

October 2005

Dear Saturn Customer:

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

Reason For This Recall: General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2000-2002 Saturn LS and 2000-2004 Saturn LW vehicles. The tail lamp housing can become distorted if the brake lamps remain on for an extended period of time. This distortion could cause the brake and/or tail lamps to become inoperative. Reduced visibility or lack of braking indication to following drivers could contribute to a vehicle crash.

What Will Be Done: Your Saturn retailer will install two new tail lamp reinforcing socket adapters and sockets. This service will be performed for you at **no charge**.

How Long Will The Repair Take? Please contact your Saturn retailer as soon as possible to arrange to have this service performed. To allow for effective service scheduling and required paperwork your Saturn retailer will need your vehicle for some period of time. However, once the work begins, the actual service correction will only take approximately 15 minutes to perform.

Contacting Your Retailer: To limit any possible inconvenience, we recommend that you contact your Saturn retailer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your retailer can ensure that the necessary parts will be available on your scheduled appointment date. Should your retailer be unable to schedule a service date within a reasonable time, you should contact the Saturn Customer Assistance Center at 1-800-972-8876. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1-800-833-6000. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

If, after contacting the Saturn Customer Assistance Center, you are still not satisfied that 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 Street, SW, Washington, DC 40990; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

If you have already paid for some or all of the cost to have your brake lamps and/or tail lamps replaced for this condition, you will be eligible for reimbursement. If the repair was performed by a Saturn retail facility, please contact your nearest Saturn Retailer to discuss reimbursement. The facility will have all the necessary documentation to process your reimbursement. If the repair was performed by a non-Saturn facility, your Retailer will need your original paid receipts or invoices verifying the repair, proof of payment, and proof of ownership of the vehicle at the time of the repair. Once parts are available, **it will still be necessary to have this recall repair performed on your vehicle, even if you have had previous repairs to the tail lamps.**

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.

Saturn
Enclosure
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