



November 16, 2004

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

04V-547
(19 pages)

Dear Mr. Weinstein:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors of a safety defect involving certain 2003-2004 Saturn ION sedan model vehicles.

573.6(c)(1): Saturn Division of General Motors Corporation

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

573.6(c)(5): Saturn has decided that a defect which relates to motor vehicle safety exists in certain 2003-2004 model year Saturn ION sedans. These vehicles have a condition in which the turn signal/daytime running lamp (DRL) bulb on either front side can become inoperative because of inadequate contact between the bulb and socket. If a front turn signal lamp is inoperative, others may react more slowly to a turning vehicle and a crash could occur. If a turn signal bulb is inoperative, the instrument panel turn signal indicator arrow flashes and the audible feedback cycles significantly faster than usual.

An investigation showed that temperatures in the lamp assembly exceed the material specification for the bulb sockets and the bulb base sleeves, which causes deformation. The deformed bulb sockets cause intermittent contact between the bulb wires and socket terminal contacts. The deformed sleeve may cause stress cracks to form on the bulb, and over time, heating and cooling of the bulb causes the stress cracks to enlarge with potential for premature bulb failure.

573.6(c)(6): In October 2002, GM became aware of an elevated warranty claim rate for 2003 Saturn ION model vehicles for front turn signal/DRL lamp bulb. Since that time GM has implemented in vehicle production several product improvements related to turn signal/DRL lamp assembly and bulbs.

On September 2, 2004, GM received a Preliminary Evaluation Information request from the National Highway Traffic Safety Administration (NHTSA) for alleged turn signal malfunction on the 2003-2004 Saturn ION model vehicles. GM Product Investigations collected information to respond to the IR and for GM to review for consideration of a potential field action.

On October 21, 2004, GM Product Investigations presented the issue to the FPE Director. A recommendation from the GMNA Senior Management Committee (SMC) was received on November 5, 2004. On November 8, 2004, the Field Action Decision Committee decided to conduct a safety recall.

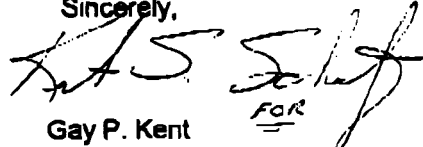
573.6(c)(8): Retailers are to replace the DRL/turn signal bulb on both the left and right front side and inspect for a voltage-reducing jumper and add if not present.

Pursuant to 577.11(e), GM will provide reimbursement to owners for repairs completed on or before ten days after the owner mailing is completed, according to the plan submitted on January 15, 2003.

Letter to Mr. K. N. Weinstein
2176- 04095
November 16, 2004
Page 2

573.6(c)(9): Attached is a final copy of the dealer bulletin and owner letter. Saturn plans to notify retailers on December 16, 2004 and mail owner letters on December 17, 2004.

Sincerely,

A handwritten signature in black ink, appearing to read "G. P. Kent". The signature is written in a cursive style with a large, sweeping flourish at the end. Below the signature, the word "FOR" is written in a smaller, simpler font.

Gay P. Kent
Director
Product Investigations

2176 - 04095
Attachments

573.6(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</u> <u>(FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Saturn	A Car	2003	85,365	06/2002	07/2003	ION Sedan	*Unknown
Saturn	A Car	2004	93,433	07/2003	08/2004	ION Sedan	"
		GM Total:	178,798				

* All affected vehicles will be corrected.

2176/04095

RECALL BULLETIN



NO.:	04095
	SAFETY
DATE:	November, 2004
CATEGORY TYPE:	Body & Accessories - 08
CATEGORY:	Lighting Systems - 042

PRODUCT SAFETY RECALL

SUBJECT: DAYTIME RUNNING LAMP (DRL)/TURN SIGNAL BULB REPLACEMENT AND DRL JUMPER KIT INSTALLATION

YEAR and MODEL: 2003 - 2004 SATURN ION SEDAN VEHICLES

TO: ALL SATURN RETAILERS AND AUTHORIZED SERVICE PROVIDERS

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall 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 customer and to repair their vehicle as soon as possible. In the recall notification letter, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

CONDITION

Saturn has decided that a defect relating to motor vehicle safety exists in certain 2003 - 2004 model year Saturn ION sedans. These vehicles have a condition in which the turn signal lamp and daytime running lamp (DRL) on either front side can stop working because of loss of contact between the bulb and socket. If a front turn signal lamp is inoperative, others may react more slowly to a turning vehicle and a crash could occur.

