



01 DEC 18 10
RECEIVED
SAFETY
DIVISION

December 20, 2001

Mr. K. N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W., Room 5321
Washington, D.C. 20590

01V-386 ① of ②

Dear Mr. Weinstein:

The following information is submitted pursuant to the requirements of 49 CFR 573.5 as it applies to a determination by General Motors of a noncompliance involving certain 2002 Saturn VUE model vehicles.

573.5(c)(1): Saturn Corporation, a subsidiary of the General Motors Corporation.

573.5(c)(2)(3)(4): This information is shown on the attached sheet.

573.5(c)(5): Saturn has decided that certain 2002 model year VUE vehicles produced before December 12, 2001 fail to conform to Federal Motor Vehicle Safety Standard 210, "Seat Belt Assembly Anchorage's." Some vehicles were produced with rear occupant outer seat belt shoulder guide anchor bolts that were incorrectly installed. If these bolts were incorrectly installed, they would not withstand the load requirements of FMVSS 210, and if one failed in a crash, a rear seat occupant would not be properly restrained and could have an increased risk of injury.

573.5(c)(7): The following chronology of principal events led to the determination of a defect:

- December 11, 2001: During a routine inspection, Spring Hill Assembly identified an anchor bolt that was not fully seated. Investigation showed that the bolt was cross-threaded. Spring Hill initiated containment of the condition to hold, inspect, and repair all on-site vehicles.
- December 12, 2001: Spring Hill instituted a Verification Gate check of bolt installation and on December 14, 2001 completed a yard check for the condition.
- December 14, 2001: The FPE Director was notified of the condition.
- December 17, 2001: Engineering advised that analysis indicated that a cross-threaded bolt could result in an FMVSS 210 test failure. A "Stop Delivery" was sent to all Saturn Retailers with a VIN list of the 327 vehicles that were shipped with the potential condition. The FPE Director notified the Senior Management Committee of the issue.
- December 18, 2001: Decision made to conduct a noncompliance recall.

573.5(c)(8): This information is included in the service procedure of the attached draft dealer bulletin.

Product Investigations

Mail Code: 480-106-304 • 30500 Mound Road • Warren, MI 48090-0055
Phone: (810) 986-8029 • Fax: (810) 947-2318
2034.doc

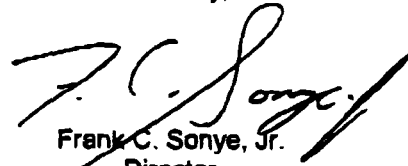


Letter to Mr. K. N. Weinstein
2034 - 01076
December 20, 2001
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573.5(c)(9): Draft copies of the owner letter and the dealer bulletin are attached. Saturn issued a "Stop Delivery " to involved retailers on December 17, 2001 and copy is also attached. On December 18, 2001 General Motors advised NHTSA of the condition by telephone and Saturn mailed recall bulletins to retailers. Final copies of the owner letter and the dealer bulletin will be forwarded when available.

Sincerely,



Frank C. Sonye, Jr.
Director
Product Investigations

2034 / 01076
Attachments

573.5(c)(2),(3),(4)

**VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE**

| <u>MAKE</u> | <u>MODEL SERIES</u> | <u>MODEL YEAR</u> | <u>NUMBER INVOLVED</u> | <u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u> | | <u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u> | <u>EST. NO. W/CONDITION</u> |
|-------------|---------------------|-------------------|------------------------|--|-------|--|-----------------------------|
| Saturn | Z | 2002 | 327 | 10/01 | 12/01 | Saturn VUE | * Unknown |

*All affected vehicles will be corrected

2034 / 01076

01V-386 ③ or ②

TO: All Saturn Retailers and General Managers

FROM: Vehicle Management

01V-386 ④ of ⑥

DATE: December 17, 2001

SUBJECT: Pending Quality Issue Notice on the Listed 2002 model year Saturn VUE Vehicles

Effective today, December 17, 2001, Retailers are to place an IMMEDIATE AND ABSOLUTE HOLD on the 2002 model year Saturn VUE vehicles identified on the attached list due to a pending quality issue.

