NO INDICATION OF MY INTENT TO TURN. THE LOCAL DEALERSHIP HAS EXAMINED THE CAR ON THREE OR FOUR OCCASIONS, AND HAS FOUND NO OBJECTIVE REASON FOR THE FAILURE. REPLACING THE BULB CORRECTS THE PROBLEM, TYPICALLY FOR SEVERAL MONTHS BUY IN SEVERAL INSTANCES FOR LESS THAN A WEEK.

THE BUILBS IN QUESTION ARE NOT AVAILABLE FROM NATIONAL PARTS CHAINS SUCH AS NAPA, ADVANCE AUTO PARTS, AUTOZONE, AND PEP BOYS; THE ONLY SOURCE IS A SATURN DEALERSHIP, WHICH CHARGES APPROXIMATELY 58 FOR A REPLACEMENT LAMP.

I HAVE SINCE EXPERIMENTED WITH USING A SYLVANIA 3157NALL, WHICH IS APPARENTLY IDENTICAL AND IS RATED FOR USE IN DAYTIME RUNNING LIGHT APPLICATIONS. IT FUNCTIONS IDENTICALLY TO THE OBM PART, EXCEPT THAT IT APPEARS TO LAST MUCH LONGER (IT HAS YET TO FAIL AFTER SEVERAL MONTHS), AND IS READILY AVAILABLE FROM ANY AUTOMOTIVE PARTS STORE FOR ABOUT A QUARTER OF THE CO

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS TE NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuent to authority vested in the Mational Highway Traffic Suffery Act and subsequent amendments. You are around the confidence of the purpose of the substance of the Mational Highway Traffic Suffery Act and subsequent amendments. You are around the entire to expense of the Mation of the Mat

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Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Troffic Salety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your responds way be used to assist the NHTSA in defarmining shother a Hamiltonian should take appropriate action to correct a salety defect. If the NHTSA precises with administrative enforcement or Rigetton against a monufacturer, your response, or a statistical administry thereof, may be used in support of the agency's action.

#### FOR AGENCY USE ONLY 100148 **DOT Auto Safety Hotline** Vehicle Owner's Questionnaire Data Received Repository ... U.S. Department To Report Vehicle Safety Defects of Transportation 1-888-DASH-2-DOT National Highway 30-SEP-2003 Reference No. (1-888-327-4236) Traffic Safety 10040964 INTERNET:www.nhtsa.dot.gov/hot/ine Administration OWNER INFORMATION (Type or Print) Daytima Telephona Number E-mail Address Mame Address Evening Telephone Number City State Zip Code NM ALBUQUERQUE Do you authorize MHTSA to provide a copy of this report to the menufacturer of your vehicle? Signature of Owner Date\_ VEHICLE INFORMATION 17 digit Vahida (dentification Number Located at bottom of windshield on driver's side Make Made) Model Year SATRIRN 1G8AF52F33 ION 2003 Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: SATURN OF ALBUQUEROUE 505-765-1301 01-MAR-03 No: Cylinders 4 Gas Original Owner Dealer's City State Zio Code MM X **ALBUQUERQUE** 87102 Vehicle Component Code Transmission Type X Antilock Brakes Power train 120000 EXTERIOR LIGHTING MANUAL FRONT WHEEL DRIVE Cruise Control Multiple Fallure; 0 FAILED COMPONENT(S)/PART(S) INFORMATION Falure Milesoe Failure Speed Incident Date(s) 29-5EP-2003 424R D ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tre Make Tire Model (Name or Number) Tire Size (Example P215/65R15) DOT No. (Example: DOTMALBABC036) ☐ Original Equipmen: ☐ Prior Repair Fafure Location: The Component Code The Failure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Make: Date Manufactured: Model No./Name: Seat Type: Installation System: Child Seat Component Code: Falled Parts APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Februals), Contries), and intervies).) Number of Persons Injured Number of Deaths Reported to Poice Cresh **Pire** ☐ Yes X No Ò Ν Harrative Description of Incident(S), Crash(es), and Injury(les). Picase describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; Le, parts repaired or replaced (and Yold part is avellable). I HAVE HAD REPEATED PROBLEMS WITH THE EXTERIOR FRONT LIGHTING ON MY NEW 2003 SATURN ION WHICH IS A SAFETY HAZARD. ON 5/15/03 I TOOK THE VEHICLE TO THE ALBUQUERQUE SATURN DEALERSHIP TO SIX THE FRONT DRIVER SIDE RUNNING LIGHT AND LEFT TURN SIGNAL. THEY REPLACED THE BULBS, BUT I HAD TO TAKE IT TO THE DEALERSHIP AGAIN ON 7/18/03 AFTER HAVING DRIVEN IT LESS THAN 100. MILES FOR THE SAME PROBLEM. THIS TIME THEY REPLACED THE ENTIRE HEADLAMP ASSEMBLY. THEN AGAIN ON 9/29/03 I TOOK IT BACK TO