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.

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— EXCEED CUSTOMER EXPECTATIONS —

CORRECTION

To prevent this condition from occurring, Saturn will replace the DRL/turn signal bulb on both the left and right front side and inspect for and add a DRL jumper kit if not present. This service will be performed at no cost to the owner.

VEHICLES INVOLVED

Certain 2003 and 2004 Saturn ION sedan vehicles within the following VIN range will require this recall:

3Z100001 – 3Z207807

4Z100063 – 4Z232317

IMPORTANT: Retailers must verify recall involvement by running a National Vehicle History (NVH) prior to performing repairs. **Not all vehicles within the above breakpoints may be involved. It is important to note that recall claims will only be paid on involved vehicles.**

OWNER NOTIFICATION

Owners of all involved vehicles will be notified of this recall 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.

The listing contains:

- Complete vehicle identification number (VIN); and
- VINs of vehicles, which according to Saturn records are in retail stock.

The Facility VIN Listing is furnished to involved Retailers with the Product Safety Recall Bulletin.

Those Retailers not involved initially in this recall will receive a message at the top of a blank Facility VIN Listing that states: **NO VEHICLES ASSIGNED AT THIS TIME FOR RECALL 04095.**

TRANSFER OF RECALL 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, recall responsibility may be transferred by completing the following:

- Submit a Recall 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 Recall Vehicle Action Report, item # S03 2002RVAR, is included for your reference. Additional copies can be ordered from the Saturn Publications website at win.wallace.com/saturn. All changes to recall 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 Policies & Procedures Manual, "Notifying Saturn of Vehicle Status Change."



RECALL VEHICLE ACTION REPORT

VIN:	_____
RECALL NO(S):	_____
FACILITY CODE:	_____

CHANGE VEHICLE STATUS TO (PLACE AND [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:	SUPPORTING	_____
RETAILERS NAME: _____	DOCUMENTATION:	_____
<input type="checkbox"/> VEHICLE EXPORTED	RETAILER CODE:	_____
	EXPORT DEST.:	_____

CHANGE OF OWNERSHIP INFORMATION:

_____	_____
(OWNER 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 RECALL 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 CODE: 371-999-324
 SPRING HILL, TN 37174

CUSTOMER ASSISTANCE MANAGER: SEND APPROVED FORMS TO RECALL COMPLIANCE COORDINATOR.
 SEND REJECTED FORMS, ALONG WITH REASON, BACK TO THE SUBMITTING RETAILER.

S03 2002RVAR

PARTS INFORMATION

Saturn Service Parts Operations (SSPO) will be shipping parts as they become available based on the affected vehicle population at your retail facility. Please do not order extra inventory of these parts or modify your existing stocking policies. Normal replenishment will continue to support your current stocking policy requirements.

Part Number	Description	Quantity Required Per Vehicle
15233607	Bulb – FRT T/SIG LP	2
15146012	Attachment PKG – HDLP (DRL Jumper Kit)	1*
U.S: 21485277 Canada: 10953489	Threadlocker Loctite® 242**	***

***IMPORTANT:** Not all vehicles will require DRL jumper kit. Refer to Chart A and B on page 7 of this bulletin to determine which vehicles require the DRL jumper kit.

****IMPORTANT:** Only vehicles that require DRL jumper kit will require Threadlocker Loctite® 242.

NOTE: All material prices are retailer cost plus 40%

*******1 tube will service 100 vehicles. One tube \$9.93/100 vehicles = \$0.10 per vehicle.

Total Material Allowance is \$0.10 per vehicle

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.