Under no circumstance should any Saturn VUE on the list be delivered or otherwise released from your facility. We are asking for your cooperation and assistance to ensure that these vehicles are not delivered to customers. Take no action on any affected Saturn VUE vehicle previously delivered unless notified by Saturn. Also, if any of the vehicles on the attached list have been dealer traded, please advise the Retail Support Team of the destination Retailer and the date of the trade as soon as possible.

We will be contacting you in the near future to provide further status details. We appreciate your cooperation in this matter.

**Max Hurst
Director, Vehicle Management**



**PRELIMINARY
DEC. 18, 2001**

NO: 02-C-04
Non-Compliance
DATE: December, 2001
CATEGORY TYPE: Restraints-01
CATEGORY: Safety Belts

PRODUCT CAMPAIGN BULLETIN

SUBJECT: VERIFICATION OF PROPER INSTALLATION AND TORQUE OF REAR SEAT BELT SHOULDER GUIDE ANCHOR BOLTS

YEAR and MODEL: 2002 SATURN VUE VEHICLES

TO: ALL SATURN RETAILERS and AUTHORIZED SERVICE PROVIDERS

The Highway Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owner may be entitled to an identical or reasonably equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the owner letter, the owners are being instructed to contact the Saturn Customer Assistance Center if their Retailer is unable to schedule a service date within a reasonable time. If the condition is not remedied within a reasonable time, owners are instructed on how to contact the National Highway Traffic Safety Administration.

SATURN bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer." They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your **SATURN** Retailer for information on whether your vehicle may benefit from the information.

DEFECT INVOLVED

Saturn has decided that certain 2002 model year VUE vehicles produced before December 12, 2001 fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 210, "Seat Belt Assembly Anchorages." Some vehicles were produced with rear occupant outer seat belt shoulder guide anchor bolts that were incorrectly installed. If these bolts were incorrectly installed, they would not withstand the load requirements of FMVSS 210, and if one failed in a crash, a rear seat occupant would not be properly restrained and could have an increased risk of injury.

To prevent the possibility of this occurring, Saturn Retailers will replace the rear occupant outer seat belt shoulder guide anchor bolts.

VEHICLES INVOLVED

Only selected 2002 model year Saturn VUE vehicles within the following VIN range will require this campaign.

2S800454 - 2S801490

A VIN listing of the vehicles involved is included in this bulletin for your reference.

You must verify campaign involvement through your AS400 system. **It is important to note that campaign claims will only be paid on involved vehicles.**

OWNER NOTIFICATION

Owners of all involved vehicles will be notified of this campaign by Saturn. (Refer to the owner letter included in this bulletin.)

FACILITY VIN LISTING

A list of vehicles assigned to you (Facility VIN Listing), which our records indicate were sold by or shipped to you, (or are located in close proximity to your facility) is enclosed.

This listing contains:

- Owner's name with address and telephone number;
- Complete vehicle identification number (VIN); and
- VINs of vehicles, which according to Saturn records are in retail stock.

The Facility VIN Listing (with owner information) is furnished to involved Retailers with the Product Campaign Bulletin. Although these vehicles are assigned to your facility, it is important to note that owners may elect to have their vehicle serviced at the Saturn Retail Facility of their choice.

Those Retailers not involved initially in this campaign will receive a message at the top of a blank Facility VIN Listing that states: **NO VEHICLES ASSIGNED AT THIS TIME FOR CAMPAIGN 02-C-04.**

RETAILER RESPONSIBILITY

All unsold vehicles in Retailers' possession and subject to this campaign must be held at the retail facility and repaired per the service procedure of this campaign bulletin before owners take possession of these vehicles.

Retailers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle, or ownership, from this time forward.

Owners of vehicles recently sold from your vehicle inventory are to be contacted by the Retailer and arrangements made to make the required correction according to the procedure contained in this bulletin.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your retail facility for service in the future, please take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

This bulletin is notice to you that the new motor vehicles included in this campaign may not comply with the standard previously identified. Under 49 U.S.C. section 30112 of the Highway Safety Act as amended, it is illegal for a retailer to sell a new motor vehicle which the retailer knows does not comply with an applicable Federal Motor Vehicle Standard. As a consequence, if you sell any of these motor vehicles without first performing the campaign correction, your retail facility may be subject to a civil penalty up to \$1,100 for each such a sale.

