



**SATURN**

November, 2004

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