



February 9, 2005

Mr. George Person, Chief
Recall Management Division
Office of Defects Investigation Enforcement
Room 5319 M/C: NVS-215
400 Seventh Street, S.W.
Washington, D.C. 20590

NVS-215kjs

Dear Mr. Person:

This letter is GM's response to your Owner Renotification request, received January 10, 2005, to notify owners involved in recall 02V-307 (GM number 02056/03C04) concerning 1994-1995 Saturn Z model vehicles – Front Seat Recliner Mechanisms.

Your requests and our corresponding replies are as follows:

GM should conduct the owner renotification in accordance with the guidelines listed below.

- **Before conducting the owner renotification, GM should obtain an updated owner list, for this recall campaign, based on current state motor vehicle registration records.**
- **GM's proposed owner renotification letter for this recall must meet the requirements of 49 CFR Part 577.10, "Follow-up Notification," and must be submitted to NHTSA for review before owner renotification begins. Part 577.10(e)(1) specifically requires that the renotification letter be identified as a "...follow-up to an earlier communication."**
- **In addition to the six quarterly status reports required under 49 CFR Part 573.6, "Quarterly Reports," GM is requested to file three additional quarterly status reports.**
- **Furnish a proposed schedule for conducting the owner renotification that includes the following information:**
 - a. **the date on which the search of current state motor vehicle registration records will be initiated in order to update the original owner list;**
 - b. **the approximate date on which the revised owner list will be available to initiate owner renotification;**
 - c. **the approximate date on which the owner renotification will begin; and**
 - d. **the approximate date on which the owner renotification will be completed (if the owner renotification is to be staggered, give the beginning and ending owner renotification date for each segment).**

Enclosed is a copy of the proposed owner renotification letter to be used for the follow-up notification.

- a. A request was made for the current state motor vehicle registration records on February 4, 2005.

- b. General Motors expects to receive the vehicle registration records by February 18, 2005.
- c. The owner renotification will begin approximately February 28, 2005.
- d. The owner renotification will be completed approximately February 28, 2005.

If you require further information about this response please contact me or Ms. Joy M. Hotchkiss (586-986-5474) of my staff.

Sincerely,



Gay P. Kent
Director
Product Investigations

Attachment

February, 2005

Dear Saturn Owner:

Saturn is very interested in your safety and continued satisfaction with your vehicle. Our records show that although your 1994 - 1995 Saturn S-Series coupe vehicle is subject to an important safety recall, the necessary repairs have not been made. Therefore, we are sending an additional notification of this important safety recall. Please follow the instructions below to address this important matter.

In January, 2003 and again in June, 2003 Saturn sent letters to current owners of certain 1994 and 1995 model year Saturn coupe vehicles to announce a voluntary safety recall, 03C04. Some front seat recliners in these vehicles were made with a part that failed to meet Saturn's stringent quality standards. More specifically, the recliner gear teeth may wear excessively through repeated use, and may cause the seat back to slip partially rearward when force is applied. If left unrepaired, the wear will continue and may result in the seat back fully reclining when force is applied. If this happens while the vehicle is being driven, it could cause a loss of control and a crash. To correct this condition, both the driver and front passenger seat back recliner mechanisms will be replaced.

Please understand that the recliner mechanisms must be replaced on your vehicle even if they are not exhibiting a slipping condition, and regardless of prior recliner mechanism replacement. Saturn will replace your vehicle's front seat recliner mechanisms at no charge to you. Therefore, we urge you to contact your Retail Facility as soon as possible to arrange a convenient service appointment. The actual repair should take approximately 2 hours.

If you have already had the recall repair performed, please disregard this letter. However, if you have had a change of address, or if you no longer own this vehicle, please let us know by completing the enclosed postage paid Owner Reply Card and returning it to us. If you have any questions, please contact the Saturn Customer Assistance Center at 1-800-972-8876, or for the hearing impaired, 1-800-833-6000.

If you have already paid for some or all of the cost to have your seatback recliner mechanisms replaced for this condition, you may be eligible for reimbursement. If the repair was performed by a Saturn retail facility, please contact your nearest Saturn Retailer to file a claim for 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 an original or a copy of your receipts or invoices verifying the repair, proof of payment, and proof of ownership of the vehicle at the time of the repair. Or, if you prefer to arrange for reimbursement through the mail, send the documents to Saturn Corporation, P.O. Box 1505, Spring Hill, TN. 37174. If you choose to request reimbursement by mail, additional processing time may be required. **It will still be necessary to have this recall repair performed on your vehicle, even if you have had previous repairs to the seat recliners.**

We sincerely regret any inconvenience this may cause you. Please know that we want to do our best to make sure that you, and all our customers, have a quality ownership experience.

Sincerely,

Saturn Corporation
03C04