TRANSFER OF CAMPAIGN RESPONSIBILITY

Saturn vehicles that have been sold by you, which may be closer in proximity to another Saturn Retailer, may still appear on your Facility VIN Listing. If either you or the vehicle owner determines that it is more desirable for a vehicle on your Facility VIN Listing to be serviced by another Saturn Retailer, or if the customer's address has recently changed, campaign responsibility may be transferred by completing the following:

- Submit a Campaign Vehicle Action Report to your Customer Assistance Manager (CAM) at the Saturn Customer Assistance Center.

– OR –

- Submit an update in owner information to the Saturn Owner of Record system, via **SERVICELINE XL**, for Saturn Customer Assistance Center review and approval.

A copy of the Campaign Vehicle Action Report is included for your reference. Additional copies can be ordered from Saturn Publications (1-800-828-2112, prompt 3, Item # S0397050). All changes to campaign responsibility will be reflected in your next Unfixed VIN Report.

All other changes in vehicle status (e.g., scrapped, stolen, etc.) are to be made in accordance with section 4.4.3 of the Retailer Service Reference Guide, "Notifying Saturn of Vehicle Status Change."



CAMPAIGN VEHICLE ACTION REPORT

| | |
|-----------------|-------|
| VIN: | _____ |
| CAMPAIGN NO(S): | _____ |
| FACILITY CODE: | _____ |

CHANGE VEHICLE STATUS TO (PLACE AN [X] IN THE APPROPRIATE SPACE):

| | |
|---|---------------------------------|
| <input type="checkbox"/> VEHICLE STOLEN | VEHICLE STOLEN: _____ |
| <input type="checkbox"/> VEHICLE SCRAPPED | POLICE RPT. NO.: _____ |
| <input type="checkbox"/> OWNER UNRESPONSIVE / UNREACHABLE | DATE SCRAPPED: _____ |
| <input type="checkbox"/> VEHICLE TRADED TO: RETAILERS NAME: _____ | SUPPORTING DOCUMENTATION: _____ |
| <input type="checkbox"/> VEHICLE EXPORTED | RETAILER CODE: _____ |
| | EXPORT DEST.: _____ |

CHANGE OF OWNERSHIP INFORMATION:

| | |
|---------------------------------|-------------|
| _____ | _____ |
| (OWNERS FIRST NAME) | (LAST NAME) |
| _____ | |
| (STREET ADDRESS) | |
| _____ | |
| (CITY, STATE/COUNTRY, ZIP CODE) | |

COMMENTS:

THE ABOVE INFORMATION IS, TO THE BEST OF MY KNOWLEDGE, ACCURATE AND COMPLETE AS SHOWN, IN ACCORDANCE WITH THE CAMPAIGN REPORTING REQUIREMENTS UNDER FEDERAL MOTOR VEHICLE SAFETY STANDARDS.

(AUTHORIZED RETAIL REPRESENTATIVE, TITLE) (CUSTOMER ASSISTANCE MANAGER or DESIGNEE)

CUSTOMER ASSISTANCE MANAGER APPROVAL (YES/NO): _____

IF NO, REASON: _____

WHEN COMPLETE:
RETAILER: SEND TO CUSTOMER ASSISTANCE MANAGER;
SATURN CUSTOMER ASSISTANCE CENTER
100 SATURN PARKWAY MAIL DROP S-24
SPRING HILL, TN 37174

CUSTOMER ASSISTANCE MANAGER: SEND APPROVED FORMS TO CAMPAIGN COMPLIANCE COORDINATOR:

SEND REJECTED FORMS, ALONG WITH REASON, BACK TO THE SUBMITTING RETAILER.

603 97050

9895F8803AA1

PARTS INFORMATION

A pre-shipment of rear seat belt shoulder guide anchor bolts and washers required to perform this campaign has been automatically sent to retailers from Saturn Service Parts (SSPO). These initial parts shipments are to aid the Retailers in campaign preparation and will ensure minimal customer inconvenience.

