



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: 2004 Nov 15 PM 4:31
Od_or _____
rt_dt _____
od_rt _____
up_ltr _____
Reference No. 10101475

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Street No: [Redacted] Apt. No. N/A
City: Altadena, State: CA Zip Code: [Redacted]
Daytime Telephone Number: [Redacted]
Do you authorize [Redacted] the manufacturer of your vehicle? YES NO
In the absence of [Redacted] your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date 11 / 5 / 2004

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) Y 5 3 A K 7 6 e 9 R 7 (Located at bottom of windshield on driver's side)
Make SAAB 1994 Model 900S CONV Year 1994
Purchased Date 3/31/94 Dealer's Name Star SAAB Lincoln & Mercury
Engine Size 2.1L (CID/CC/L) 2.1L Turbo Diesel Gas Fuel Injection No. Cylinders 4
 New Used Dealer's City Glendale State CA Zip Code 91204
Manufacture Date (on driver's door or pillar) Transmission Type Manual Automatic Restraint System Driverside Air Bag Motorbelt Passengerside Air Bag 2-Point Belt 3-Point Belt Cruise Control Yes No Drivetrain Front Rear 4-Wheel Vehicle Type Car Sport Utility Van Truck Minivan Motorcycle Other Body Style 2-Door 4-Door Stationwagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Problem- Loss of Coolant, Headgasket Part Name(s) Continued "Overheating" Location Left Right Front Rear Failed Part(s) Original Replacement Handicap Adaptive Equip Yes No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand Non-Applicable: Tire Name _____
Complete Tire Size _____ DOT No. _____
No. of Failures _____ Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s): _____
Failed Part(s) Available? Yes No NHTSA Previously Contacted? Yes No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash Yes No Fire Yes No Number of Persons Injured N/A Number of Fatalities N/A Reported to Manufacturer Above Reference; attached repair order's Yes No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).
I have incurred numerous problems; with said vehicle: I thought I was purchasing a "peach" and not a "Lemon" on wheels. I have suffer headaches of owning a sour deal... time consuming, inconvenient trips tothe repair shop, endless hours haggling with auto company bureaucrats, or worst of all, hazardous safety defects that put me and passengers at risk. New vehicle costing over \$30K I need help in protecting my investment, and a stron interest not to mention the importance of safety. Please help me to defend my consumer protection with all fairness. and my economic well-being to protect is vital the fin. investment.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action 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

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

For years the manufacture has "denied" (all the coolant and over-heating problems "as a lemon. Please speak on my behalf; and review all Repair Ord., I.e., "failed repair attempts; protection for individuals, consumers from these nightmares and what you can do to help protect my investment and safety auto reliability. The mechanical defect(s) has me feeling like "Sam Saddriver. I do seek relief;

Please review all the "rescinded promises; e.g.; Best Buys; in 1994 CARS; SAAB 900, offers-fall-short of promises; are not practical in merits.

Please note; I was never notified of "any" Recalls on my vehicle.

Reference; attached SAAB Cars USA, Letter dated; October 29, 2004, enclosed for your review.

Thank you

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



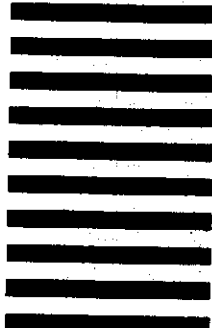
**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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



Defect Recall Campaigns

22-OCT-2004

Recall Num: 94 V 074 000

573 Date: 11-APR-1994

Potentially Affected: 7,443

Manufacturer: SAAB CARS USA, INC.

Subject: BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM

Problem Exp:

Owner Notified: 15-JUN-1994

Problem Descr: THE ORIGINAL FRONT BRAKE DISCS AND/OR PADS SHIELDS DO NOT PROTECT THE ASSEMBLIES FROM BEING COATED WITH A LAYER OF SLUSH, ROAD SALT OR WATER WHILE DRIVING IN SNOW OR HEAVY RAIN. THIS CAN RESULT IN A DELAY IN BRAKING ACTION THAT INCREASES NORMAL STOPPING DISTANCE.

Consequence: INCREASED STOPPING DISTANCE COULD RESULT IN AN ACCIDENT.

Remedy Type: DEALERS WILL REPLACE THE ORIGINAL FRONT BRAKE SHIELDS WITH A NEW DESIGN. AN ADDITIONAL HOLE WILL BE DRILLED IN THE STEERING KING PIN HOUSING TO ATTACH A LARGER COVER PLATE. A SMALLER PROTECTION PLATE WILL ALSO BE ATTACHED TO THE EXISTING TWO BOLTS IN THE HUB.

Notes: SYSTEM: BRAKES; HYDRAULIC; SHOE; DISC BRAKE SYSTEM VEHICLE DESCRIPTION: PASSENGER CARS. NOTE: IF YOUR VEHICLE IS PRESENTED TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND THE REMEDY IS NOT PROVIDED WITHIN A REASONABLE AMOUNT OF TIME AND FREE OF CHARGE OR THE REMEDY DOES NOT CORRECT THE DEFECT OR NONCOMPLIANCE, PLEASE CONTACT SAAB AT 1-800-955-9007. ALSO, CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

Product

Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1994 Type :

Mfr Recall Num

Beginning Mfg Date

Ending Mfg Date

01-AUG-1993

01-MAR-1994

Component Name

SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:DISC

Recall Num: 94 V 110 000

573 Date: 06-JUN-1994

Potentially Affected: 3,252

Manufacturer: SAAB CARS USA, INC.

Subject: INTERIOR SYSTEMS:SEATS

Problem Exp:

Owner Notified: 09-SEP-1994

Problem Descr: A WELD IN THE SEAT RAILS WAS NOT MADE, INCREASING THE RISK OF FATIGUE CRACKS FORMING AROUND THE ATTACHMENT BUSHINGS ON THE HEIGHT ADJUSTMENT MECHANISM, CAUSING THE POSSIBILITY OF THE HEIGHT ADJUSTER BREAKING IN A REAR END COLLISION AND ALLOWING THE SEAT TO FOLD BACKWARDS.

Consequence: THIS CAN INCREASE THE RISK OF INJURY TO SEAT OCCUPANTS.

Remedy Type: DEALERS WILL INSTALL NEW FRONT SEAT FRAME RAILS.

Notes: SYSTEM: INTERIOR SYSTEMS; SEATS. VEHICLE DESCRIPTION: PASSENGER CARS; HATCHBACKS WITH NON-POWER FRONT DRIVERSEATS. NOTE: IF THE VEHICLE IS PRESENTED TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND THE REMEDY IS NOT PROVIDED WITHIN A REASONABLE TIME AND FREE OF CHARGE OR THE REMEDY DOES NOT CORRECT THE DEFECT OR NONCOMPLIANCE, PLEASE CONTACT SAAB SERVICE CENTER AT 1-800-955-9007. ALSO, CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

Product

Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1994 Type :

Mfr Recall Num

Beginning Mfg Date

Ending Mfg Date

01-AUG-1993

01-JUN-1994

Component Name

SEATS

Recall Num: 94 V 127 000

573 Date: 06-JUL-1994

Potentially Affected: 1,015

Manufacturer: SAAB CARS USA, INC.

Subject: INTERIOR SYSTEMS:TRACKS AND ANCHORS:FRONT SEAT:MAN

Problem Exp:

Owner Notified: 20-OCT-1994

Problem Descr: TWO TRIGGER SPRINGS MOUNTED TO THE FORE/AFT ADJUSTMENT LEVER DO NOT DEVELOP SUFFICIENT FORCE TO PROPERLY LOCK THE SEAT RAILS. AFTER THE SEAT IS ADJUSTED, THIS DOES NOT ALLOW THE SEAT RAIL LOCK TO PROPERLY ENGAGE, WHICH CAN CAUSE THE SEAT TO MOVE IN A SUDDEN STOP OR COLLISION.

Consequence: THIS CAN INCREASE THE POSSIBILITY OF INJURY TO A SEAT OCCUPANT IN THE EVENT OF A SUDDEN STOP OR ACCIDENT.

Remedy Type: DEALERS WILL REMOVE BOTH FRONT SEATS AND THE TWO SPRINGS ON EACH SEAT WILL BE REPLACED WITH NEW SPRINGS WITH PROPER TENSION TO ENSURE PROPER ENGAGEMENT.

Defect Recall Campaigns

22-OCT-2004

Notes: SYSTEM: INTERIOR SYSTEMS; TRACKS AND ANCHORS; FRONT SEAT. VEHICLE DESCRIPTION: PASSENGER CARS EQUIPPED WITH NON-POWER FRONT SEATS. NOTE: IF YOUR VEHICLE IS PRESENTED TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND THE REMEDY IS NOT PROVIDED WITHIN A REASONABLE TIME AND FREE OF CHARGE OR THE REMEDY DOES NOT CORRECT THE DEFECT OR NONCOMPLIANCE, PLEASE CONTACT SAAB SERVICE CENTER AT 1-800-955-9007. ALSO, CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

Product	Mfr Recall Num	Beginning Mfg Date	Ending Mfg Date
Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1994 Type :		01-MAR-1994	01-JAN-1994

Component Name
SEATS

Recall Num: 94 V 174 000 **573 Date:** 07-SEP-1994 **Potentially Affected:** 9,814 **Manufacturer:** SAAB CARS USA, INC.
Subject: STRUCTURE:DOOR ASSEMBLY:FRAME AND PANEL **Problem Exp:** **Owner Notified:** 15-DEC-1994
Problem Descr: THE TWO WELD POINTS IN THE REARWARD ATTACHMENT BRACKET FOR THE SIDE IMPACT PROTECTION BEAM IN THE REAR DOOR MAY BE OUT OF POSITION. IF THE WELDS ARE OUT OF POSITION, THE VEHICLES WILL NOT MEET THE REQUIREMENTS OF FMVSS 214, S5, "SIDE DOOR STRENGTH."
Consequence: CONSEQUENCE OF NON-COMPLIANCE: PASSENGERS SITTING IN THE REAR SEATS WILL BE SUBJECT TO AN INCREASED RISK OF INJURY IN THE EVENT OF A SIDE COLLISION.
Remedy Type: DEALERS WILL INSTALL SUPPORT BRACKETS AT THE SUPPORT WELD LOCATIONS.
Notes: SYSTEM: STRUCTURE; DOOR ASSEMBLY; FRAME AND PANEL. VEHICLE DESCRIPTION: PASSENGER VEHICLES. NOTE: IF YOUR VEHICLE IS PRESENTED TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND THE REMEDY IS NOT PROVIDED FREE OF CHARGE WITHIN A REASONABLE TIME OR THE REMEDY DOES NOT CORRECT THE NONCOMPLIANCE, PLEASE CONTACT SAAB AT 1-800-955-9007. ALSO, CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

