



NO: 00-C-07

NON-COMPLIANCE

DATE: October, 1999

GROUP: BDIP

99V-297

PRODUCT CAMPAIGN BULLETIN

SUBJECT: REPLACEMENT OF CONSOLE ARMREST LATCH
YEAR and MODEL: 2000 SATURN S-SERIES SC2, SL2, AND SW2 VEHICLES
TO: ALL SATURN RETAILERS and AUTHORIZED SERVICE PROVIDERS

The Highway Safety Act, as amended, provides that each vehicle which is subject to a recall campaign 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 owner and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the owner letter, the owners are being instructed to contact the Saturn Customer Assistance Center if their Retailer is unable to schedule a service date within a reasonable time. If the condition is not remedied within a reasonable time, owners are instructed on how to contact the National Highway Traffic Safety Administration.

DEFECT INVOLVED

Saturn has decided that certain 2000 model year S-series vehicles, equipped with a console armrest, fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 201, "Occupant Protection in Interior Impacts." These console armrests were produced with a latch that will not withstand the vertical force requirements of the standard. In the event of a crash, the latch may open and the armrest or the contents of the console could injure an occupant.

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.

VEHICLES INVOLVED

Certain 2000 model year SC2, SL2, and SW2 vehicles within the following VIN range will require this campaign: YZ100001–YZ116505.

In addition, our records indicate additional vehicles were equipped with affected console armrests as a Retailer installed accessory. A VIN listing of these vehicles is attached.

You must verify campaign involvement through your AS400 system. It is important to note that campaign claims will only be paid on involved vehicles.

OWNER NOTIFICATION

Owners of all involved vehicles will be notified of this campaign 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 are unsold and shipped to you, or are sold and located in close proximity to your facility are provided in your Retailer Campaign Package.

This listing contains:

- Owner's name with address and telephone number;
- Complete vehicle identification number (VIN); and
- VINs of vehicles, which according to Saturn records, are in retail stock.

The *Facility VIN Listing* (with owner information) is furnished to involved Retailers with the Product Campaign Bulletin. Although these vehicles are assigned to your facility, it is important to note that owners may elect to have their vehicle serviced at the Saturn Retail Facility of their choice.

Those Retailers not involved initially in this campaign will receive a message at the top of a blank *Facility VIN Listing* that states: **NO VEHICLES ASSIGNED AT THIS TIME FOR CAMPAIGN 00C07.**

These listings may contain owner names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of the law in several states. Accordingly, you are urged to limit the use of this listing to the follow up necessary to complete this campaign. Those records updated with California DMV registration information will have the following message printed adjacent to the appropriate VIN: **"OWNER INFORMATION UPDATED BY CALIFORNIA DMV; PUBLICATION PROHIBITED."**

RETAILER RESPONSIBILITY

All unsold vehicles in Retailers' possession and subject to this campaign must be held at the retail facility and repaired per the service procedure of this campaign bulletin before owners take possession of these vehicles.

Retailers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle, or ownership, from this time forward.

Owners of vehicles recently sold from your vehicle inventory are to be contacted by the Retailer and arrangements made to make the required correction according to the procedure contained in this bulletin.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your retail facility for service in the future, please take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

This bulletin is notice to you that the new motor vehicles included in this campaign may not comply with FMVSS 201. Under 49 U.S.C. section 30112 of the Highway Safety Act as amended, it is illegal for a retailer to sell a new motor vehicle which the retailer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the campaign correction, your retail facility may be subject to a civil penalty up to \$1,100 for each such sale.

TRANSFER OF CAMPAIGN 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, campaign responsibility may be transferred by completing the following:

- Submit a Campaign 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 Campaign Vehicle Action Report is included for your reference. Additional copies can be ordered from Saturn Publications (1-800-828-2112, prompt 3, Item # S0397050). All changes to campaign 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 Reference Guide*, "Notifying Saturn of Vehicle Status Change."



CAMPAIGN VEHICLE ACTION REPORT

VIN:	_____
CAMPAIGN 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: RETAILERS NAME: _____	SUPPORTING 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 CAMPAIGN 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 DROP S-24
SPRING HILL, TN 37174

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

503 971581

PARTS INFORMATION

1. A pre-shipment of the necessary parts required to perform this campaign have been automatically sent to you from Saturn Service Parts Operations (SSPO). These initial shipments are to aid the Retailer in campaign preparation and ensure minimal customer inconvenience.
2. Should you require any additional parts, please order as needed.
3. **Required Parts:**

<u>Part Number</u>	<u>Description</u>	<u>Quantity Required Per Vehicle</u>
21061077	Latch - F/Flr RR Cnsl A/Rst	1
21061284	Shim - 1.5mm	2