Should additional parts be required, please contact Saturn Technical Assistance Center (TAC) at 1-800-828-2112, prompt 1; Monday from 9:30 a.m. - 6:30 p.m. CST; Tuesday through Friday from 7:30 a.m. - 6:30 p.m. CST.

| Part Number | Description | Quantity Required Per Vehicle |
|-------------|--|-------------------------------|
| NA* | Rear Seat Belt Shoulder Guide Anchor Bolts | 2 |
| 21485277 | Loctite 242® Threadlocker | As Required |

*The bolts should only be used for this campaign. It will not be offered as service part in the future.

DISPOSITION OF REPLACED PARTS

Retailers will scrap all replaced parts in a manner that ensures that they cannot be reused, remanufactured, or otherwise entered into the stream of commerce in the future.

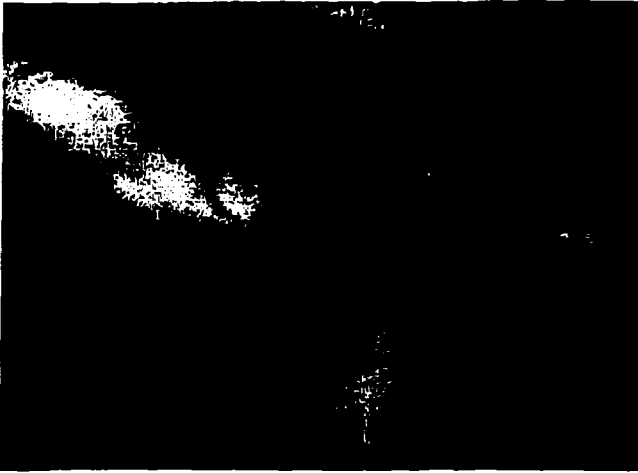
SUGGESTIONS FOR ENSURING CUSTOMER SATISFACTION

As you know, Saturn's success hinges upon our ability to execute superior customer support throughout the ownership experience, especially when important corrective actions such as this are required.

It is imperative that every effort is made to accommodate the affected owners. Additionally, priority should be given to customer vehicles over retail inventory vehicles. If you have any questions, please coordinate with the Saturn Customer Assistance Center to help ensure customer satisfaction.

SERVICE PROCEDURE

1. Open upper seat belt shoulder guide anchor bolt cover, and remove upper shoulder seat belt guide anchor bolt.
2. Remove locking washer, spacers and bolt from upper seat belt shoulder guide anchor and discard.



CAUTION: USE PROTECTIVE EYE GLASSES AT ALL TIMES.

3. Tap seat belt shoulder guide anchor bolt hole using a 12 mm x 1.75 tap. After tap has been removed use compressed air to blow chips out of hole. Take care not to blow chips inside vehicle.

- 4. Install new seat belt shoulder guide anchor bolt and spacers to shoulder belt anchor and secure with locking washer as shown in the illustration.

CAUTION: APPLY LOCTITE 242® THREADLOCKER OR EQUIVALENT TO ALL RESTRAINT FASTENERS PRIOR TO INSTALLATION.

- 5. Apply Loctite 242® Threadlocker (or equivalent) to seat belt shoulder guide anchor bolt.

IMPORTANT: Make sure shoulder belt is not twisted.

- 6. Install seat belt shoulder guide anchor to vehicle and torque seat belt shoulder guide anchor bolt to specification.

Torque:
Seat Belt Shoulder Guide Anchor
Bolt: 45 N•m (33 ft-lbs)

- 7. Close upper shoulder belt bolt cover.
- 8. Repeat steps 1-7 for opposite side of vehicle.

IMPORTANT: If any difficulties arise in this procedure contact Saturn Technical Assistance Center (TAC) at 1-800-828-2112, prompt 1; Monday from 9:30 a.m. - 6:30 p.m. CST; Tuesday through Friday from 7:30 a.m. - 6:30 p.m. CST.

- 9. Check rear outboard shoulder belt operation (both sides) to ensure belt is not twisted and functions as designed.

