



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-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

2003 AUG -7 PM 11: 56

Od_or _____
rt_dt _____
od_rt _____
up_jtr _____

Reference No.

10033594

OWNER INFORMATION (Type or Print)

Name			
Street No.		Apt. No.	
City	State	Zip Code	Daytime Telephone Number
E. WINDSOR	N. J.		

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) Y S 3 C D 6 S U X T 1 0 G 7 9 1 4		Make	Model	Year
		S A A B	9 0 0 0	1 9 9 6
Purchased Date 8/31/96		Dealer's Name JMK AUTOSALES, INC.		Engine Size (CID/CC/L) 2.3L
Dealer's City SPRINGFIELD		State N. J.	Zip Code 07081-3599	No. Cylinders 4
Manufacture Date (on driver's door or pillar) 10/95	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driverside Air Bag <input checked="" type="checkbox"/> Passengerside Air Bag <input checked="" type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
		Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other 2 DOOR	

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) AUTOMATIC TRANSMISSION	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name		
Complete Tire Size	DOT No.		
No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)		

APPLICABLE INCIDENT INFORMATION

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

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (CUSTOMER SERVICE)
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- 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)
- 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!)
- Please see copies of the correspondence to SAAB customer service for more details.

to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mall postage free or fax to 202-366-7882 x

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

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 something 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 signature]

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use

VEHICLE OWNER'S QUESTIONNAIRE (VOQ)

(VOQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline

office: [REDACTED]

home: [REDACTED]

[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 [REDACTED]

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 mile /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.

PLS. TURN
→

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 appropriate compensation. This should have been done a long time ago. There were always serious 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

Saab Cars USA, Inc.
1405-A International Blvd.
Norcross, GA 30093

Phone
770 279-0100

Fax
770 279-6499

Website
www.saabusa.com

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TOTAL PAGES FAXED INCLUDING THE COVER SHEET: 10

FAX TO: U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NSA-10.01
400 7TH STREET, SW
WASHINGTON, DC 20590

FAX # 1-202-493-2833

FROM:



DATE: JULY 30, 2003

RE: VEHICLE OWNER'S QUESTIONNAIRE

Gentlemen:

Attached please find the above-mentioned questionnaire with the support evidence.

If you have any questions, please call my wife, Valvina on the listed telephone number.

Thank you in advance for your help in this matter.

Sincerely yours,



**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).**