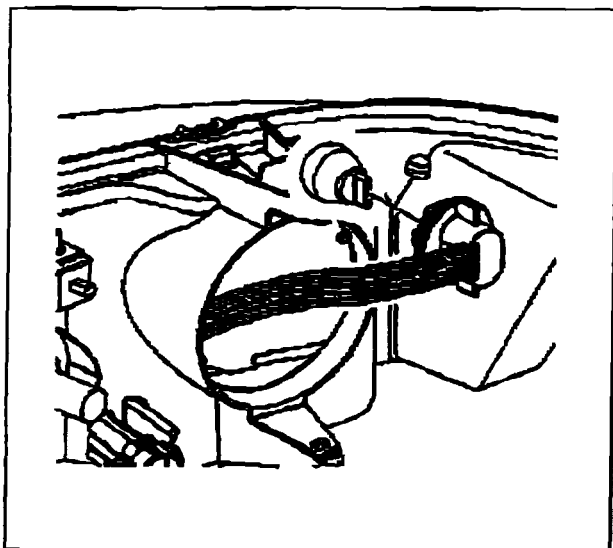
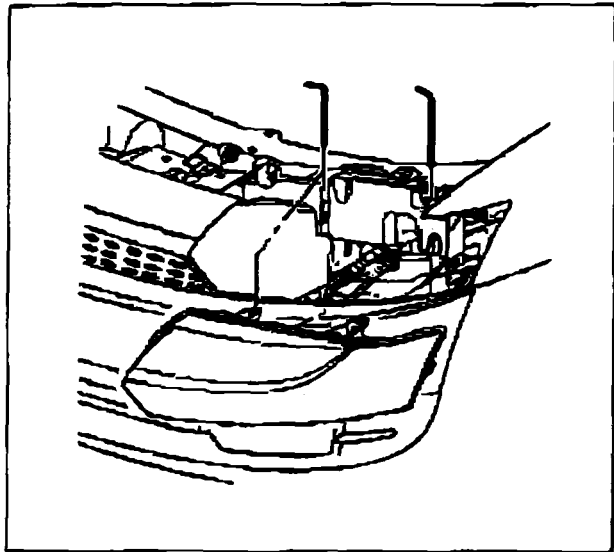
SUGGESTIONS FOR ENSURING CUSTOMER SATISFACTION

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

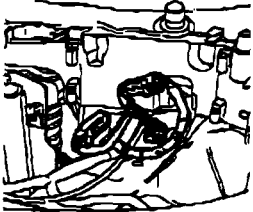
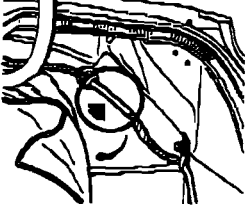
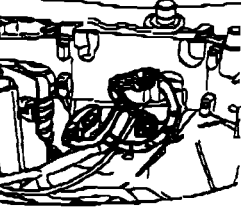
DRL Jumper Kit and Park/Turn Signal/DRL Bulb Installation

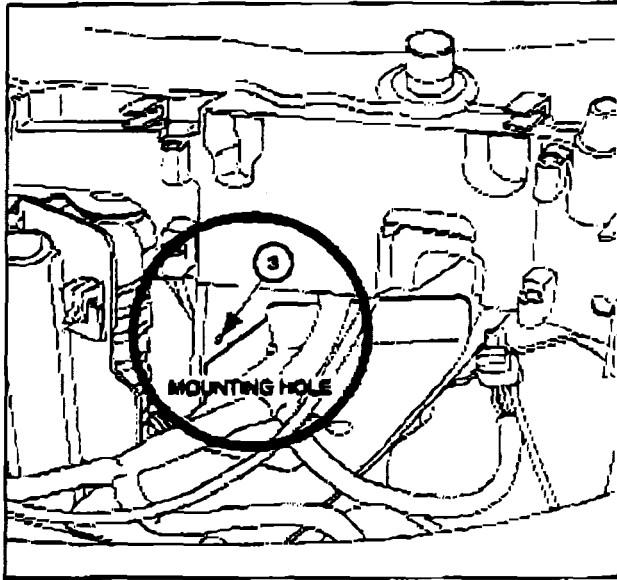
1. Open the hood.
2. Pull up on headlamp assembly retaining pins. Remove the pins.
3. Position the headlamp assembly away from the vehicle to access the headlamp electrical connector.
4. Disconnect the forward lamp harness electrical connector from the headlamp assembly.
5. Remove the park/turn signal/DRL bulb access cover by rotating the cover counterclockwise.
6. Remove the park/turn signal/DRL bulb socket from the headlamp housing by rotating the socket counter clockwise.
7. Gently pull the park/turn signal/DRL bulb from the socket. Discard old bulb.
8. Install the new park/turn signal/DRL bulb (P/N 15233607) into the socket.
9. Install the park/turn signal/DRL bulb socket into the headlamp housing by rotating the socket clockwise.
10. Install the park/turn signal/DRL bulb access cover by rotating it clockwise.
11. Perform steps 2-10 for opposite headlamp assembly.



IMPORTANT: The following charts will help determine if the vehicle needs the DRL jumper kit installed. Please note the VIN ranges associated with the two charts. Some vehicles produced after VIN 4Z160000 have already had the resistance added to the turn signal circuit within the main body wiring harness. These main body wiring harnesses are identified with pink tape on the passenger side tail lamp harness in the trunk.