I HAVE HAD REPEATED PROBLEMS WITH THE EXTERIOR FRONT LIGHTING ON MY NEW 2003 SATURN ION WHICH IS A SAFETY HAZARD. ON 5/15/03 I TOOK THE VEHICLE TO THE ALBUQUERQUE SATURN DEALERSHIP TO FIX THE FRONT DRIVER SIDE RUNNING LIGHT AND LEFT TURN SIGNAL. THEY REPLACED THE BULBS, BUT I HAD TO TAKE IT TO THE DEALERSHIP AGAIN ON 7/18/03 AFTER HAVING DRIVEN IT LESS THAN 100 MILES FOR THE SAME PROBLEM. THIS TIME THEY REPLACED THE INTIRE HEADLAMP ASSEMBLY. THEN AGAIN ON 9/29/03 I TOOK IT BACK TO THE DEALERSHIP TO HAVE THE PASSENGER SIDE FRONT RUNNING LIGHT AND TURN SIGNAL REPLACED. I TALKED WITH THE SALES MANAGER BEN VIGIL AND THE SERVICE MANAGER JUSTIN GREENBERG. I COMPLAINED THAT I'VE SPENT MORE TIME AT THE DEALERSHIP FOR UNSCHEDULED MAINTENANCE THAN ROUTINE MAINTENANCE, AND I WAS CONCERNED I HAD BOUGHT A LEMON. I TOLD THEM THAT IF MY TURN SIGNALS ARENT WORKING PROPERLY, THAT IS A SAFETY ISSUE. MR. GREENBERG TOLD ME THAT HE PROBABLY GETS TWO CUSTOMERS A DAY WITH THE SAME PROBLEM (WHICH SHOCKED ME). HE SAID SATURN HAS SENT OUT NEW BULBS TO THE DEALERSHIPS WHICH THEY CLAIM WILL SOLVE THE PROBLEM. WE'LL SEE.

Include, If available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 82-575 This information is requested pursuant to authority excited in the National Highway Traffic Safety Act and anterspect. governments, You are analyze no abligation to respond this questionnels. You reasone shay to used to assist the MiTSA in determining whether a Menufacturer should take appropriate action to correct a safety defect. If the MITSA process with administrative enforcement or intigation against a manufacturer, your response, or a statistical assessment thereof, may be used in support of the agency action.