IMPORTANT: Do not cover any existing underhood labels when affixing Campaign Completion Label.

- 10. Affix Campaign Completion Label on a clean and dry surface of radiator core support, in an area clearly visible when hood is raised. (For more information, refer to "Campaign Completion Label" in this bulletin.)



CAMPAIGN COMPLETION LABEL

Upon completion of the campaign, a *Campaign Completion Label* and a *Clear Protective Cover* should be affixed on a clean, dry surface of the radiator core support in an area clearly visible when the hood is raised. Each label provides a space to print in ink (or type) the campaign number (02C04) and the five (5) digit facility code of the Retailer performing the campaign service.

CAMPAIGN COMPLETION LABEL

As a reminder, additional labels may be ordered from Saturn publications (1-800-828-2112, prompt 3, Item #S03 00013A for the *Campaign Completion Label*, and item #S03 00013B for the *Clear Protective Cover*).

CREDIT

1. To receive credit for replacing left and right rear seat belt shoulder guide anchor bolts, submit a claim with the information below:

| Repair Performed | Parts Allow. | Sale Type | Case Type | Labor Op. | Labor Hrs. | Admin. Hrs.** |
|---|--------------|-----------|-----------|-----------|------------|---------------|
| To replace left and right rear seat belt shoulder guide anchor bolts. | * | WC | VC | V0810 | 0.4 | 0.1 |

IMPORTANT: Installation of rear seat belt shoulder guide anchor bolts require the use of Loctite 242® Threadlocker P/N 21485277 (or equivalent). Claims received in the amount of Retailer cost plus 30% for this part will be accepted. It will be necessary to sell this part to the CSO as material, using net item code "M." Claims exceeding the cost equivalent of \$0.18 per bolt will be returned with reason 064-Parts Amount Excessive.

2. To receive credit for loaner/rental car costs incurred while owner awaits campaign repair or other goodwill expenses, submit a claim with the information below:

| Repair Performed | Sale Type | Case Type | Labor Op. | Net Item Amount | Net Item Code | # Days Rental |
|----------------------|-----------|-----------|-----------|-----------------|---------------|---------------|
| Loaner Reimbursement | WC | VC | V0811 | *** | C | **** |
| Other Goodwill | WC | VC | V0812 | *** | R | N/A |

3. Retailers are empowered to use good judgement regarding loaner/rental cars or any other goodwill expenses deemed necessary. It will not be necessary to call the Saturn Customer Assistance Center for authorization of goodwill. The Goodwill Worksheet (printed towards the back of this bulletin) must be used to document goodwill expenses. The completed Goodwill Worksheet must be attached to the hard copy of the CSO. Retailers are to make sufficient copies of the blank Goodwill Worksheet to document goodwill expenses.
4. Check your Saturn **SERVICELINE.XL** Claim Memorandum daily. Remember to code the claim as a WC sale type, and VC case type. Contact your field representative if you need assistance.
5. **All labor operations claimed in this bulletin must be submitted on individual (unrelated) CSO lines.** Refer to the Customer Service Order Preparation Manual for details on Product Campaign Claim Submission.

- * Anchor bolts are not to be sold to the CSO, as they are shipped to the Retailer at no charge.
- ** Campaign administrative allowance
- *** Net amount must be submitted as a miscellaneous sale...Loaner reimbursement not to exceed \$30/day
- **** Enter number of days vehicle was rented...Not to exceed 1 day