- For all 2003 model year vehicles and 2004 model year vehicles built prior to VIN 4Z160000, refer to Chart A.
- For 2004 model year vehicles built after and including VIN 4Z160000, refer to Chart B.

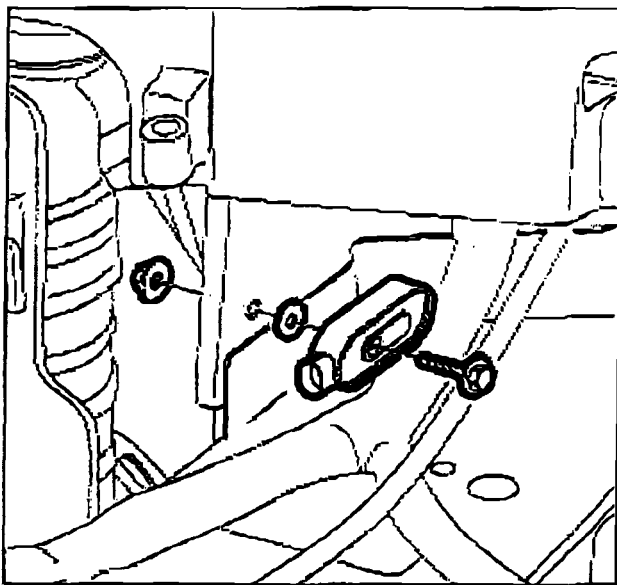
CHART A	Yes	No
 <p>Check for previously installed DRL jumper kit (harness and ceramic resistor for each DRL).</p> <p>Has DRL jumper kit been installed on this vehicle during a prior repair?</p>	<p>Go to step 17 in service procedure.</p>	<p>Go to step 12 in service procedure.</p>
CHART B	Yes	No
 <p>Step 1:</p> <p>Open trunk and lower passenger side rear wheelhouse carpet trim. Inspect for pink tape on passenger side tail lamp harness. Tape may vary in length from 30mm to 100mm (1.125 in to 4 in).</p> <p>Is pink tape present?</p>	<p>Go to step 2.</p>	<p>Go to step 12 in service procedure.</p>
 <p>Step 2:</p> <p>Check for previously installed DRL jumper kit (harness and ceramic resistor for each DRL).</p> <p>Has DRL jumper kit been installed on this vehicle during a prior repair?</p>	<p>Remove resistor and DRL jumper harness from each headlamp assembly, then go to step 17 in service procedure.</p>	<p>Go to step 17 in service procedure.</p>



IMPORTANT: Perform steps 12-16 only if required in Chart A or Chart B on page 7.

12. Locate mounting hole for resistor (3) on both the passenger and driver side. This hole is on the vertical metal between the radiator core support and the frame rail, just outboard of the radiator/condenser assembly. (Driver's side shown, passenger side in similar location.)

NOTICE: Use the correct fastener in the correct location. Replacement fasteners must be the correct part number for that application. Fasteners requiring replacement or fasteners requiring the use of thread locking compound or sealant are identified in the service procedure. Do not use paints, lubricants, or corrosion inhibitors on fasteners or fastener joint surfaces unless specified. These coatings affect fastener torque and joint clamping force and may damage the fastener. Use the correct tightening sequence and specifications when installing fasteners in order to avoid damage to parts and systems.

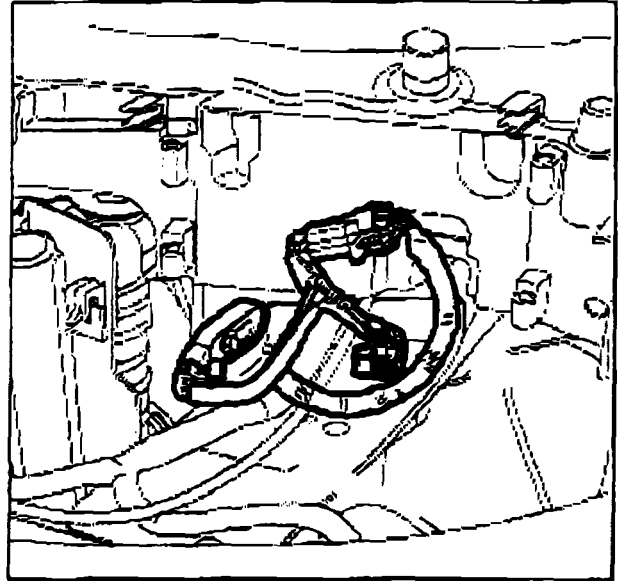


IMPORTANT: DRL jumper kit is to be installed on both the driver and passenger side headlamp wiring.