Product	Mfr Recall Num	Beginning Mfg Date	Ending Mfg Date
Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1994 Type :		01-SEP-1993	01-JUL-1994

Component Name
STRUCTURE:BODY:DOOR

Recall Num: 94 V 226 000 **573 Date:** 14-NOV-1994 **Potentially Affected:** 10,584 **Manufacturer:** SAAB CARS USA, INC.
Subject: INTERIOR SYSTEMS:BUCKET:BACK REST **Problem Exp:** **Owner Notified:** 12-JAN-1995
Problem Descr: ONE OR MORE OF THE ARC WELDS CAN BE MISSING ON THE SEAT BACK FRAME RECLINER.
Consequence: THIS CAN RESULT IN A SEAT BACK FALLING BACKWARDS UNDER A LOAD.
Remedy Type: BOTH FRONT SEAT BACKS WILL BE INSPECTED WITH THE USE OF A HOOK TO PULL BACK THE SEAT BACK UPHOLSTERY. FOR ANY SEAT WITH MISSING WELDS, THE SEAT BACK FRAME/RECLINER WILL BE REPLACED.
Notes: SYSTEM: INTERIOR SYSTEMS; SEAT; BUCKET; SEAT BACK. VEHICLE DESCRIPTION: PASSENGER CARS. NOTE: IF YOUR VEHICLE IS PRESENTED TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND THE REMEDY IS NOT PROVIDED FREE OF CHARGE WITHIN A REASONABLE TIME OR THE REMEDY DOES NOT CORRECT THE DEFECT, PLEASE CONTACT SAAB AT 1-800-955-9007. ALSO, CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

Defect Recall Campaigns

22-OCT-2004

Product

	Mfr Recall Num	Beginning Mfg Date	Ending Mfg Date
Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1994 Type :		01-MAR-1994	01-OCT-1994
Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1995 Type :		01-MAR-1994	01-OCT-1994

Component Name

SEATS:FRONT ASSEMBLY:RECLINER

Recall Num: 95 V 068 000**573 Date:** 20-MAR-1995**Potentially Affected:** 8,993**Manufacturer:** SAAB CARS USA, INC.**Subject:** POWER TRAIN:TRANSMISSION:STANDARD:MANUAL**Problem Exp:****Owner Notified:** 07-JUL-1995

Problem Descr: IT IS POSSIBLE TO MOVE THE SHIFT LEVER INTO THE REVERSE GEAR POSITION, REMOVE THE IGNITION KEY, AND STILL HAVE THE TRANSMISSION IN NEUTRAL, OR, TO ACCIDENTLY DISENGAGE REVERSE BY STRIKING THE GEAR LEVER.

Consequence: IF THE PARKING BRAKE IS NOT APPLIED, THE CAR CAN ROLL FROM ITS ORIGINAL PARKED POSITION INCREASING THE POTENTIAL FOR A VEHICLE ACCIDENT.

Remedy Type: DEALERS WILL REPLACE TRANSMISSION LINKAGE COMPONENTS AND COMPLETE A SPECIALLY DEVELOPED SERVICE ADJUSTMENT PROCEDURE THAT WILL ENSURE THAT WHEN THE SHIFT IS MOVED TO THE REVERSE POSITION, THE REVERSE GEAR IS ACTUALLY ENGAGED.

Notes: SYSTEM: POWERTRAIN; TRANSMISSION; STANDARD; MANUAL. VEHICLE DESCRIPTION: PASSENGER VEHICLES EQUIPPED WITH MANUAL TRANSMISSIONS. NOTE: IF YOUR VEHICLE IS PRESENTED TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND THE REMEDY IS NOT PROVIDED FREE OF CHARGE WITHIN A REASONABLE TIME, PLEASE CONTACT SAAB AT 1-800-955-9007. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

Product

	Mfr Recall Num	Beginning Mfg Date	Ending Mfg Date
Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1994 Type :		01-AUG-1993	01-SEP-1994
Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1995 Type :		01-AUG-1993	01-SEP-1994

Component Name

POWER TRAIN:MANUAL TRANSMISSION

Recall Num: 97 V 046 000**573 Date:** 18-MAR-1997**Potentially Affected:** 52,500**Manufacturer:** SAAB CARS USA, INC.**Subject:** SAAB/THROTTLE CONTROL**Problem Exp:** Complaints**Owner Notified:** 05-MAY-1997

Problem Descr: CORROSION AROUND THE ZINC-COATED THROTTLE CONTROL LEVER BUSHING CAN CAUSE THE THROTTLE LEVER TO BIND.

Consequence: THIS BINDING CAN RESULT IN THE THROTTLE PLATE NOT RETURNING TO THE CLOSED POSITION WHEN THE THROTTLE PEDAL IS RELEASED AND A SUBSEQUENT LOSS OF THROTTLE CONTROL

Remedy Type: DEALERS WILL REPLACE THE ZINC-COATED THROTTLE CONTROL LEVER BUSHING WITH A NICKEL-COATED BUSHING AND BOLT.

Notes: OWNER NOTIFICATION: OWNER NOTIFICATION IS EXPECTED TO BEGIN MAY 1, 1997. NOTE: OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT SAAB AT 1-800-955-9007. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

Defect Recall Campaigns

22-OCT-2004

Product	Mfr Recall Num	Beginning Mfg Date	Ending Mfg Date
Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1994 Type :			
Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1995 Type :			
Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1996 Type :			
Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1997 Type :			
Component Name			
VEHICLE SPEED CONTROL			
<p>Recall Num: 98 V 038 000 573 Date: 18-FEB-1998 Potentially Affected: 92,505 Manufacturer: SAAB CARS USA, INC.</p> <p>Subject: SAAB/FMVSS 108 Problem Exp: Owner Notified: 15-JUN-1998</p> <p>Problem Descr: VEHICLE DESCRIPTION: PASSENGER VEHICLES. THE INSTRUCTIONS FOR PROPERLY AIMING THE HEADLIGHTING SYSTEM WERE OMITTED. THIS DOES NOT MEET THE REQUIREMENTS OF FMVSS NO. 108, "LAMPS, REFLECTIVE DEVICES, AND ASSOCIATED EQUIPMENT."</p> <p>Consequence: IF THE HEADLAMP ASSEMBLIES ARE REPLACED, CUSTOMERS MAY NOT BE ABLE TO PROPERLY AIM THE HEADLIGHTS.</p> <p>Remedy Type: OWNERS WILL BE SENT AIMING INSTRUCTIONS, AND DIRECTIONS FOR AFFIXING THESE INSERTS TO THE OWNER GUIDES. IF AN OWNER SO DESIRES, A DEALER CAN AFFIX THE INSERTS IN THEIR OWNER GUIDE FOR THEM.</p> <p>Notes: OWNER NOTIFICATION BEGAN JUNE 15, 1998. OWNERS WHO DO NOT RECEIVE THE FREE INSTRUCTIONS AND LABELS WITHIN A REASONABLE TIME SHOULD CONTACT SAAB AT 1-800-955-9007. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).</p>			
Product	Mfr Recall Num	Beginning Mfg Date	Ending Mfg Date
Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1994 Type :		06-SEP-1993	21-DEC-1997
Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1995 Type :		06-SEP-1993	21-DEC-1997
Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1996 Type :		06-SEP-1993	21-DEC-1997
Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1997 Type :		06-SEP-1993	21-DEC-1997
Product Type :Vehicle Product Category : Make :SAAB Model :900 Model Year :1998 Type :		06-SEP-1993	21-DEC-1997
Component Name			
EXTERIOR LIGHTING:HEADLIGHTS			

22-OCT-2004 02:46 100216

██████████
██████████
ALTADENA CA ██████████

100216

Defect Recall Campaigns

22-OCT-2004

Recall Num: 94 V 084 000 **573 Date:** 26-APR-1994 **Potentially Affected:** 59 **Manufacturer:** SAAB CARS USA, INC.
Subject: LIGHTING:LAMP OR SOCKET:BRAKE LIGHTS **Problem Exp:** **Owner Notified:** 31-MAY-1994
Problem Descr: ONE OF THE BULBS IN EACH OF THE BRAKE LIGHT LOWER OUTBOARD LAMP ASSEMBLIES MAY NOT HAVE BEEN PROPERLY WIRED, RESULTING IN IMPROPER TAIL LIGHT ILLUMINATION ON BRAKE APPLICATION. THIS DOES NOT CONFORM TO THE REQUIREMENTS OF FMVSS NO 108, "LAMPS, REFLECTIVE DEVICES, AND ASSOCIATED EQUIPMENT."
Consequence: CONSEQUENCE OF NON-COMPLIANCE: IMPROPER ILLUMINATION OF BRAKE LIGHTS DURING BRAKE APPLICATION MAY NOT SIGNAL FOLLOWING DRIVERS OF THE OPERATOR'S INTENT TO SLOW OR STOP AND COULD RESULT IN A VEHICLE COLLISION.
Remedy Type: DEALERS WILL MODIFY THE BRAKE LIGHT OUTBOARD LAMP ASSEMBLIES TO MEET FMVSS REQUIREMENTS.
Notes: SYSTEM: LIGHTING; LAMP OR SOCKET; BRAKE LIGHTS. VEHICLE DESCRIPTION: 4-DOOR SEDAN PASSENGER VEHICLES; CD AND CDE BODY STYLES. NOTE: IF YOUR VEHICLE IS PRESENTED TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND THE REMEDY IS NOT PROVIDED WITHIN A REASONABLE TIME AND FREE OF CHARGE OR THE REMEDY DOES NOT CORRECT THE DEFECT OR NONCOMPLIANCE, PLEASE CONTACT SAAB SERVICE CENTER AT 1-800-955-9007. ALSO, CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