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

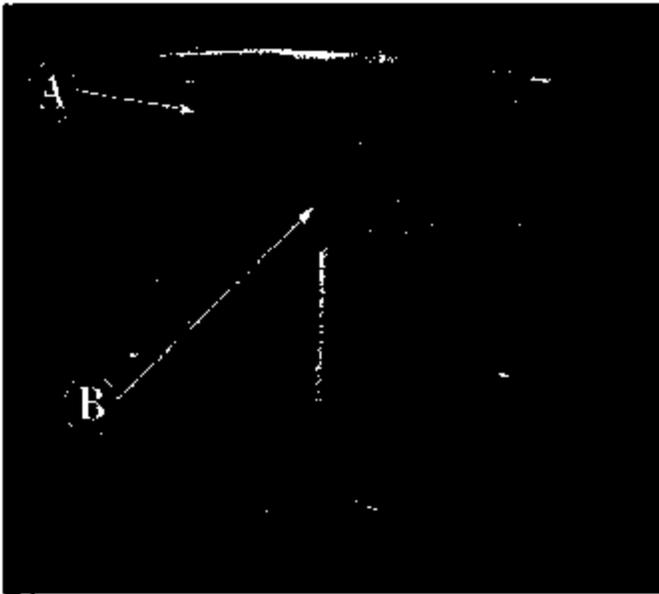
As you know, Saturn's success hinges upon our ability to execute superior customer support throughout the ownership experience, especially when important corrective actions such as this are required.

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

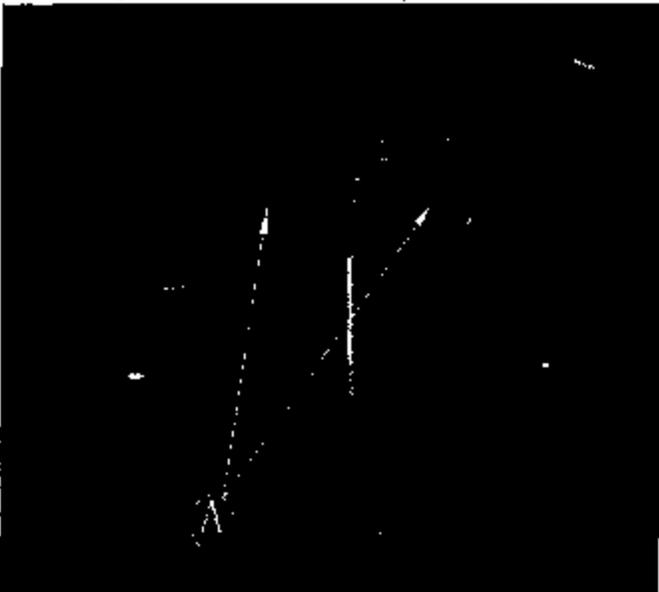
CONSOLE ARMREST LATCH AND SHIM INSTALLATION

1. Open console armrest lid to full open position.
2. Remove console armrest latch retaining screw and latch.
 - (A) Console Armrest Latch
 - (B) Console Armrest Latch Retaining Screw
3. Discard console armrest latch.



4. Remove adhesive backing from shim and install one half of the shim on each side of the latch support in the locations indicated in the illustration.

(A) Shims Installed at Proper Locations



5. Install new console armrest latch and latch retaining screw.

Torque: 1.5 N•m (13.5 in–lbs)

6. Verify console armrest lid operation by opening and closing console armrest lid.
7. Affix Campaign Completion Label on a clean, dry surface of the radiator core support, in an area clearly visible when the hood is raised. (Refer to “Campaign Completion Label” information in this bulletin.)



CAMPAIGN COMPLETION LABEL

Upon completion of the campaign, a *Campaign Completion Label* and a *Clear Protective Cover* should be affixed on a clean, dry surface of the radiator core support in an area clearly visible when the hood is raised. Each label provides a space to print in ink (or type) the campaign number (00C07) and the five (5) digit facility code of the Retailer performing the campaign service.



As a reminder, additional labels may be ordered from Saturn publications (1-800-828-2112, prompt 3, Item # S03 00013A for the *Campaign Completion Label*, and Item #S03 00013B for the *Clear Protective Cover*).

