



December, 2003

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 2003 and certain 2004 Saturn ION vehicles fail to conform to Federal Motor Vehicle Safety Standard 118, "Power-Operated Window, Partition, and Roof Panel Systems." The power windows and/or sunroof may be operable after the ignition has been turned to the "Off" position and the front passenger door is opened. If unsupervised children are left unattended in the vehicle and operate the power windows or sunroof, there is an increased risk of personal injury to the child.

What Saturn will do:

To prevent the possibility of this condition occurring, Retailers will upgrade the Body Control Module (BCM) calibration. This service will be performed at no charge to you.

What you should do:

Contact your Saturn Retailer as soon as possible to arrange for the upgraded BCM software. This service will take about 30 minutes although some additional time may be required for paperwork and processing.

The enclosed reply card identifies your vehicle and will facilitate completion of the repairs when presented to your Saturn retail facility. If your address has changed, please provide the new information in the space provided. This will assist us in ensuring that all affected vehicles are corrected.

Your Retailer is prepared to perform this service promptly and with minimal inconvenience to you. However, 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 20580, or call 1-888-327-4236.

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
03089