Product	Mfr Recall Num	Beginning Mfg Date	Ending Mfg Date
Product Type :Vehicle Product Category : Make :SAAB Model :9000 Model Year :1994 Type :		01-DEC-1993	01-MAR-1994

Component Name

EXTERIOR LIGHTING:BRAKE LIGHTS

Recall Num: 94 V 126 000 **573 Date:** 06-JUL-1994 **Potentially Affected:** 12,040 **Manufacturer:** SAAB CARS USA, INC.
Subject: ENGINE COOLING SYSTEM **Problem Exp:** **Owner Notified:** 25-OCT-1994
Problem Descr: DURING LOW ENERGY FRONTAL IMPACT COLLISIONS, THE FRONT CROSSMEMBER CAN CONTACT THE METAL TUBING PORTION OF THE COOLER HOSE ASSEMBLY; AND/OR THE HOSE ASSEMBLY CAN BREAK AND LEAK OIL ONTO THE HOT EXHAUST MANIFOLD OR THE TURBOCHARGER.
Consequence: OIL LEAKING ON THESE HOT ENGINE SURFACES CAN IGNITE AND CAUSE A VEHICULAR FIRE.
Remedy Type: DEALERS WILL INSTALL A PROTECTIVE COVER WHICH WILL PROTECT THE COOLER AND HOSES FROM OTHER STRUCTURAL COMPONENTS IN LOW ENERGY FRONT IMPACTS.
Notes: SYSTEM: ENGINE COOLING SYSTEM. VEHICLE DESCRIPTION: PASSENGER CARS EQUIPPED WITH ENGINE OIL COOLERS. NOTE: IF YOUR VEHICLE IS PRESENTED TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND THE REMEDY IS NOT PROVIDED WITHIN A REASONABLE TIME AND FREE OF CHARGE OR THE REMEDY DOES NOT CORRECT THE DEFECTS OR NONCOMPLIANCE, PLEASE CONTACT SAAB SERVICE CENTER AT 1-800-955-9007. ALSO, CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

Product	Mfr Recall Num	Beginning Mfg Date	Ending Mfg Date
Product Type :Vehicle Product Category : Make :SAAB Model :9000 Model Year :1993 Type :		01-JUN-1991	01-MAY-1994
Product Type :Vehicle Product Category : Make :SAAB Model :9000 Model Year :1994 Type :		01-JUN-1991	01-MAY-1994
Product Type :Vehicle Product Category : Make :SAAB Model :9000 Model Year :1992 Type :		01-JUN-1991	01-MAY-1994

Component Name

ENGINE AND ENGINE COOLING:COOLING SYSTEM

Defect Recall Campaigns

22-OCT-2004

Recall Num: 95 V 067 000 **573 Date:** 20-MAR-1995 **Potentially Affected:** 12,091 **Manufacturer:** SAAB CARS USA, INC.

Subject: BRAKES:HYDRAULIC:ANTI-SKID CONTROL MODE **Problem Exp:** **Owner Notified:** 07-JUL-1995

SOLENOID S

Problem Descr: MOISTURE CAN FOLLOW THE ELECTRICAL HARNESS AND ENTER THE PRESSURE SWITCH CONNECTOR CAUSING CORROSION AND MALFUNCTION OF THE SWITCH.

Consequence: THE CORROSION CAUSES A DETERIORATION OF THE ELECTRICALSWITCH CONNECTION AND CAN RESULT IN FALSE ILLUMINATION OF ABS AND/OR THE BRAKE WARNING LIGHTS AND/OR THE LOSS OF POWER ASSISTANCE BECAUSE OF NO HYDRAULIC PUMPOPERATION. LOSS OF POWER ASSIST INCREASES THE DRIVER'S BRAKE PEDAL EFFORT REQUIRED FOR STOPPING WHICH CAN RESULT IN EXTENDED BRAKING DISTANCES.

Remedy Type: DEALERS WILL INSPECT THE ELECTRICAL CONNECTIONS TO THE ABS PRESSURE SWITCH TERMINALS FOR CORROSION AND INSTALL A SHRINK HOSE TO THE WIRING HARNESS TO AVOID MOISTURE ENTERING THE CONNECTION. PRESSURE SWITCHES WITH CORRODED CONNECTORS WILL BE REPLACED.

Notes: SYSTEM: BRAKES; HYDRAULIC; ANTI-SKID SYSTEM. VEHICLE DESCRIPTION: PASSENGER VEHICLES EQUIPPED WITH "MK II" ANTI-LOCK BRAKING SYSTEM (ABS) BRAKES. NOTE: IF YOUR VEHICLE IS PRESENTED TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND THE REMEDY IS NOT PROVIDED FREE OF CHARGE WITHIN A REASONABLE TIME, PLEASE CONTACT SAAB AT 1-800-955-9007. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

Product	Mfr Recall Num	Beginning Mfg Date	Ending Mfg Date
---------	----------------	--------------------	-----------------

Product Type :Vehicle Product Category : Make :SAAB Model :9000 Model Year :1993 Type :		01-JUN-1991	01-MAY-1994
---	--	-------------	-------------

Product Type :Vehicle Product Category : Make :SAAB Model :9000 Model Year :1994 Type :		01-JUN-1991	01-MAY-1994
---	--	-------------	-------------

Product Type :Vehicle Product Category : Make :SAAB Model :9000 Model Year :1992 Type :		01-JUN-1991	01-MAY-1994
---	--	-------------	-------------

Component Name

SERVICE BRAKES, HYDRAULIC:ANTILOCK:CONTROL UNIT/MODULE

Recall Num: 99 V 109 000 **573 Date:** 01-MAY-1999 **Potentially Affected:** 26,116 **Manufacturer:** SAAB CARS USA, INC.

Subject: SAAB/AIR BAG MODULE **Problem Exp:** Complaints **Owner Notified:** 05-JUL-1999

Problem Descr: VEHICLE DESCRIPTION: PASSENGER VEHICLES. MOISTURE CAN ENTER THE AIR BAG INFLATABLE RESTRAINT ELECTRONIC CONTROL MODULE (ECM) AND CAUSE CORROSION ON PORTIONS OF THE ECM PRINTER CIRCUIT BOARDS.

Consequence: THIS CORROSION CAN POSSIBLY CREATE OPEN CONNECTIONS IN CIRCUITS WHICH CONTROL THE RESTRAINT DEPLOYMENT, POSSIBLY CAUSING INADVERTENT AIR BAG DEPLOYMENT.

Remedy Type: DEALERS WILL INSPECT THE EXTERIOR OF THE ECM. IF THERE IS NO INDICATION OF MOISTURE, A COVER WILL BE INSTALLED OVER THE ECM. IF THERE IS INDICATION OF MOISTURE, THE DEALER WILL REPLACE THE ECM AND INSTALL A COVER OVER THE NEW ECM.

Notes: OWNER NOTIFICATION BEGAN JULY 5, 1999. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT SAAB AT 1-800-955-9007. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

Defect Recall Campaigns

22-OCT-2004

Product	Mfr Recall Num	Beginning Mfg Date	Ending Mfg Date
Product Type :Vehicle Product Category : Make :SAAB Model :9000 Model Year :1993 Type :		20-JUN-1991	06-JUL-1994
Product Type :Vehicle Product Category : Make :SAAB Model :9000 Model Year :1994 Type :		20-JUN-1991	06-JUL-1994
Product Type :Vehicle Product Category : Make :SAAB Model :9000 Model Year :1992 Type :		20-JUN-1991	06-JUL-1994
Component Name			
AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE			

22-OCT-2004 11:01

1367

[REDACTED]

[REDACTED]

ALTADENA CA [REDACTED]

1367

REPAIR ORDER SUMMARY

LIST REPAIR ORDERS IN DATE SEQUENCE

Date of Repair Order	Repair Order #	Mileage	Complaints	Days in Shop	
1st 7/27/94	405752	5171	5,000 MILE SERVICE - FRT & REAR BRAKES SUDEK TERRIBLY WHEN STOPPING	1	
2nd 11/29/94	411357	9953	10,000 MILE SERVICE - CHECK BRAKE SUDEK - BRAKE SYSTEM	1	\$ 50.9
3rd 3/21/95	415960	15135	15,000 MILE SERVICE - PASS DOOR NOISE RATTING - CK. WINDSHIELD WIPERS (CK. FOR OIL LEAK)	10	\$135.5
4th 8/3/95	421542	20,487	CHK PASS DOOR HARD TO CLOSE & OPEN WONT FROM INSIDE - CK. DRVR WIND. CLOSURE ON OUTSIDE RUBBER	1	\$80.36
5th 10/9/95	424308	22 601	CARB FUMES IN - BATTERY LIGHT ON CAR RUNS BAD - ALTERNATOR BELT OK	UNKNOWN	GOODWILL
6th 1/8/96	432507 432509	25 267	CHK HEAT OPERATION NOT GOING TO MAX INSTALL BRAKE PAD - SET - PERFORM 25K SER	1	4296.1
7th 1/8/96	432550	25 292	CAR TOWED - OVER HEATING - CAR LOST COOLANT	GOODWILL UNKNOWN	
8th 3/28/96	435606	27 590	PERFORM SMOG W/ CERTIFICATE SMOG INSPECTION	SAME DAY	47.75
9th 5/1/96	436919	28 889	CAR RUNNING HOT, CHECK OIL LEAK REPAIR FRONT PAD, OIL LUBE ENG.	1	226.66
10th 7/2/96	439472	32027	CHECK TRANSMISSION LEAKS - STRAIGHTEN SKID PAN INSTALL SEAT COVER LT. LOWER CRACKED	1	180.57
11th 7/8/96	439697	32309	CK FLUID LEAK UNDER CAR - CK RAV FOR FLUID TYPE	SAME DAY	
12th 7/31/96	64355	33394	ALIGN FRONT END	SAME DAY	437.0
13th 8/7/96	441073	33692	CK FLUID LEAK UNDER CAR, OVER NIGHT COOLANT LEAKS	2	
14th 8/12/96	441205	33763	CK COOLANT LEAK	1	
15th 9/24/96	406749	36029	CAR OVER HEATING WHILE DRIVING PERFORM 35,000 MILE SERVICE	1	427.2

MISSING 2/0)
1/23/95
2 & 424912

9/24/96
AN GABRIEL
(ALLEY MOTORS)
START
Repair

I attest that the above Repair Order Summary is true and correct to the best of my knowledge.