DOT Auto Safety Hotiline FOR ASENCY USE ONLY	100148
of Transportation To Report Vehicle Safety Defects	Repository 🗌
1-888-DASH-2-DOT	Reference No.
(1-666-327-4436)	10030545
Administration INTERNET swww.nhtsa.dot.gov/hot/line	100303-13
OWNER INFORMATION (Type or Print)  Daytime Telephone Number   E	E-mail Address
Address	
Teans Tage Sade Evening Telephone Number	
JACKSONVILLE FL	
Do you authorize HHTSA to provide a copy of this report to the manufacturer of your vehicle?  In the absence of an authorization, NHTSA WILL HOT provide your name or address to the vehicle manufacturer.  Signature of Owner	טא
VEHICLE INFORMATION	
17 digit Vahicle Eductification Number Located at bottom of windshield on driver's side Make Model	Model Year
1G8AV12F03	2003
Date Purchased Dealer's Name and Telephone Number Engine: 08-JUL-03 SATURN OF REGENCY 904 725-8200 No: Cylinders 4	Fuel Type: Ges
Original Owner Dealer's City State Zip Code  X JACKSONVILLE FL 32211	
Transmission Type   X Antilock Brakes   Powertrain   Vehicle Component Code	
MANUAL X Cruise Control FRONT WHEEL DRIVE	
Multiple Fallure: 3	
FAILED COMPONENT(S)/PART(S) INFORMATION	
Incident Date(s) Failure Mileage Failure Speed 13-7UL-2003	
ADDITIONAL IT WAS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE	
Tire Make The Model (Name or Number) The Size (Example P215)	/65R15)
DOT No. (Example: DOTMAL9ABC036)	
The Component Code The Failure Type	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE	
Make: Date Manufactured: Model No./Name:	
Seat Type: Installation System:	
Child Seat Component Code: Faled Part:  APPLICABLE DISTRIBUTION	
(Plane describe in detail the incidentis). Father(s), and injury(nc).)	· ·
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Le, parte repaired or replaced (and if oid part is evailable).	
ELECTRICAL; DOOR SEALS LOOSE; CAR RETURNED UP TO 3 TIMES SINCE PURCHASE ON 7/13/03.  SATURN ION 3 COUPE—TURN SIGNALS BURNED OUT W/IN ONE WEEK OF EACH OTHER; REQUESTED CHECK OF ELECTRICATION OF ELECTRICATION OF THE SERVICE DEPT DID NOT CHECK IT REPLACED THE FUSE BOX ON DULY 31. REQUESTED TO RETURN VEHICLE AND WAS TOLD "IT WOULD BE FIXED TO MY SAT SEAL WAS NOT INSTALLED PROPERLY & I HAVE TO TAKE THE CAR BACK FOR A FOURTH TIME TO GET THIS REPAIRED APPLIED FROM TODAY. *PH	TOUT UNTIL THEY

Include, If available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF AFCESSARY
This Privacy Act of 1974-Public Law 92-579 This information is requested pursuant to authority vasted in the Matienal Highway Traffic Safety Act and authorquent
smendinents, You are under so obligation to respond this questionance. Your response may be used to assist the NATIA in determining whether a Manufacturer
should take appropriate action to correct a safety defect. If the NATIA proceeds with administrative selectment or Ritgation against a spendinettwey, your response,
or a statistical summary thereof, may be used in support of the agency a action.

#### FOR AGENCY USE ONLY 100148 DOT Auto Safety Hotime Date Received Repository 🔲 Vehicle Owner's Questionnaire U.S. Department To Report Vehicle Safety Defects of Transportation 1-888-DASH-2-DÖT National Highway 28-JUL-2003 Reference No. (1-888-327-4236) Traffic Safety 10030238 INTERNET www.nhtsa.dot.gov/hotline Administration CWINER INFORMATION (Type or Print) Daytime Telephone Number E-mail Address Nome Address Evening Telephone Number Zip Code CITY State ARCHBALD Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? Signature of Owner Date. VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Modei Make Model Year SATURN ION 2003 1GBAN12F53 Dealer's Name and Telephone Number SATURN WYOMING VALLEY 1-800-SATURN 1 Date Purchased Engine: Fuel Type: 15-MAY-03 No: Cylinders GBS State Original Owner Zip Code WILKES BARRE PΑ X Vehicle Component Code Transmission Type: Antilock Brakes Powertrain. 126000 EXTERIOR LIGHTING: TURN SIGNAL AUTOMATIC FRONT WHEEL DRIVE X Cruise Control Multiple Failure: 4 FAILED COMPONENT(S)/PART(S) INFORMATION Failure Speed Incident (late(s) Falure Mileage 05-1UN-2003 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tire Make Tite Model (Name or Number). Tire Size (Example P215/65R15) DOT No. (Example: DOTMAL9ABC036) Original Equipment Prior Repair Fallure Location: Tre Component Code Tire Failure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Make: Date Manufactured: Model No./Name: Seat Type: Installation System Child Seat Component Code: Falled Part: APPLICABLE INCIDENT DEFORMATION (Please describe in detail the incident(s), Faiture(s), Crash(es). and inhavites). Number of Persons Injured Number of Deaths Reported to Police Crash Fire □Yes 区 No ∐Yes XINo N Harrative Description of Incident(5), Crash(ee), and Injury(les). Please describe (1) events leading up to the failure, (2) failure and to consequences, and (3) what was done to correct the failure. i.e, parts repaired or replaced (and I old part is available). MY TURN SIGNALS DO NOT WORK IN THE FRONT OF MY CAR DUE TO A SHORTAGE OR SOMETHING AND ALSO MY CAR SHAKES AND LOOSES. POWER WHEN I HAVE MY AIR CONDITIONER ON. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