CREDIT

1. To receive credit for the repair of console armrest latch, submit a claim with the information below:

<u>Repair Performed</u>	<u>Failed Part No.</u>	<u>Parts Allow.</u>	<u>Sale Type</u>	<u>Case Type</u>	<u>Labor Op</u>	<u>Labor Hours</u>	<u>Admin. Hours**</u>
Replace console armrest latch.	21061077	*	WC	VC	V0407	0.2	0.1

2. To receive credit for loaner/rental car costs incurred while owner awaits campaign repair or other goodwill expenses, submit a claim with the information below:

<u>Repair Performed</u>	<u>Sale Type</u>	<u>Case Type</u>	<u>Labor Op</u>	<u>Net Item Amount</u>	<u>Net Item Code</u>	<u># Days Rental</u>
Loaner Reimbursement	WC	VC	Z4067	***	C	****
Other/Goodwill	WC	VC	Z4068	***	R	N/A

3. Retailers are empowered to use good judgement regarding loaner/rental cars or any other goodwill expenses deemed necessary. It will not be necessary to call the Saturn Customer Assistance Center for authorization of goodwill. The Goodwill Worksheet (printed towards the back of this bulletin) must be used to document goodwill expenses. The completed Goodwill Worksheet must be attached to the hard copy of the CSO. Retailers are to make sufficient copies of the blank Goodwill Worksheet to document goodwill expenses.
4. 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.
5. 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 Campaign Claim Submission.

- * The parts allowance should be the sum total of the current SSPO Retailer net price plus 30% of all parts required for the repair
- ** Campaign administrative allowance
- *** Net amount must be submitted as a miscellaneous sale...Loaner reimbursement not to exceed \$30/day.
- **** Enter number of days vehicle was rented . . . Not to exceed 1 day.

**LIST OF ADDITIONAL INVOLVED VEHICLES DUE TO A RETAILER
INSTALLED ACCESSORY-CONSOLE ARMREST**

(These VINs are in addition to the SC2, SL2, and SW2 vehicles within the VIN range.)

YZ100375	YZ103352	YZ105817	YZ108768	YZ111788	YZ115324	YZ118169
YZ100512	YZ103410	YZ105827	YZ109118	YZ111846	YZ115340	YZ118291
YZ100692	YZ103488	YZ105843	YZ109126	YZ111864	YZ115345	YZ118297
YZ100717	YZ103596	YZ105862	YZ109204	YZ111871	YZ115356	YZ118299
YZ100735	YZ103653	YZ105866	YZ109420	YZ111991	YZ115374	YZ118316
YZ100748	YZ103681	YZ106237	YZ109433	YZ112130	YZ115586	YZ118324
YZ100786	YZ103690	YZ106445	YZ109437	YZ112143	YZ115595	YZ118331
YZ100788	YZ103728	YZ106544	YZ109471	YZ112166	YZ115604	YZ118334
YZ100792	YZ103736	YZ106586	YZ109491	YZ112177	YZ115615	YZ118443
YZ100814	YZ103762	YZ106592	YZ109510	YZ112214	YZ115640	YZ118448
YZ100844	YZ103961	YZ106609	YZ109553	YZ112255	YZ115745	YZ118459