[Redacted Signature]

(Signature)

Date: 1/28/1998

Page 1 of 3

REPAIR ORDER SUMMARY

LIST REPAIR ORDERS IN DATE SEQUENCE

Date of Repair Order	Repair Order #	Mileage	Complaints	Days in Shop	
1st 9/24/96	06741	36029	INSTALL NEW WATER PUMP - 6 - CRANK PULLEY CAR OVER-HEATING WHILE DRIVING	1	\$70.00
2nd 9/24/96	148731	N/A	RENTAL CAR - VALLEY RENT-A-CAR	1	\$20.00
3rd 7/30/96	SEARS	33368	PURCHASE (4) TINES + VALVE STEMS	SAME DAY	\$318.4
4th 12/12/96	C09000	39025	CK BRAKES REGRIND AS NEC. - CORRECT WIPERS NOISY, LT FAT SEAT MOVES FORWARD	1	\$140.36
5th 2/20/97	C10900	41421	BRAKES SPURTING; PERFORM WORK; CAR WONT START AT TIMES WHEN TURNING KEY	1	\$46.00
6th 4/29/97	C12857	43260	CK BRAKES FOR SPURTING; TURN SIGNAL ASSEMBLY BROKEN - REPAIR	2	\$175.00
7th 4/29/97	27245	N/A	SAN GABRIEL VALLEY MOTORS - CAR RENTED	2	\$12.00
8th 7/14/97	14953	46046	CK BRAKES; CK FOR COOLANT LEAK - FRONT WINDOWS DONT SEEM TO ROLL PROPERLY	2	\$362.00
9th 7/28/97	15421	47020	COOLANT LEAK	SAME DAY	\$119.8
10th 8/5/97	15671	47553	CAR TOWED IN; OVERHEATING; COOLANT BOILS OVER REPLACED RT COOLING FAN - 2 - WATER PUMP	2	
11th 9/5/97	16621 - 6 SELM	48894	CAR TOWED IN - CAR OVERHEATING	3	
12th 9/8/97	16807	48954	CAR TOWED; ELECTRICAL CONTROL UNIT WENT OUT	9	
13th 10/24/97	SEARS 693911	50123	BAD BATTERY REPLACED BATTERY	SAME DAY	\$67.00
14th 10/29/97	18101	50729	CHECK FOR SPURTING AFTER COLD START CK TRANS LEAK - PERFORM 50,000 MI. SER	1	\$481.00
15th 1/5/98	19612	53697	OVERHEATING CHECK FOR LEAKS, \$361.77		

I attest that the above Repair Order Summary is true and correct to the best of my knowledge.

(Signature)

Date: 1/28/1998

Page 2 of 3

FOR OFFICE USE ONLY

DISCREPANCY IN LOANER CAR
DEALER'S INDICATED UNABLE TO CONTACT ME
144 IS MESSAGES VIA PAGE 1

REPAIR ORDER SUMMARY

LIST REPAIR ORDERS IN DATE SEQUENCE

INCONVENIENCE

11/17/98 low oil p.
AUTO OVERHEATING
COOLANT LEAK
oil LEAK

Date of Repair Order	Repair Order #	Mileage	Complaints	Days in Shop
1st 1/15/98	28129	N/A	RENTAL CAR - SAN GABRIEL Valley	RET. \$60.00
2nd 1/17/98	C19612	53697	HARD TO REACH NE? DURING THIS REPAIR LINCOLN - MERCURY - SAAB	COMMENT 12 - DAY \$361.7-
3rd 2/25/98	C21047	55284	OIL LEAK - COMMENT "NO OIL LEAKS FOUND @ THIS TIME"	SAME DAY 46.35
4th 3/13/98	C21468	56181	REPLACE LOWER REAR RADIATOR HOSE CAR RUNNING HOT	SAME DAY 135.45
5th 4/20/98	C22342	57338	REPLACE BY WIPER BLADE - REPLACE BY-THIS HOSE CAR RUNNING HOT	\$11.64 +163.09
6th 5/12/98			OIL LEAK - COLD START SEEMS TO BE MISSILE, SPATTERING & SPINNING - PITTING HOOD	RENTAL \$6. DAY \$576.6-
7th 5/12/98	000162	RENTAL CAR	TOP WEARING IN EACH SIDE,	
8th 5/21/98	C22942		FAT TRANS PAN GASKET, REPLACE LEAKING DISTRIBUTOR BASE SEAL	
9th			Oil, Fluid LEAK ADVISE	
10th			ELECTRONIC ENG TUNE-UP	
11th			CLEAN FUEL INJECTORS	
12th			REPLACE NEUTRAL Safety Switch	
13th				
14th				
15th				

S SHOP / 1/15

Repair Order Summary is true and correct to the best of my knowledge.

(Signature)

Date: 11/28/1998

Saab Consumer

1-800-722-2026 (Printed)

Line

SAAB'S EXTENDED WARRANTY
Convertible Top Wear
New to speak w/ District
KENNY 2448

Spoke w/

EXTENDED WARRANTY

SAAB'S MFG.
NORCROSS GA.

12/14/98
Spoke w/ KEN
@ Saab Studio
City

Summary of Current Warranties

Coverage	Model Years	Comments
New Car Bumper-to-Bumper 3 yrs/40,000 miles 4 yrs/50,000 miles	91 - 94 95 -	
Major Systems Coverage 6 yrs/80,000 miles	91 - 94	\$150 deductible applies per failure. See Major systems list (Page 7).
Adjustments 3 yrs/40,000 miles 1 yr/16,000 miles	91 - 94 95 -	Window regulators, decklid striker plate, wheel balance and wheel alignment.
Wear Items 3 yrs/16,000 miles 1 yr/16,000 miles	91 - 94 95 -	Wiper blades, drive belts, brake pads, brake rotors, and clutch discs. *
Perforation 6 yrs/unlimited miles	86 -	Requires prior authorization for claims over \$500.
Safety Belts/SRS 6 yrs/80,000 miles	91 - 94	See Major systems list (no deductible) (Page 7)
5 yrs/unlimited miles	95 -	

International and Diplomat Sales (IDS)

U.S. specification vehicles sold through the Saab IDS program carry the regular U.S. New Car Warranty, Federal and, if applicable, California Emission warranties, and U.S. Perforation warranty upon entering the U.S. The warranty beginning date is the date the owner signs for the car in Europe/U.S. Saab dealer.

Adjustments

Wear Items

During the pe replace, if nec operation and otherwise nor items-wiper t rotors, and cl for model yea

New Car Wa

Bumper-to-B whichever or

New Car Wa

Bumper-to-E miles, which

Major Syst

Major Syste 80,000 mile: only to the f

Engine-Bl

exhaust ma controlled th

alternator/v

A/C compr

ignition cas

TCS compr

also cover

Transmissi differential

Electronic

transmiss Electronic

Other maik



Happy 10th Anniversary, Saab 900 Convertible!



▲ The Saab 900 Convertible has come to be the Swedish automaker's flagship, accounting for as much as a quarter of annual sales in the U.S.



What some automotive insiders called a bold gamble on Saab's part was more of a sure thing to those who initiated it. The 1986 Saab 900 Convertible was a brainstorm that couldn't have occurred at a better time.

Any doubts that Saab management had about the idea of an open-air Saab were drowned out by the enthusiastic clamor from the crowd at the 1983 Frankfurt Auto Show, where the first Saab 900 Convertible concept

conference," Sinclair the cover was whisk absolute pandemoni were standing on th of the Volvos in the stand to get pictures Convertible."

The early 1980's marketplace was vi convertible cars. Th automakers had stop drop-tops because c perceived as low de specialty car. Well, and still are—Saab'

offering to equip



First year of production, the 1986 Saab 900 was the first to be sold in the U.S. The 900's front-end design was so successful that it was used for 1987, making the 1986 model even more rare.

As long as you wanted, as long as you could get it per year. Sinclair made a decision. As he stepped out of the car, he was surprised to find it was not a drop-top without a roof, but a car from Sweden. "OK," he conceded, "I'll take it." A list of necessary items included leather upholstery, leather windows, air conditioning, and engines... "and a few more."

It was the shocked reaction of the series of intense negotiations with management in the Department of Transportation that led to commissioning a study to produce the car that was eventually built in Frankfurt.

The first Saab 900 Convertibles were all 16-valve Turbos, shipped in 1986 to the U.S., by far the largest market for the new Swedish soft-tops. Each Saab dealer in the U.S. received one car, all 350 of them painted silver metallic. While Saab originally projected volumes of about 1,500 cars per year for the U.S., demand surpassed that in the first full year of production. By 1990, more than 10,000 Saab Convertibles had been sold.

The drop-tops were—and continue to be—built at Saab's factory in Uusikaupunki, Finland. Many automakers' convertibles historically start out as coupes, and are then sent to specialty manufacturers to have their roofs chopped off, bodies reinforced and soft-tops installed. Saab saw the inherent risk of structural instability in that technique and took a completely different approach. Saab convertibles have always been constructed from the ground up as a roof-less car. Safety and structural integrity is optimized in the design. Incorporating such patented structural reinforcements as innovative roof pillars that integrate G-shaped members, running from the windshield header, down the door hinge post and into the lower sill, a sturdy chassis is built in, not added on. High stress points, like the base of the windshield, are strengthened to achieve a high crush load.

▲ Available only in Monte Carlo Yellow or Platana Grey, only 400 copies of the 1991 Saab 900 Turbo Convertible Special Edition were imported to the U.S.

Saab 900 Convertible Sales in U.S.

1986.....	350
1987.....	2,243
1988.....	3,000
1989.....	3,200
1990.....	3,200
1991.....	4,700
1992.....	6,000
1993.....	4,435
1994.....	3,613
1995.....	6,312



▲ The first generation Saab 900 Convertible, produced until 1994, sold more than 27,000 cars in the U.S.

market. The new 900 variant had a conventional trunk rather than a rear hatch.