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U.S. Department of Transportation

### **DOT Auto Safety Hotiline**

## Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-886-DASH-2-DÓT

FUR AGENCY USE U	INCT 100148
Date Received	Repository 🗌

Pietional High Traffic Safety Administration	<i>,</i> '	ZNT	ERN	(1-888 ET:www.n	-327-42 htsa.do	236) t.gov/h	otline		16	-JUN-2004		078329
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<u> </u>					VEHIC	LE INFOR	MATION					
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Crash	Fire	····	Nu	mber of Per	sons Intun	ed Nu	mber of Dea	iths	Report	ed to Police		
□YRX XINO	I □ ye	z X No		0		1	0			<u>N</u>		
Marrative Descript Please describe (1	i) event	rcident(S), C s leading up i stad (and Y n	to th	e fa    pra, (3)	) William Bu	ed No com	enquences,	end ()	3) what ve	es done to correct t	he fai	lurė;

I PURCHASED MY 2004 SATURN ION 3 ON THURSDAY JUNE 10, 2004. ON SUNDAY JUNE 13 THERE WERE SUBSTANTIAL RAINS IN THE ATLANTA AREA AND I NOTICED THAT THE TRUNK WAS FULL OF APPROXIMATELY 2 INCHES OF STANDING WATER AROUND THE TIRE AND BATTERY, THE BOX OF BOOKS IN THE TRUNK ALONG WITH SOME OTHER PERSONAL ITEMS WERE DAMAGED FROM THE WATER. ON MONDAY JUNE 14, AFTER HAVING HAD THE CAR IN MY POSESSION FOR ONLY 4 DAYS I RETURNED IT TO THE DEALERSHIP. THEY ADVISED ME ON TUESDAY JUNE 15 THAT THE HOLE WHERE THE WATER IS SUPPOSED TO DRAIN OUT OF IF THE CAR HAD A SUNROOF WAS LEFT UNPLUGGED DURING MANUFACTURING RESULTING IN THE FLOODING OF THE TRUNK. I WAS ABLE TO PICK UP MY CAR ON THE MORATING OF WEDNESDAY JUNE 16. LATER THAT AFTERNOON, AS I WAS USING THE POWER OUTLETS IN THE CAR THE TURN SIGNALS AND DAYTIME RUNNING LIGHTS BECAME INOPERABLE. IN ORDER FOR MY TURN SIGNALS AND DAYTIME RUNNING LIGHTS TO WORK I MUST UNPLUG WHATS IN THE POWER OUTLET AND TURN THE IGNITION OFF. WHEN I RESTART THE CAR THEY ARE OPERABLE AGAIN, BIJT IF I NEED TO USE MY POWER OUTLETS I MUST USE THEM KNOWNING THAT I WON'T HAVE TURN SIGNALS OR DAYTIME RUNNING LIGHTS. I FEEL THAT THIS IS A SAFETY ISSUE BECAUSE I EITHER HAVE TO GIVE UP THE USE OF MY POWER OLITLETS OR MY TURN SIGNALS AND RUNNING LIGHTS. \*AK

Include, if available: Poice/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

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