



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-HELP SEP -2 AM 1  
(1-888-327-4236)  
INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100079

Date Received  
: 03  
18-JUL-2003

Repository   
Reference No.  
10029651

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City EAST WINDSOR State NJ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
Evening Telephone Number [REDACTED]

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an authorized signature, your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 8/12/03  YES  NO

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side [REDACTED]  
Make SAAB Model 70R30 Model Year 1996  
9000 5DR  
Date Purchased 8-31-96 Dealer's Name and Telephone Number JTK AUTOCAL, INC.  
Engine: 6.3L Fuel Type: INJECTION  
No. Cylinders 4  
Original Owner [REDACTED] Dealer's City SPRINGFIELD State NJ Zip Code 07091  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain ✓  
Vehicle Component Code 103000 POWER TRAIN: AUTOMATIC TRANSMISSION  
Multiple Failure: 4 TIMES

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 18-JUL-2003  
Failure Mileage 507149  
73  
Failure Speed 55

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)  
DOT No. (Example: DOTM1A9ABC036)  Original Equipment  Prior Repair Failure Location:  
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  No  
Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DEALER HAS HAD CHANGED THE TRANSMISSION TWICE IN THE LAST PAST TWO YEARS, AND STILL PROBLEM RECURRING.\*AK

THREE TIMES  
PLEASE SEE THE ATTACHE LETTER  
& DOCUMENTATION

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

August 12, 2003

U.S. Department of Transportation  
National Highway Traffic Safety Adm.  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590

Re: Vehicle Owner's Questionnaire received by your agency on 18-Jul-2003, ref.# 10029651

The following is the detailed description of the defected part in question.

1. In August 2001 the automatic transmission assembly was replaced w/brand new transmission while in the SAAB service center for 55M service. The mechanic detected faulty transmission and he said not replacing it would result in failure. The SAAB Customer Service paid for the part and we had to pay \$800.00 for the labor (copy of the invoice is attached)
2. On 11/26/02, second time the automatic transmission had to be replaced. We have been on the trip and the automatic transmission did not shift properly. We had to drive the car back shifting manually. We took the car to an authorized SAAB service center. The mechanic found an internal problem with transmission shifts - stayed in 4th gear. They had to replace it with rebuilt transmission. The SAAB Cust. Service paid for the part. We paid \$689.00 for the labor. (copy of the invoice is attached) (By this time the 1996 car had in the 3rd transmission!)
3. On August 3, 2003, while driving on Long Island Expressway, N.Y. the car suddenly fail to shift. Since we had the same experience 3 times before, luckily my husband (driver) new to shift manually. Otherwise it would resulted in devastating accident since there was a big traffic. If my wife would be driving the car, she would not know what to do. It is terrible that ones life has to harmed by a faulty part. The fourth transmission was installed on 8/7/03 by JMK Inc.(see the attached invoice)
4. Please see copies of the correspondence to SAAB customer service for more details.

We strongly feel that the manufacturer put us (consumers) to a big risk, while driving the car. This car was not manufactured according the guidelines, otherwise the transmission would not have to be replaced 2 times. We have had other problems with this car since the dy we purchased it. It is definitely a lemon. Even with the 3rd transmission we do not feel safe to drive with the car long distances. We have owned SAAB car prior this one and had no problems. Just as we mentioned previously, this car was not manufactured correctly. The mechanic also noted that somethig was built wrongly and it is causing the failure of the transmission. We would like to note that the car was always serviced by JMK authorized service center. At your request record can be furnished.

We will appreciate if you can check carefully this matter and compensate us with the expenses we accrued due to a defect in the vehicle.

Thank you,

Sincerely,

[REDACTED]  
E. WINDSOR, N.J. [REDACTED]

December 9, 2002

DEBRA ENNIS KELLY, C.E.O.  
SAAB, U.S.A., INC.  
4405 - A INTERNATIONAL BLVD.  
NORSCROSS, GA 30093

RE: Case#s 1-551-12711/ #1-550-36641/WILMA  
96/SAAB/9000 Series/5DR-015ASR  
Vehicle ID # YS3CD68UXT1007914  
Approx. current mileage - 66,000

URGENT MATTER

Dear Ms. Kelly:

We would like to bring the following matter to your attention. Please refer to the above referenced case numbers, which should give you the history of the car in question. Just in case, please allow me to outline a few important points.

This vehicle was religiously serviced by JMK Service Inc., in Springfield, N.J. for all the required mileage service intervals during the warranty period and afterwards.