LIST OF INVOLVED VEHICLES WITHIN VIN RANGE

| | | | | | | |
|----------|----------|----------|----------|----------|----------|----------|
| 2S800454 | 2S800504 | 2S800554 | 2S800604 | 2S800914 | 2S800981 | 2S801059 |
| 2S800455 | 2S800505 | 2S800555 | 2S800605 | 2S800916 | 2S800982 | 2S801061 |
| 2S800456 | 2S800506 | 2S800556 | 2S800606 | 2S800917 | 2S800983 | 2S801062 |
| 2S800457 | 2S800507 | 2S800557 | 2S800607 | 2S800918 | 2S800984 | 2S801063 |
| 2S800458 | 2S800508 | 2S800558 | 2S800608 | 2S800919 | 2S800986 | 2S801064 |
| 2S800459 | 2S800509 | 2S800559 | 2S800609 | 2S800922 | 2S800987 | 2S801066 |
| 2S800460 | 2S800510 | 2S800560 | 2S800610 | 2S800923 | 2S800989 | 2S801075 |
| 2S800461 | 2S800511 | 2S800561 | 2S800611 | 2S800924 | 2S800990 | 2S801083 |
| 2S800462 | 2S800512 | 2S800562 | 2S800612 | 2S800925 | 2S800991 | 2S801087 |
| 2S800463 | 2S800513 | 2S800563 | 2S800613 | 2S800926 | 2S800992 | 2S801096 |
| 2S800464 | 2S800514 | 2S800564 | 2S800614 | 2S800927 | 2S800993 | 2S801099 |
| 2S800465 | 2S800515 | 2S800565 | 2S800615 | 2S800928 | 2S800994 | 2S801100 |
| 2S800466 | 2S800516 | 2S800566 | 2S800616 | 2S800930 | 2S800995 | 2S801101 |
| 2S800467 | 2S800517 | 2S800567 | 2S800617 | 2S800931 | 2S800997 | 2S801103 |
| 2S800468 | 2S800518 | 2S800568 | 2S800618 | 2S800932 | 2S800998 | 2S801110 |
| 2S800469 | 2S800519 | 2S800569 | 2S800619 | 2S800933 | 2S801000 | 2S801114 |
| 2S800470 | 2S800520 | 2S800570 | 2S800620 | 2S800934 | 2S801001 | 2S801122 |
| 2S800471 | 2S800521 | 2S800571 | 2S800621 | 2S800936 | 2S801002 | 2S801124 |
| 2S800472 | 2S800522 | 2S800572 | 2S800622 | 2S800937 | 2S801003 | 2S801125 |
| 2S800473 | 2S800523 | 2S800573 | 2S800623 | 2S800938 | 2S801004 | 2S801129 |
| 2S800474 | 2S800524 | 2S800574 | 2S800624 | 2S800940 | 2S801005 | 2S801141 |
| 2S800475 | 2S800525 | 2S800575 | 2S800625 | 2S800941 | 2S801006 | 2S801181 |
| 2S800476 | 2S800526 | 2S800576 | 2S800626 | 2S800942 | 2S801007 | 2S801257 |
| 2S800477 | 2S800527 | 2S800577 | 2S800627 | 2S800943 | 2S801008 | 2S801306 |
| 2S800478 | 2S800528 | 2S800578 | 2S800629 | 2S800944 | 2S801009 | 2S801435 |
| 2S800479 | 2S800529 | 2S800579 | 2S800631 | 2S800945 | 2S801010 | 2S801449 |
| 2S800480 | 2S800530 | 2S800580 | 2S800633 | 2S800946 | 2S801012 | 2S801490 |
| 2S800481 | 2S800531 | 2S800581 | 2S800634 | 2S800947 | 2S801013 | |
| 2S800482 | 2S800532 | 2S800582 | 2S800635 | 2S800948 | 2S801014 | |
| 2S800483 | 2S800533 | 2S800583 | 2S800637 | 2S800949 | 2S801015 | |
| 2S800484 | 2S800534 | 2S800584 | 2S800638 | 2S800950 | 2S801016 | |
| 2S800485 | 2S800535 | 2S800585 | 2S800639 | 2S800953 | 2S801017 | |
| 2S800486 | 2S800536 | 2S800586 | 2S800640 | 2S800954 | 2S801018 | |
| 2S800487 | 2S800537 | 2S800587 | 2S800642 | 2S800955 | 2S801019 | |
| 2S800488 | 2S800538 | 2S800588 | 2S800643 | 2S800958 | 2S801021 | |
| 2S800489 | 2S800539 | 2S800589 | 2S800644 | 2S800961 | 2S801026 | |
| 2S800490 | 2S800540 | 2S800590 | 2S800646 | 2S800962 | 2S801027 | |
| 2S800491 | 2S800541 | 2S800591 | 2S800647 | 2S800964 | 2S801028 | |
| 2S800492 | 2S800542 | 2S800592 | 2S800649 | 2S800965 | 2S801030 | |
| 2S800493 | 2S800543 | 2S800593 | 2S800650 | 2S800966 | 2S801033 | |
| 2S800494 | 2S800544 | 2S800594 | 2S800651 | 2S800968 | 2S801035 | |
| 2S800495 | 2S800545 | 2S800595 | 2S800903 | 2S800969 | 2S801039 | |
| 2S800496 | 2S800546 | 2S800596 | 2S800905 | 2S800970 | 2S801045 | |
| 2S800497 | 2S800547 | 2S800597 | 2S800906 | 2S800971 | 2S801048 | |
| 2S800498 | 2S800548 | 2S800598 | 2S800907 | 2S800972 | 2S801049 | |
| 2S800499 | 2S800549 | 2S800599 | 2S800908 | 2S800974 | 2S801051 | |
| 2S800500 | 2S800550 | 2S800600 | 2S800909 | 2S800977 | 2S801052 | |
| 2S800501 | 2S800551 | 2S800601 | 2S800910 | 2S800978 | 2S801054 | |
| 2S800502 | 2S800552 | 2S800602 | 2S800911 | 2S800979 | 2S801055 | |
| 2S800503 | 2S800553 | 2S800603 | 2S800913 | 2S800980 | 2S801056 | |



