



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)