YZ100906	YZ103983	YZ106634	YZ109564	YZ112368	YZ116026	YZ118462
YZ100920	YZ104007	YZ106651	YZ109637	YZ112371	YZ116173	YZ118472
YZ100944	YZ104015	YZ106670	YZ109642	YZ112439	YZ116198	YZ118476
YZ101056	YZ104015	YZ106679	YZ109647	YZ112474	YZ116209	YZ118531
YZ101080	YZ104048	YZ107032	YZ109666	YZ112553	YZ116217	YZ118577
YZ101169	YZ104064	YZ107148	YZ109732	YZ112574	YZ116293	YZ118878
YZ101200	YZ104084	YZ107154	YZ109747	YZ112627	YZ116293	YZ118889
YZ101431	YZ104099	YZ107433	YZ109751	YZ112724	YZ116317	YZ119141
YZ101495	YZ104120	YZ107493	YZ109813	YZ112771	YZ116425	YZ119266
YZ101615	YZ104153	YZ107547	YZ109902	YZ112784	YZ116430	YZ119292
YZ101839	YZ104191	YZ107557	YZ110096	YZ112826	YZ116433	YZ119623
YZ102014	YZ104193	YZ107610	YZ110135	YZ112830	YZ116465	YZ119816
YZ102100	YZ104290	YZ107638	YZ110237	YZ112910	YZ116564	YZ119893
YZ102110	YZ104320	YZ107651	YZ110448	YZ113046	YZ116757	YZ120015
YZ102124	YZ104370	YZ107812	YZ110464	YZ113089	YZ116763	YZ120049
YZ102218	YZ104446	YZ107856	YZ110508	YZ113188	YZ116828	YZ120051
YZ102231	YZ104571	YZ107858	YZ110663	YZ113232	YZ116914	YZ120168
YZ102234	YZ104655	YZ108025	YZ110663	YZ113356	YZ117019	YZ120340
YZ102256	YZ104696	YZ108073	YZ110687	YZ113400	YZ117046	YZ120423
YZ102275	YZ104716	YZ108077	YZ110691	YZ113438	YZ117076	YZ120459
YZ102285	YZ104778	YZ108131	YZ110732	YZ113454	YZ117104	YZ120790
YZ102292	YZ104784	YZ108134	YZ110791	YZ113463	YZ117169	YZ120850
YZ102408	YZ104795	YZ108147	YZ110963	YZ113522	YZ117178	YZ120854
YZ102536	YZ104814	YZ108191	YZ111062	YZ113555	YZ117198	YZ120879
YZ102539	YZ104823	YZ108214	YZ111125	YZ113576	YZ117248	YZ120899
YZ102541	YZ104834	YZ108220	YZ111150	YZ113586	YZ117325	YZ120906
YZ102669	YZ104843	YZ108226	YZ111190	YZ113592	YZ117337	YZ120925
YZ102708	YZ104921	YZ108229	YZ111207	YZ113604	YZ117339	YZ121003
YZ102782	YZ105081	YZ108235	YZ111213	YZ113791	YZ117357	YZ121035
YZ102925	YZ105113	YZ108255	YZ111222	YZ113805	YZ117432	YZ121496
YZ102926	YZ105140	YZ108259	YZ111226	YZ113858	YZ117458	YZ121513
YZ102994	YZ105158	YZ108269	YZ111228	YZ113994	YZ117490	YZ121563
YZ103018	YZ105160	YZ108298	YZ111239	YZ114093	YZ117491	YZ121592
YZ103034	YZ105208	YZ108308	YZ111268	YZ114308	YZ117612	YZ121713
YZ103038	YZ105242	YZ108355	YZ111270	YZ114311	YZ117614	YZ121771
YZ103096	YZ105332	YZ108390	YZ111327	YZ114356	YZ117624	YZ121772
YZ103159	YZ105429	YZ108434	YZ111333	YZ114440	YZ117681	YZ121776
YZ103218	YZ105476	YZ108499	YZ111433	YZ114547	YZ117691	YZ121779
YZ103246	YZ105550	YZ108569	YZ111682	YZ114919	YZ117787	YZ121786
YZ103253	YZ105554	YZ108590	YZ111691	YZ114990	YZ117840	YZ121787
YZ103268	YZ105675	YZ108624	YZ111746	YZ115104	YZ117843	YZ121800
YZ103303	YZ105811	YZ108720	YZ111761	YZ115152	YZ117869	YZ121801