December, 2001

Dear Saturn Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Saturn has decided that certain 2002 model year VUE vehicles produced before December 12, 2001 fail to conform to the requirements of Federal Motor Vehicle Safety Standard 210, "Seat Belt Assembly Anchorages." Some vehicles were produced with rear occupant outer seat belt shoulder guide anchor bolts that were incorrectly installed. Also, if these bolts were incorrectly installed, they would not withstand the load requirements of FMVSS 210, and if one failed in a crash, a rear seat occupant would not be properly restrained and could have an increased risk of injury.

What Saturn Will Do:

To ensure that the seat belt shoulder guide anchor bolts are correctly installed, Saturn will replace the rear occupant outer seat belt shoulder guide anchor bolts. This service will be performed at no charge to you. It will take approximately thirty (30) minutes to make the repairs, although some additional time may be required for paperwork and processing.

What You Should Do:

Contact your Saturn Retailer to arrange to have this service performed.

Your Retailer is prepared to perform this service promptly and with minimal inconvenience to you. Should your Retailer be unable to schedule a service date within a reasonable time, please contact the Saturn Customer Assistance Center at 1-800-553-6000 prompt 3, or for the hearing impaired, 1-800-833-6000. We will assist you and the Retailer in getting your car serviced.

If, after contacting your Saturn Retailer and the Saturn Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh St., SW, Washington, DC 20590, or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

Again, we sincerely regret any inconvenience or concern this situation may cause you. 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
02-C-04

02-C-04 GOODWILL WORKSHEET

As stated in the "Credit" section of this bulletin, Retailers are empowered to use good judgement regarding loaner/rental cars or other goodwill expenses that might become necessary for customer satisfaction.

Complete this worksheet and attach it to the hard copy of the Customer Service Order (CSO) to document all campaign goodwill claims submitted to Saturn.

VIN # _____

A. Vehicle Loaner/Rental Allowance Explanation: \$ _____

| Repair Performed | Sale Type | Case Type | Labor OP | Net Item Code | # Days Rental |
|----------------------|-----------|-----------|----------|---------------|---------------|
| Loaner Reimbursement | WC | VC | V0811 | C | * |

* Not to exceed \$30/day for 1 day

B. Other/Goodwill Allowance Explanation (Specify what was done and why): \$ _____

| Repair Performed | Sale Type | Case Type | Labor OP | Net Item Code | # Days Rental |
|------------------|-----------|-----------|----------|---------------|---------------|
| Other Goodwill | WC | VC | V0812 | R | N/A |

 Authorized Retailer Signature

(Please copy this form as necessary)