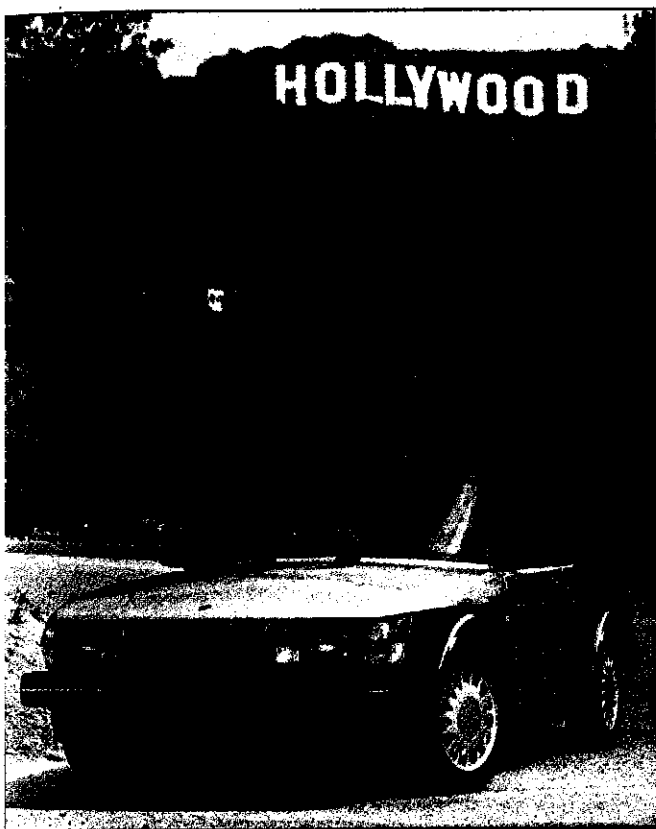
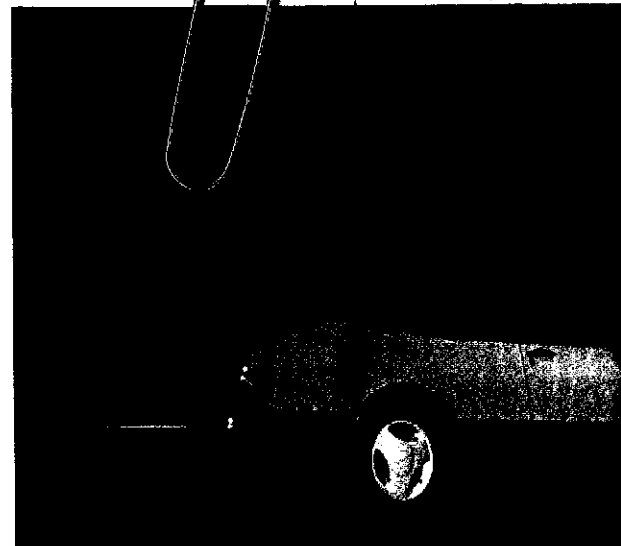
Factory management urged Sinclair to accept 1,000 of the new base-level coupes for the U.S. market, too. Sinclair recalled, "It was a nice design that would do well in Europe, but it didn't fit into the marketing plan for the U.S. I told them that we didn't want any."

Frustrated factory officials continued to pressure Sinclair, offering to equip

Car enthusiasts embraced the idea of a soft-top Saab, especially one that featured Saab's highly acclaimed 16-valve, 2.0L turbocharged four-cylinder engine and the sturdy chassis of the Saab 900.

The first Saab 900 Convertibles were all 16-valve Turbos, shipped in 1986 to the U.S., by far the largest market for the new Swedish soft-tops. Each Saab dealer in the U.S. received one car, all 350 of them painted silver metallic. While Saab originally projected volumes of about 1,500 cars per year for the U.S., demand surpassed that in the first full year of production. By 1990, more than 10,000 Saab Convertibles had been sold.

The drop-tops were—and continue to be—built at Saab's factory in Uusikaupunki, Finland. Many automakers' convertibles historically start out as coupes, and are then sent to specialty manufacturers to have their roofs chopped off, bodies reinforced and soft-tops installed. Saab saw the inherent risk of structural instability in that technique and took a completely different approach. Saab convertibles have always been constructed from the ground up as a roof-less car. Safety and structural integrity is optimized in the design. Incorporating such patented structural reinforcements as innovative roof pillars that integrate G-shaped members, running from the windshield header, down



▲ Ten years ago, in its first year of production, only 350 examples of the 1986 Saab 900 Convertible were sold in the U.S. The 900's front-end styling was changed for 1987, making the unique '86 soft-top models even more rare.

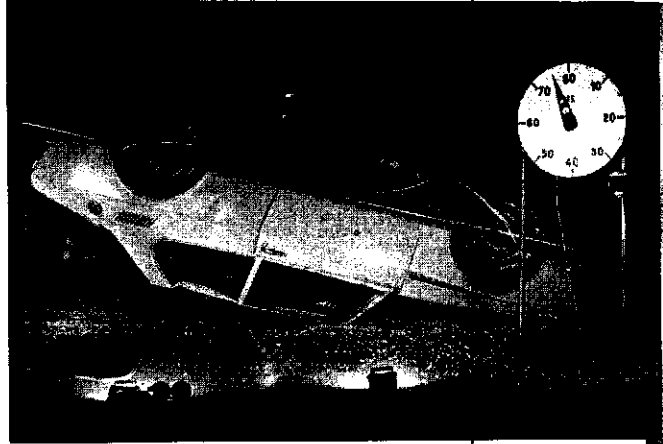
the cars any way he wanted, as long as he took 1,000 cars per year. Sinclair had 48 hours to make a decision. As he mused over a photo of the car, he envisioned the design without a roof, and placed a call to Sweden. "OK, we'll take the cars," he conceded,

▲ Avail
Carlo Yello
only 400
Saab 900
Special Edi

Saab 900
Sales

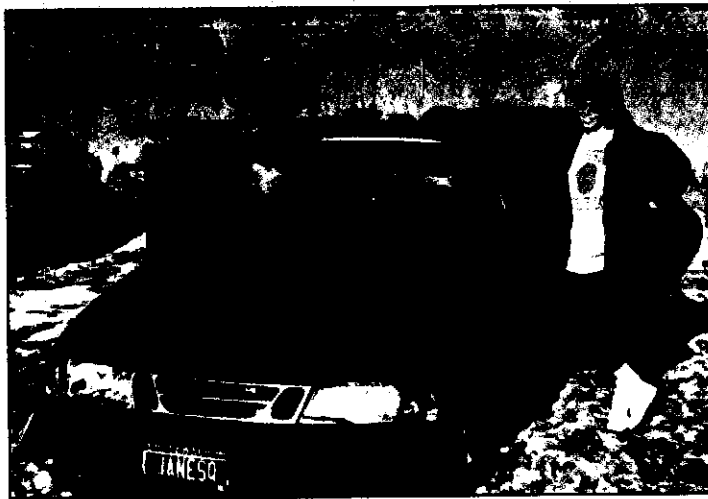
.....
1986.....
1987.....
1988.....
1989.....
1990.....
1991.....
1992.....
1993.....
1994.....
1995.....

rank among the top cars for low injury losses by the Highway Loss Data Institute (data on the 1994-to-present Saab 900 is not yet available). The Saab 9000 was recently ranked as the safest in-production car in terms of passenger vehicle death rates by the Insurance Institute for Highway Safety. Sweden's largest car insurance company, Folksam, has named the Saab 9000 "Sweden's Safest Car" continuously since 1990. Perhaps most importantly, however, are the many stories and letters we receive from owners, like Jane Ann Spears (below), who give credit to their Saabs for saving their lives.



▲ Suspended from the ceiling, a Saab 99 is dropped upside down to test roof pillar strength.

Real-Life Safety in Action



▲ Jane Ann Spears walked away from a roll-over accident in her '94 Saab 900 S with only a scratch. ✓

1 1/2 times and land on the roof. After undoing my seatbelt, I climbed out the passenger side door only to be in total shock of what had just occurred. The solidity of the

frame definitely saved my life. The car was considered totaled by my insurance company.

I really will never feel as safe and secure on the road if I am not within the confines of a Saab. I assure you that Saab will always be part of my life because it is only because of its quality manufacturing and foresight for safety that I am alive and walked away with just one scratch on my knee. I will attest to anyone about the quality, safety and integrity of Saab, and I thank you for putting such a vehicle on the road."

— Jane Ann Spears
Jackson, WY

Saab Among Best
for Theft
Protection

With a push of a remote control button on a new Saab 900 or 9000, one of the industry's most advanced anti-theft systems is activated. Saab's security system locks the doors, hatch and fuel-filler door, and arms an anti-theft alarm that features an integrated triple-circuit engine immobilizer. When triggered, the system locks out the electronic engine management system, the starter motor and also cuts off the fuel supply - in addition to setting off the car's audible alarm and flashing lights. A rolling code, featuring 4 billion code combinations, make it practically impossible for a thief to defeat the system by "code grabbing" with a scanning device.

Saab's sophisticated security system is standard on all new Saab 900 and 9000 models in the U.S. According to the latest Highway Loss Data Institute (HLDI) theft loss report, Saabs rank among the best in relative claim frequency. The 1994-95 Saab 900 five-door was second best car overall for average loss payment per insured vehicle year.

Saab is Official Vehicle for Skiing

Saabs have a well-deserved reputation for their all-season capability, and with good reason. Proven in many a Swedish winter, Saab's combination of front-wheel drive and ideal weight distribution handle wet or snowy roads with competence. Features like heated front seats, a roomy interior and huge cargo capacity — with a rear-seat pass through for skis — make a Saab perfect for getting you comfortably to your favorite mountain resort.



This ski season, Saab has been named Official Vehicle of the



Association, the largest recreational membership organization in the world, offers benefits and discounts at ski resorts. In addition, Saab is the Official Vehicle at four spectacular

- Crested Butte, Colorado
- Kirkwood, California
- Stratton, Vermont
- Telluride, Colorado

Saab Owners Most Likely to Cruise Information Superhighway

The income and lifestyle profile of Saab owners and Internet users are quite similar, according to an online usage survey compared to Saab demographic data. Consequently, it's not surprising that Saab owners are the most prolific users of the Internet of any automobile owner group, according to J.D. Power's latest APEAL study.