In September 2001 while we had the service done for the 55,000 miles we were informed that the automatic transmission is experiencing a humming sound and has to be replaced. We told a brand new transmission will be installed in the car. We had to pay \$800.00 for labor. (SAAB USA covered the cost of brand new transmission).

Shortly after the 65K miles service the brand new transmission that had been put in only 14 months ago developed shifting problem. Again we were told a new automatic transmission has to be installed with the labor charges \$700.00.

We appreciate SAAB USA goodwill providing the new transmission. However, it does not justify our extreme expenses and aggravation we had to endure. This car has only 65 K miles and a has a third transmission already.

It is not a good reputation for SAAB when a brand new transmission would last only 14 months and 10 K miles. It is not fair that we have to pay out of our pocket another \$700.00 on top of \$800.00 we paid 14 months ago. To make this matter even more disgraceful to SAAB's name, the following happened: We picked up the car on December 2, 2002, after they installed the second transmission. We took the car for a test drive and sure enough the transmission was slipping at 45 miles/hr. We brought the car back to the shop and the mechanic did some adjustments. At this point we cannot trust to take the car on long trips fearing to get stranded on the road.

If the transmission had only be repaired (not replaced) by AMCO the transmission would be guaranteed for the life of the car.

We have owned SAAB cars before this one. We bought it brand new and had it for 11 years without any problems. That is the reason we decided to purchase the series 9000 without knowing we bought ourselves a tremendous aggravation and big dent in our pocket.

Just a week before the second transmission had to be replaced, the motor for the back windshield wipers had to be replaced. It was causing the front windshield wipers to stop working. We were driving on the highway in pouring rain and the front window wipers stopped working. We could not see anything and lucky to ge home safely.

We are so puzzled how it is possible that a brand new transmission installed by professional SAAB service technicians can give up in little over a year. We drive the car only in suburbs and mostly on the highway. We treat the car with respect. However, this SAAB is causing us major aggravations. We have no other explanation for all these problems, only that the car we purchased is "ONE BIG LEMON." As to the quality of transmission part we can say that it was not manufactured by a quality standard guideline as SAAB used to have.

We have been always fond of SAAB cars and spoke to everyone very highly of them, when asked. Both of us are working in establishments with very large number of employees. Our immediate co-workers are hearing all the aggravations we are going through this car. Also, all our friends and neighbors are aware of the same. This is certainly not good advertisement for SAAB car sales. (You know that the best adv. is word to mouth).

We would like you to examine this matter carefully and hopefully you will arrive at the right decision to restore our trust in your product.

At this point we feel that we should be refunded for all our unnecessary expenses, which we would not accrue if the car and parts would be manufactured with the highest quality of workmanship and materials. Furthermore, if any other major problems should arise at this point, SAAB Co., Inc. should salvage this car and give us give us appropriate compensation. This should have been done a long time ago. There were always various problems with the car. If I would be the president of SAAB Co. I certainly would not want to have this defectively manufactured car advertising SAAB cars, if the main objective is STRIVING FOR EXCELLENCE.

We are waiting for your prompt response.

Sincerely,

  
cc: C.E.O. OF SAAB AUTHOMOBILE AB  
TROLHATTAN, SWEEDEN

via certified mail



SAAB CARS USA, INC.

December 16, 2002

[REDACTED]  
E. Windsor, NJ [REDACTED]

VIN: YS3CD68UXT1007914

File: 1-55112711

Dear [REDACTED]

Thank you for contacting Saab Executive Office. We are in receipt of your letter dated December 9, 2002.

Please be advised that the Executive Office has reviewed your file in great detail. We apologized for your dissatisfaction with our Customer Assistance Center's decision regarding your 1996 Saab 9000CS.

However, based on our review of your information, we have concluded that the decision rendered to you by Ms. Wilma Jones was appropriate, as the transmission was beyond the parts warranty of one year /unlimited mileage. Unfortunately, Saab is not able to honor your request for reimbursement for your part of the replacement expense. Saab extended goodwill assistance on this repair by covering the cost of the parts. Once a part is beyond the warranty period, an owner must assume some responsibility of the repair expense. In addition, goodwill assistance was extended towards the previous transmission and rear wiper motor.

We realize this matter has not been concluded to your satisfaction, but we appreciate the opportunity for a final evaluation.

Sincerely,

Maria Shaver  
Executive Assistant

Cc: Debra Kelly-Ennis, President and COO

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**