13. Install one resistor to each mounting hole using bolt, washer, and nut provided in DRL jumper kit, P/N 15146012. The washer needs to go between the resistor and the sheet metal surface to protect the resistor.
14. Prior to installation of each nut, apply Loctite® Threadlocker 242, P/N 21485277 (in Canada, P/N 10953489), or equivalent (GM Material Specification 998 5283) to exposed threads and tighten bolt.

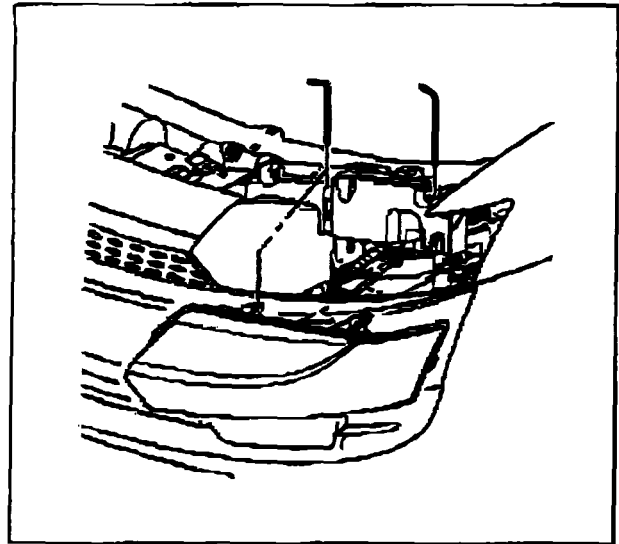
Tighten: Tighten resistor retaining bolt 10 N·m (89 in-lbs).

15. Install DRL jumper harness connector into the resistor connector and the forward lamp harness connector on each side.
16. Secure jumper harness to vehicle using clip on connector to forward lamp harness on each side.



IMPORTANT: Perform steps 17-21 on all vehicles.

17. Position each headlamp assembly in its respective vehicle opening and connect remaining headlamp wiring harness connector to connector on the headlamp assembly.
18. Install each headlamp assembly into its respective headlamp bracket and install headlamp assembly retaining pins by pushing down on the pins.
19. Clear diagnostic trouble codes (DTCs) from body control module (BCM) using Tech 2 Scan Tool.
20. Activate left and right turn signal to verify proper operation.
21. Close the hood.



CREDIT

1. To receive credit for replacing the park/turn signal/DRL bulb on both the left and right front side and inspect for and add a DRL jumper kit, if required, submit a claim with the information below:

Repair Performed	Failed Part No.*	Sale Type	Case Type	Labor Op.	Labor Hrs.	Admin. Hrs. **
DRL/Turn Signal Bulb Replacement and DRL jumper inspection. Includes headlamp removal and installation. ADD: DRL jumper kit			VC	V1275	0.3 Hr. 0.1 Hr.	0.1 Hr.

* The parts allowance should be the sum total of the current SSPO Retailer net price plus 40% of all parts required for the repair.

** Administrative allowance.

IMPORTANT: To claim Loctite® Threadlocker 242, it will be necessary to sell these materials to the CSO as "material" using net item code "M" per the chart on page 5 of this bulletin (\$0.10 per claim when DRL jumper kit is installed).

2. To receive credit for loaner/rental car cost or other goodwill expenses, submit a claim with the information below:

Service Performed	Sale Type	Case Type	Labor Op.	Net Item Amount	Net Item Code	# Days Rental
Loaner/Rental Reimbursement	WC	VC	V1276	***	C	****
Customer Reimbursement	WC	VC	V1282	*****	R	N/A

*** Net amount must be submitted as a miscellaneous sale...Loaner reimbursement not to exceed \$35/day

**** Enter number of days vehicle was rented...Not to exceed 1 day.

***** Customer requests for reimbursement of previously paid repairs to replace DRL/Turn Signal Bulb.

3. 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.
4. 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 Safety Recall Claim Submission.