YZ121835	YZ125863	YZ128648	YZ130638	YZ134201	YZ137865	YZ141204
YZ121894	YZ125915	YZ128665	YZ130846	YZ134206	YZ138094	YZ141210
YZ121966	YZ125947	YZ128831	YZ130895	YZ134208	YZ138111	YZ141216
YZ122087	YZ125976	YZ128975	YZ130897	YZ134277	YZ138115	YZ141271
YZ122146	YZ125992	YZ129052	YZ130900	YZ134360	YZ138118	YZ141503
YZ122153	YZ125995	YZ129131	YZ130908	YZ134485	YZ138124	YZ142228
YZ122155	YZ126008	YZ129143	YZ130925	YZ134833	YZ138126	YZ142254
YZ122173	YZ126038	YZ129209	YZ130960	YZ134839	YZ138139	YZ142310
YZ122188	YZ126066	YZ129210	YZ130961	YZ134845	YZ138187	YZ142366
YZ122201	YZ126082	YZ129216	YZ130962	YZ134889	YZ138303	YZ142370
YZ122312	YZ126086	YZ129224	YZ130966	YZ134926	YZ138442	YZ142391
YZ122392	YZ126087	YZ129233	YZ130969	YZ134929	YZ138455	YZ142419
YZ122402	YZ126089	YZ129298	YZ130977	YZ134931	YZ138483	YZ142534
YZ122416	YZ126091	YZ129466	YZ131010	YZ134932	YZ138489	YZ142586
YZ122423	YZ126256	YZ129485	YZ131016	YZ134933	YZ138521	YZ142605
YZ122472	YZ126337	YZ129491	YZ131043	YZ134935	YZ138528	YZ142635
YZ122524	YZ126351	YZ129496	YZ131076	YZ134940	YZ138530	YZ142677
YZ122629	YZ126356	YZ129503	YZ131084	YZ134943	YZ138554	YZ142865
YZ122867	YZ126357	YZ129507	YZ131115	YZ134954	YZ138571	YZ142898
YZ122968	YZ126375	YZ129533	YZ131361	YZ135014	YZ138613	YZ142948
YZ123160	YZ126469	YZ129548	YZ131457	YZ135119	YZ138814	YZ142982
YZ123323	YZ126504	YZ129555	YZ131586	YZ135130	YZ138816	YZ142990
YZ123352	YZ126509	YZ129601	YZ131598	YZ135185	YZ138830	YZ143034
YZ123368	YZ126520	YZ129623	YZ131617	YZ135232	YZ138851	YZ143285
YZ123864	YZ126527	YZ129636	YZ131692	YZ135314	YZ138856	YZ143997
YZ123865	YZ126533	YZ129637	YZ131712	YZ135346	YZ138881	YZ144003
YZ123868	YZ126620	YZ129638	YZ131759	YZ135348	YZ139730	YZ144007
YZ123898	YZ126634	YZ129644	YZ131830	YZ135350	YZ139774	YZ144010
YZ123905	YZ126648	YZ129655	YZ131854	YZ135741	YZ139782	YZ144013
YZ123969	YZ126668	YZ129667	YZ131986	YZ135742	YZ139789	YZ144020
YZ123971	YZ126669	YZ129671	YZ132320	YZ135753	YZ139793	YZ144022
YZ123973	YZ126684	YZ129674	YZ132385	YZ135754	YZ139807	YZ144035
YZ123983	YZ126702	YZ129684	YZ132398	YZ135755	YZ140297	YZ144076
YZ124011	YZ126706	YZ129692	YZ132543	YZ135836	YZ140313	YZ144083
YZ124165	YZ126726	YZ129749	YZ132673	YZ135847	YZ140314	YZ144086
YZ124195	YZ126762	YZ129763	YZ132743	YZ135850	YZ140321	YZ144089
YZ124419	YZ126787	YZ129807	YZ132830	YZ136098	YZ140458	YZ144155
YZ124508	YZ126924	YZ129905	YZ132869	YZ136118	YZ140567	YZ144160
YZ124509	YZ127071	YZ129974	YZ133022	YZ136119	YZ140793	YZ144164
YZ124522	YZ127136	YZ129988	YZ133029	YZ136133	YZ140797	YZ144167
YZ124639	YZ127188	YZ130005	YZ133037	YZ136137	YZ140807	YZ144178
YZ124700	YZ127490	YZ130019	YZ133133	YZ136865	YZ140888	YZ144181
YZ124919	YZ127524	YZ130132	YZ133480	YZ136871	YZ140900	YZ144185
YZ125309	YZ127628	YZ130155	YZ133530	YZ136876	YZ140924	YZ144187
YZ125381	YZ127701	YZ130169	YZ133779	YZ136878	YZ140965	YZ144205
YZ125494	YZ127745	YZ130240	YZ133977	YZ136945	YZ140967	YZ144860
YZ125507	YZ127818	YZ130357	YZ133996	YZ136951	YZ140989	YZ144890
YZ125531	YZ127840	YZ130359	YZ134057	YZ137010	YZ140995	YZ144950
YZ125599	YZ128101	YZ130376	YZ134090	YZ137019	YZ141018	YZ145114
YZ125624	YZ128115	YZ130393	YZ134092	YZ137082	YZ141057	YZ145268
YZ125726	YZ128239	YZ130469	YZ134093	YZ137254	YZ141124	YZ145352
YZ125769	YZ128246	YZ130537	YZ134098	YZ137582	YZ141190	YZ145378
YZ125774	YZ128394	YZ130633	YZ134109	YZ137860	YZ141193	YZ148335
YZ125853	YZ128492	YZ130686	YZ134195	YZ137862	YZ141198	



October, 1999

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 2000 model year S-Series vehicles, equipped with a console armrest, fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 201, "Occupant Protection in Interior Impacts." These console armrests were produced with a latch that will not withstand the vertical force requirements of the standard. In the event of a crash, the latch may open and the armrest or the contents of the console could injure an occupant.

What Saturn will do:

Saturn will replace the console armrest latch at no charge to you. It will take approximately twenty (20) minutes to make the repair, 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
00-C-07

00-C-07 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	Z4067	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	Z4068	R	N/A

 Authorized Retailer Signature

(Please copy this form as necessary)

00-C-07 GOODWILL WORKSHEET

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Repair Performed	Sale Type	Case Type	Labor OP	Net Item Code	# Days Rental
Other/Goodwill	WC	VC	Z4068	R	N/A

 Authorized Retailer Signature

(Please copy this form as necessary)