Those who cruise the information superhighway are discovering a wealth of information on Saab Cars USA's homepage, "The Side Road," at <http://www.saabusa.com>. Like a Saab automobile, Saab's website is anything but typical. While too many

own Saab 900 or 9000, the model, wheels "virtual reality" photo 360-degree view and showing the seats, dashboard. Car show current lease program prices, and let the monthly payments. keystrokes reveal the nearest Saab dealer their own homepage. Various other features coming back to see website. A new European gives all the detail.

High Mileage Milestone

We love to hear from satisfied Saab owners, like Steve Smaglis of Mansfield Center, Conn., who is this issue's high-mileage highlight. Have you driven your Saab more miles? Let us know before the next issue of *Saab Soundings*. Smaglis tells us:

"Saabs are phenomenall I've been driving Saabs for upwards of 27 years and have owned seven of them going back to the two-stroke 96 model. I purchased my last Saab new — a 1983 Saab 900. On August 28, 1996, it reached the 400,000-mile mark with the original motor and standard transmission! This Saab has pulled trailers, hauled skis, boards, bikes, canoes, kayaks and building materials. Now, with

400,000-plus miles, it continues to scream down the road with not even an oil check between oil changes. The emissions report on August 28 shows the following: HC: 6.6 ppm (175 ppm maximum allowed) and CO: 0.0% (1.0% maximum allowed).

We love and appreciate Saabs so much, that one of our daughters is now the proud owner of her very first automobile: a 1985 Saab 900 S with more than 164,000 miles on the odometer. If there could be a formula for years of pleasurable driving with any Saab, it might go something like this: oil and factory filter every 3,000 miles, tune-up/inspection every 30,000 miles, tire rotation every 5,000



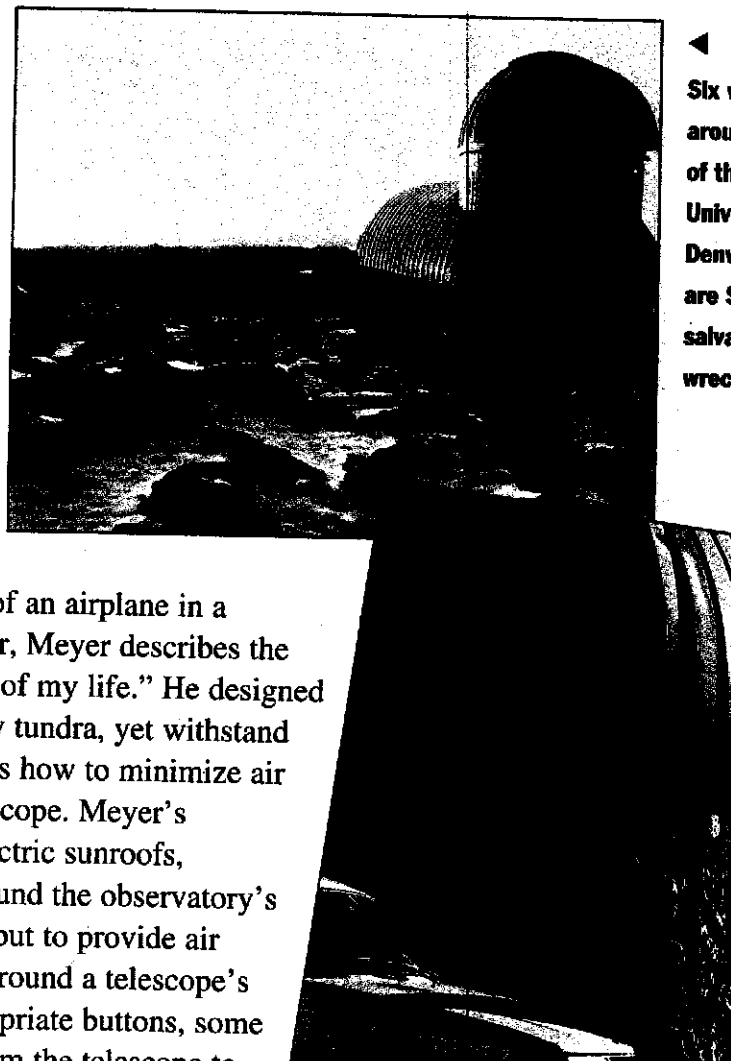
▲ Steve Smaglis obviously loves his 400,000-mile Saab 900. A

miles, then drive them like. And, most of all, ha Yes, Saabs are phen hoping that all Saab ow enjoy their Saab as mu Thanks!" ●

Sunroofs to the Stars

Saab owner Patrick Meyer, building contractor, is a master at solving challenging problems. When the University of Denver sought to locate an observatory at the summit of Colorado's 14,264-foot Mt. Evans, high-altitude construction pro Meyer convinced them that he and his team could do it. At nearly two miles above sea level, with harsh, oxygen-thin conditions year round and a building season of only about three months, Mt. Evans presented Meyer with many unique challenges. Recently completed, the observatory is the highest in the world, and it's undoubtedly the only one with six Saab sunroofs built into its base.

"Working on Mt. Evans is like working on the wing of an airplane in a snowstorm," Meyer commented. An amateur astronomer, Meyer describes the \$1 million observatory as "the greatest accomplishment of my life." He designed the three-story structure to blend naturally into the rocky tundra, yet withstand 200-mph winds. One of many problems to be solved was how to minimize air turbulence and stabilize the temperature around the telescope. Meyer's engineering solution was to install half a dozen Saab electric sunroofs, complete with the original Saab power mechanisms, around the observatory's dome. The purpose of the sunroofs is not to let in light, but to provide air management, Meyer explained. Warm air can build up around a telescope's optics and distort observations. With a push of the appropriate buttons, some of the sunroofs can be opened to vent warm air away from the telescope to



◀ Six w around of th Unive Denv are S salva wrecl

drove a Saab 96 down a ski jump near Oslo, Norway in a roll-over test. With a helmeted Ingier belted in the car, the 96 somersaulted down the hill in front of the television cameras. When the car stopped, Ingier stepped out and showed that although the Saab was dented, its strong body protected the driver.

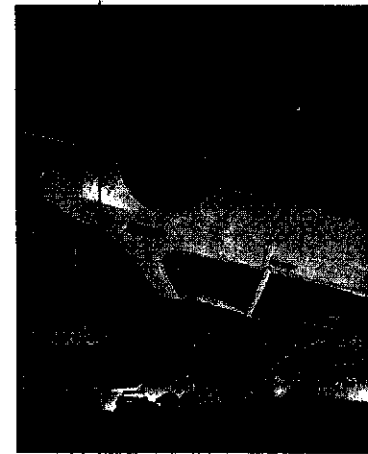
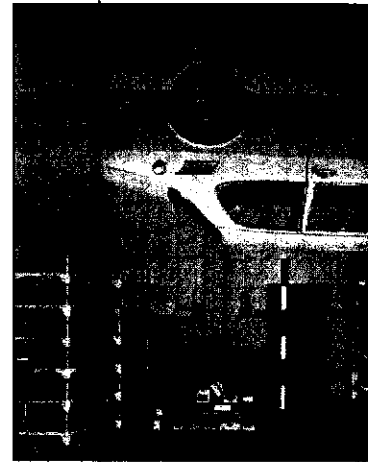
A crash test laboratory was established at Saab's test track in Trollhättan, Sweden, to allow further investigation into the safety aspects of new car design. A concrete barrier, constructed outside, proved to be a valuable addition to the information-gathering resources of the development team. Cars could be sent down the track without a driver, permitting higher speeds without risk of injuring a test driver.

Within a few years, a building was constructed around the barrier and additional research facilities added. An intensive program of crash tests was established, and safety improvements were finding their way into actual production cars. For example, the benefits of a three-point safety belt became apparent in crash testing, and Saab was one of the first carmakers to install lap-and-shoulder belts in production cars. Saab safety innovations included split-diagonal braking, side-impact reinforcement and self-restoring bumpers.

A variety of tests were performed during the developmental phase of each new Saab model, including such tests as offset collisions, rollovers and impacts to the front, rear and sides. Specialized tests were devised, such as dropping a car from a pre-determined height to test the strength of its roof structure. Or, an 860-pound "artificial moose" made of heavy electrical cables strikes the windshield and forward roof pillars to ensure that the Saab safety cage structure resists intrusion into the

Saabs are built to perform well at minimizing injury in an accident, but they also are engineered with an extremely high level of active safety — attributes that enable the driver to avoid accidents. Many of the same handling, braking and acceleration characteristics that make Saab cars especially fun to drive also make them safe to drive.

Success of the Saab's safety engineering is apparent in several ways. In the U.S., Saabs consistently rank among the top cars for low injury losses by the Highway Loss Data Institute (data on the 1994-to-present Saab 900 is not yet available). The Saab 9000 was recently ranked as the safest in-production car in terms of passenger vehicle death rates by the Insurance Institute for Highway Safety. Sweden's largest car insurance company, Folksam, has named the Saab 9000 "Sweden's Safest Car" continuously since 1990. Perhaps most importantly, however, are the many stories and letters we receive from owners, like Jane Ann Spears (below), who give credit to their Saabs for saving their lives.



dro
test

Real-Life Safety in Action



"I am writing regarding the your cars and have for Saab please find pi 1994 Saab 900 walked away December 8th a patch of ice Jackson, Wyo proceeded to of a mountain caused the ca

SAAB LINK

A Quarterly Review of Saab in the Press

Winter 1994

ECCENTRICITY HAS ITS MERITS

Los Angeles Times - Paul D. Miller
Here's to patience and global partnership.