5. Customer Reimbursement Claims - Special Attention Required

- A. Customer reimbursement claims must have the date of the DRL/Turn Signal Bulb prior replacement entered into the "repair date" field of the CSO in the "Labor Detail/Comments" screen.
- B. Customer reimbursement claims must have the mileage of the prior repair of the DRL/Turn Signal Bulb entered on the "Service Order Hub" screen in the "miles in" field.
- C. Customer reimbursement claims must have entered into the "technician comments" field the CSO # (if repair was completed at a Saturn Retail Facility) date, mileage, customer name, and any deductibles and taxes paid by the customer.
- D. Customer reimbursement claims must be submitted on a different CSO than the Recall repair. This is because the repair date and mileage differ between the two repairs.



November, 2004

SATURN.

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 a defect relating to motor vehicle safety exists in certain 2003 - 2004 model year Saturn ION sedans. These vehicles have a condition in which the turn signal lamp and daytime running lamp (DRL) on either front side can stop working because of loss of contact between the bulb and socket. If a front turn signal lamp is inoperative, others may react more slowly to a turning vehicle and a crash could occur.

What Saturn will do: To prevent this condition from occurring, Saturn will replace the DRL/turn signal bulb on both the left and right front side and inspect for and add a DRL jumper kit if not present. This service will be performed at no cost to the owner.

Unfortunately, this situation presents a unique challenge for Saturn because our parts availability is not sufficient to perform replacements at this time. We are currently working with our parts supplier to produce quality parts in a timely manner. We anticipate having a sufficient quantity of parts in February, 2005.

As parts become available, Saturn will re-contact you. At that time you should contact your Saturn Retailer to schedule an appointment for the repair to your vehicle.

What you should do: It is not necessary to take your vehicle to a Saturn Retailer for repair at this time. However, if a DRL/turn signal bulb fails to illuminate, the turn signal indicator on the dash will flash at approximately twice its normal rate. If your vehicle exhibits this condition, contact your retailer to have the repairs completed.

Your Retailer is prepared to obtain parts and provide service to ensure your vehicle is corrected as promptly as possible. If your car is provided to the Retailer on the agreed service date and the condition is not remedied on that date, or within a reasonable time, please contact the Saturn Customer Assistance Center at 1-800-972-8876, 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, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 7th St., SW, Washington, DC 20590, or call 1-888-327-4236.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

When parts become available, it will still be necessary to have this recall repair performed on your vehicle, even if you have had previous repairs to the DRL/turn signal bulbs.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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

04095



Saturn Corporation
Customer Assistance Center
P.O. Box 1500
Spring Hill, TN 37174

SATURN PRODUCT RECALL CUSTOMER REIMBURSEMENT PROCEDURE

If you paid to have this recall condition corrected before November 2004, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Saturn retailer.

Submitting a recall reimbursement claim directly to your Saturn retailer may expedite processing, however; if you choose, you may file your claim through the Saturn Customer Assistance Center. Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from your Saturn retailer or Saturn Corporation.
- Denied, you will receive a letter from your Saturn retailer or Saturn Corporation with the reason(s) for the denial, or
- Incomplete, you will receive a letter from your Saturn retailer or Saturn Corporation identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact your Saturn retailer or the Saturn Customer Assistance at 1-800-972-8876, or for the hearing impaired, 1-800-833-6000.

**SATURN
PRODUCT RECALL CUSTOMER REIMBURSEMENT CLAIM FORM**

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted: _____

Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ **Date of Repair:** _____

Claimant Name (please print):

Street Address or PO Box Number: _____

City: _____ **State:** _____ **ZIP Code** _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature: _____

Please provide this claim form and the required documents to your Saturn retailer or mail to the following address:

Saturn Corporation
Customer Assistance Center
P. O. Box 1500
Spring Hill, TN. 37174
Mail Drop 371-999-S24

04095 LOANER/RENTAL WORKSHEET

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

VIN# _____

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

Repair Performed	Sale Type	Case Type	Labor Op.	Net Item Amount	Net Item Code	# Days Rental
Loaner Reimbursement	WC	VC	V1276	***	C	****

B. Customer Requests Reimbursement
 Explanation: (Attach original paid receipts/invoices verifying the repair, proof of payment, and proof of vehicle ownership at time of repair.) \$ _____

Repair Performed	Sale Type	Case Type	Labor Op.	Net Item Amount	Net Item Code	# Days Rental
Customer Reimbursement	WC	VC	V1282	*****	R	N/A

- *** Net amount must be submitted as a miscellaneous sale... Loaner reimbursement not to exceed \$35/day
- **** Enter number of days vehicle was rented... Not to exceed 1 day.
- ***** Customer requests for reimbursement of previously paid repairs to replace DRL/Turn Signal Bulb.

 Authorized Retailer Signature
 (Please copy this form as necessary)