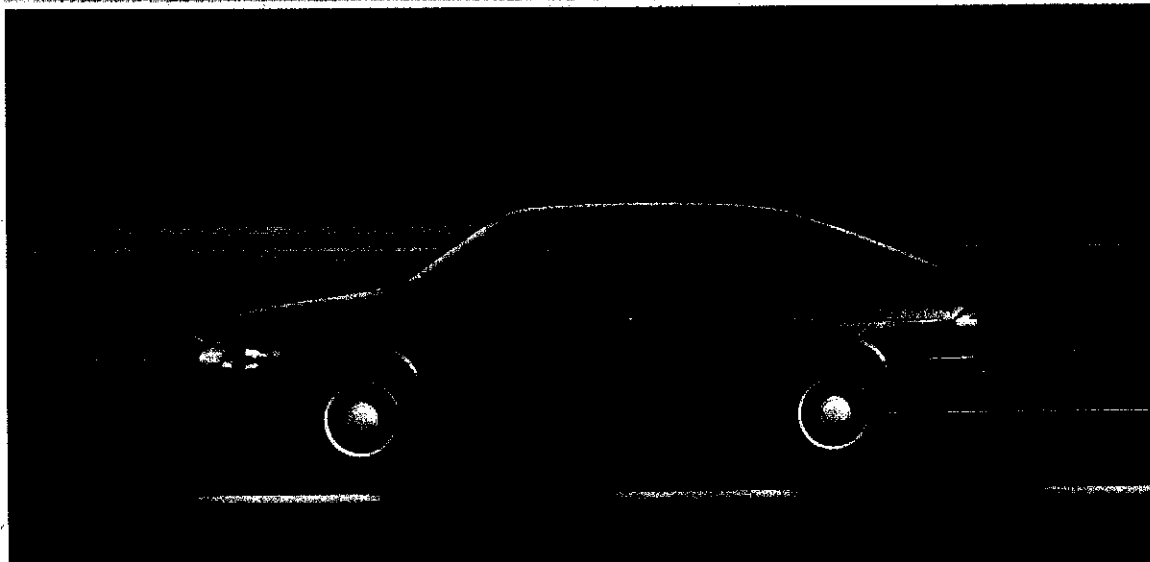
Saab dallied like Micawber for 14 years, killing time and straining buyer tolerance by hawking commemorative-edition cars, before finally redesigning its classic 900. The new mid-size sports sedan from Sweden and the rest of Europe goes on sale in the United States this month with a platform by General Motors/Opel of Germany and an engine by GM/Vauxhall of Great Britain.

Here's to devotion and inexplicable tradition.

The 900's ignition switch is still mounted between the front seats—which probably explains why Saab enjoys the world's lowest theft rate—and the key can't be removed until the car is parked with the shifter in reverse. Here's to the ultimate trendiness of the world's quirkiest car.

Police in Aspen and Vail, Colorado, use Saab 900s to pursue the Mercedes and Range Rovers of the chic and shameless. Obscured by such trivia, perhaps, is the 900's real world position as a high-quality, thoroughly distinctive, very capable car embedded in the passions of almost a million owners. And the 1994 900 SE is much better than that.

With that British-built, 170-



The award-winning 1994 Saab 900 combines all-new performance, safety and design innovations—with a starting price of just \$20,990.

horsepower V-6 engine—Saab's first entry in the six-cylinder stakes—the car may be Sweden's toughest power player since Bjorn Borg quit tennis. With a top speed of 140 mph, it certainly is the fastest five-door hatchback around. The car is larger, safer and cozier than previous years with a vastly improved, fumble-free five-speed offering synchromesh in every gear, including reverse.

And that could make the front-wheel-drive 900 the finest car in Saab's 44 years.

So, breathe easy, those who fretted that GM's 50% assumption of Saab would bowdlerize the marque's charm and eccentricity into some sort of Swedish Saturn. From a weighty profile that's mostly bullfrog, to a trunk that's practically walk-in, Saab's newest apple has not fallen far from the family tree.

And where other manufacturers have stumbled, the company has achieved—building a car with enough pleasant oddities to sate Saab disciples, while raising equipment and performance levels to tempt those who have resisted the cult.

For the present and near future, the 900 series is a couple. The 900 S with a base price of \$20,990 comes with a four-cylinder, 2.3-liter engine

producing 150 horsepower.

The V-6-powered 900 SE will not be here until January, at an estimated price of \$27,000. There will be a 900 S Turbo next spring, a convertible and a three-door lift-back by fall, but prices are still being mumbled by the serious types in cost accounting.

For less price than a 900 SE, of course, you could buy a Toyota Camry or a Nissan Maxima, both with V-6s.

See back page

SAAB 900 NAMED 'BEST NEW CAR'

The all-new Saab 900 has been named "Best New Car" in the \$18,000 to \$25,000 price category by *Kiplinger's Personal Finance Magazine*. Suggested retail pricing for the all-new Saab 900 begins at \$20,900.

Kiplinger's devotes the majority of its December, 1993 issue to reviewing the 1994 cars, and editors have chosen the best entries in six classes. The scoring methods was based on objective features such as safety equipment, resale value, fuel efficiency and cargo space, as well as legroom and headroom, and editors also factored in such subjective judgements as design, comfort and utility.

Selecting the new model year's best cars is in accordance with *Kiplinger's* editorial philosophy, as outlined on the magazine's masthead. It features founder W.M. Kiplinger's personal tenet: "The times will always

...the Saab's quirky styling and a peppery drive help it stand out from the pack."

be changing. Much of life and work consists of looking for changes in advance and figuring out what to do about them. This publication will try to help you peer ahead and see straight."

According to *Kiplinger's* editors, "Beauty is in the eye of the beholder, but value can be measured." In choosing the all-new Saab 900 as the "Best New Car" in its price category, the magazine's experts concluded that the Saab's "quirky styling and a peppery drive help it stand out from the pack."

Kiplinger's Personal Finance

Magazine is published monthly and enjoys a circulation of over 1,100,000.

In addition, the all-new Saab 900 has received the prestigious "Design of the Year" award from *Automobile Magazine*, and has been named one of the top five cars in the 1994 North American Car of the Year Competition. The long list of accolades also includes a "Best of What's New" award from *Popular Science Magazine*, a "Best Buy" recommendation from *Consumers Digest Magazine*, and the top choice in *AutoWeek's* annual "Car of the Year" reader telefax poll. The Saab 900 was also selected as one of the "Ten Most Improved Cars and Trucks of 1994" by syndicated auto experts Steven Parker and Mike Anson.

The all-new Saab 900 and the 1994 Saab 9000 series are sold and serviced by Saab dealers throughout the United States. ■

BEST BUYS IN 1994 CARS: SAAB 900

A brand-new Saab 900 hits our shores this fall, and is considered the company's most important product introduction in 44 years. This is also the first vehicle resulting from the partnership between Saab-Scania and General Motors, each of whom own half of Saab Automobile AB. Only a five-door hatchback will be available initially, while the current convertible model continues unchanged; next fall a three-door hatchback and a new convertible will debut. All remain front-wheel drive, an engineering innovation Saab helped pioneer. Styling follows along familiar themes, with such Saab idiosyncracies as locating the

See back page

News
In This
Issue
From

Charlotte
Chicago
Denver
Los Angeles
Portland
St. Louis

ALL-NEW SAAB 900 WORTH THE LONG WAIT

Denver Post, Denver, CO — John Eaton

The all-new 1994 Saab 900 is here and it is an auto so embellished with safety features that you would suspect it was designed by your mother.

If you place great value on designed-in safety features, this is the car for you. It also fills the bill for those who like performance, handling, ride and good looks. And the price—which starts at \$20,990—will bring joy to many.

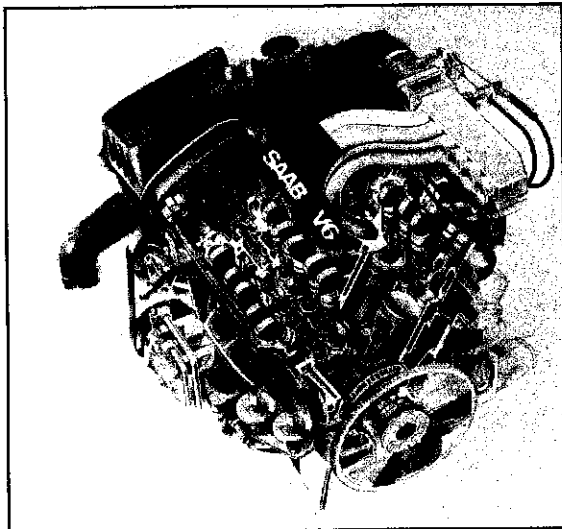
Does that all sound a bit too enthusiastic? Well, test-drive one and join the fan club.

The puzzling thing about the new 900 is that it has moved so much closer to Saab's bigger and more expensive cars, the 9000 models, that it could pose a marketing problem for Saab. But this is Saab's problem. As a consumer, you can rejoice. It's one fine car.

The new 900—new everywhere, not just a face lift—replaces the previous 900, which has enjoyed brisk sales and near cult loyalty for 15 years.

This car will continue to appeal to those "cult" members who now have children (or larger children) because the new model is somewhat bigger. It now is classified as a mid-size car by the EPA. The former 900 was compact. And most drivers will rejoice in this because it is a much more spacious and comfortable car—just one of the facets that makes it tread on the toes of the 9000, which is classified as a large car by the EPA. Many ideas that Saab has applied to the 9000 regarding smart interior packaging have been incorporated into the new 900.

Some specifications: It has a longer wheelbase, 102.4 inches



Saab's first-ever 170-hp V6 engine excels at silky smooth power delivery, as well as high, even torque at low engine speeds.

compared with 99.1, and is about an inch wider and an inch higher. Those don't sound like big numbers, but they mean a lot to both the ride and available interior space in an automobile.

"The all-new 1994 Saab 900 is here and it is an auto so embellished with safety features that you would suspect it was designed by your mother."

And all of this is wrapped in a slick, more appealing package with smooth aerodynamic lines that chalks up a drag coefficient of 0.30 in the wind tunnel. That means it slides through the air with minimal exterior wind noise—a feature that has marked Saabs since the

first Saab 92 was introduced 45 years ago.

One of the real beauties of this car is the way Saab has incorporated so many safety features in such a compact package. One would expect a car with so many sturdy features to look like an army tank and run on treads. But that's not the case.

Let's list a few of the 900's admirable safety features:

- Dual air bags
- Three-point, inertia-reel lap and shoulder belts in all five seating positions. And the rear-seat passengers are also protected by head restraints. Two restraints are standard; a third is optional. They also benefit from protection offered by a Saab-patented crossbeam behind the rear seat that guards against loadshifting from the rear

cargo area in the event of an accident.

- There are optional fold-down child booster seats in the rear.

- Anti-lock brakes are standard

- The V6 models are equipped with standard Traction Control, the sensing device that detects wheel spin on slippery surfaces.

- Every 1994 Saab, not just the 900, now complies with 1997 side impact standards with increased steel structural elements within the doors.

- And the entire car is the result of years of Saab research into crashworthiness of an automobile's safety cage. A good example is that the roof structure is so stout that it can withstand three times the vehicle's weight.

No one goes looking for an accident, but a Saab is one of the safer places to be if you are unlucky.

The interior of the new 900 is much warmer and attractive than the previous model, yet there are many positive features that have been smoothly transferred and incorporated.

Entry and exit is effortless. Visibility is unencumbered, but the front "A" pillar is a bit wide and requires some familiarity. This is easily forgiven, because you know it is packed full of strong steel.

Interior space is greater now with more shoulder, hip and leg room. And the dashboard is set forward and doesn't crowd you.

Instrumentation is Saab and excellent, all analog and complete with tachometer, speedometer, odometer, and fuel and temperature gauges. The speedometer tells you that the test car,

with the optional V6 engine, will take you to 140 mph in case you are foolish.

Those familiar with other Saabs will be at home with the big, no-nonsense rotary controls for heating and air conditioning. And the radio controls are big and show that they probably were designed for manipulation by those wearing winter gloves. It gets cold in Sweden...and Colorado.

Power comes from Saab's first-ever V6, a power plant that is the result of Saab's first 50/50 joint venture with General Motors of Europe. (A four-

"...Saab's first-ever V6... is a spunky engine that will make Saab owners forget the need for a turbocharger."

cylinder is the standard engine in the 900). This is a spunky engine that will make Saab owners forget the need for a turbocharger.

Handling is superb and much of the tight feeling can be laid to the 40 percent increase in the new model's body rigidity.

Highbeams: Appearance much improved, looks like a sporty car and less like a fish. Handling ranks with the best. Ride is comfortable and quiet. Much more spacious and people-pleasing than the prior model. Price (if you don't load it with options). Prideful workmanship.

Lowbeams: Not much. ■

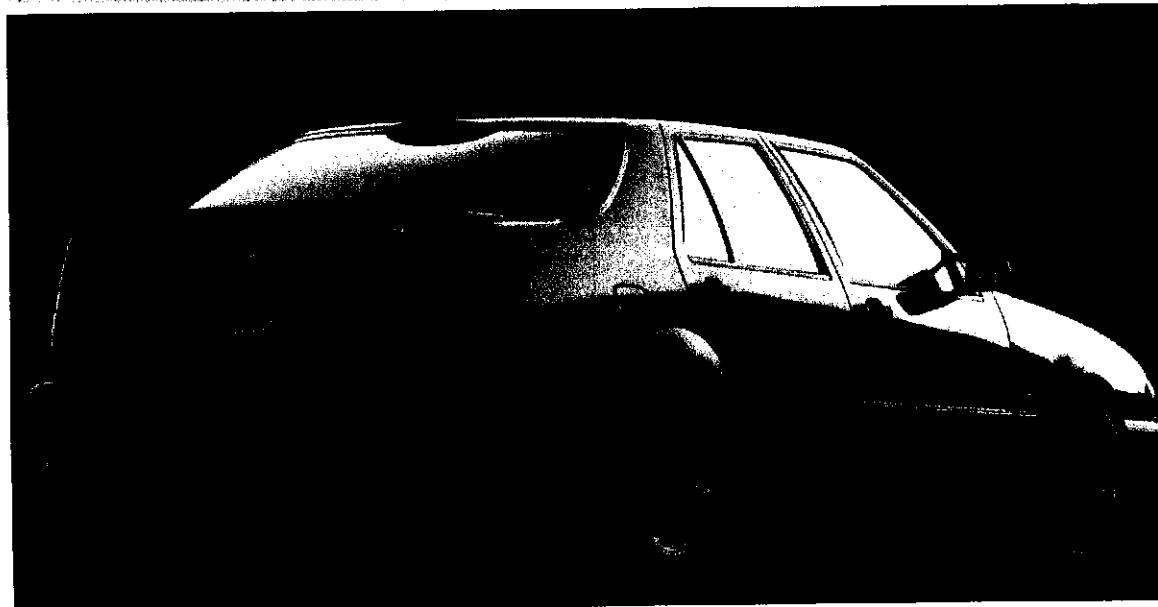
SAAB TOPS LARGE-CAR FUEL ECONOMY

Salt Lake Tribune, Salt Lake City, Utah

For the second year in a row, the Saab 9000 Aero leads the U.S. Environmental Protection Agency's fuel economy ratings for "Large" cars. During the 1994 EPA emission and fuel economy certification process, the 9000 Aero achieved 29 mpg on the highway and 21 mpg city when equipped with a manual five-speed transmission.

The top five fuel-economy cars on the EPA's "Large" car list are:

1. Saab 9000 Aero
2. Mercedes Benz S-350D Diesel
3. A tie among the Saab 9000 Turbo, Chrysler Concorde, Eagle Vision, and Dodge Intrepid.
4. Buick LeSabre
5. A tie among the base Saab 9000, Buick Park Avenue, Oldsmobile Ninety-Eight and Pontiac Bonneville. ■



1994 Saab 9000 Aero

Automobile Magazine
from Page 3

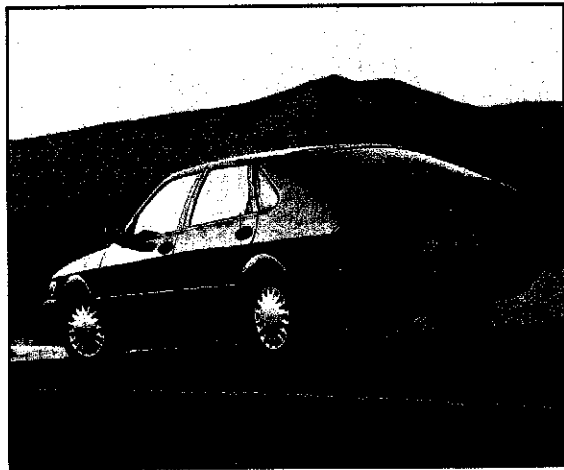
and rear attachment points as a collapsible section in the case of a severe crash."

The powerplant lineup includes a 2.0-liter normally aspirated four without balance shafts that won't be coming to the United States; a 150-bhp, balance-shaft 2.3-liter that will be our base engine; a 185-bhp, 2.0-liter turbo that is the performance model; and a normally aspirated V6. That optional narrow-angle (54 degree) V6 engine is made at Ellesmere Port in England and is used in the 900 exactly as produced by GM. However, GM engineers in Europe knew much less than Saab about U.S. emissions requirements, so Saab people participated fully in the design of the engine, to the point that GM's Opel simply adopted Saab cylinder head

"The new Saab 900 is a real Saab, a worthy addition to a line of slightly eccentric, extremely rational cars dating back to the Forties."

designs across the board, giving both companies a better product than either could have done alone. The V6 is a fine, smooth powerplant, and even though die-hard Saab people still believe in the hot turbocharged four, it's likely that most U.S. customers will go for the quiet, torquey 170-bhp six.

On the road, you quickly appreciate that traditional Saab steering



Whatever the angle, the Swedish automaker's all-new 900 5-door remains "distinctively Saab."

precision has been retained, and you are sharply aware of the single greatest drawback in the new body design: The A-pillar is much too thick and much too far away from the driver, blocking an area of view that could easily hide one of Saab's Scania eighteen-wheelers. After the aircraft-like wraparound screen of the earlier 900, with thin pillars well aft, this is a real disappointment. But it is the only one. The new seats are wonderful, better than those of the 9000; the body feels even stiffer than previous models; the minor controls are easy to reach and easy to use; and the ride quality is excellent, actually better than that of the heavier 9000 in many respects.

The rear seats now incorporate full

three-point harnesses for all three positions, and a transverse beam allows folding the seat completely when cargo is carried in the hatchback body. The whole interior has been carefully studied for safety and practicality. A particularly nice feature is the "black panel." The driver can switch off all instrument lighting except for the speedometer. If anything falls outside norms, the relevant instrument lights up and catches the driver's attention. It's Saab jet fighter technology for the road.

The manual gearbox itself is quiet, slick, and satisfying, with the best linkage Saab has had since it abandoned column shifters. Now there's a good idea for a future Saab. ■

driver's heart rate when he's driving on an unknown twisty road, and the 900's combination of precise steering, balanced suspension, anti-lock brakes and the cornering grip provided by the 195/60VR-15 Pirelli 4000s places the car at the extreme low end of the "adrenaline-rush" scale.

The new 900, in either 4-cylinder or V6 configuration, is a remarkable automobile. It would have been all too easy to get it wrong. Anywhere along the design and development path somebody could have said "Profits are critical, make it more mainstream," or "We can make it cheaper if we cut corners on safety (or sportiness, or performance). No one will notice," or "Swedish durability is a myth, and it's only critical to Swedes."

Instead we have a new Saab that has been endowed from cockpit to tail section with the character and characteristics for which Saab

automobiles have been loved from their very beginnings. Assuming of course, you can forgive seats that don't fold down into beds. ■

Consumers Digest
from page 1

ignition switch on the floor between the seats. As such, this remains a car with character. Its distinctive and unmistakably rounded shape provides amazing amounts of interior room for people and cargo. Handling is commendable, overall. Standard equipment is generous, with V6 models equipped with traction control, leather upholstery, power driver's seat with memory and a power moonroof. ■

Los Angeles Times
from Page 1

And \$27,000 definitely flirts with the bottom lines of BMW's prestigious 3-Series.

But what the competition doesn't deliver is Saab's rich inventory of standard equipment. It is so complete, only four options are listed for the basic car—glass sunroof, child booster seats, automatic transmission and a CD changer. Everything else—including such pricey goodies as anti-lock brakes, dual air bags, theft alarm, central locking, power windows, cruise control and air conditioning—come with the car.

The 900 SE is even better equipped for its sticker. It is fitted with all the above, plus traction control, leather seats, automatic air, alloy wheels, power seats and sunroof.

There's one flaw, inarguably a nit yet an irritation quickly assuming the status of national slur among North American car buyers and automotive critics. Although American manufacturers build cars with right-hand drive for countries where driving is on the wrong side, it might take United Nations intervention before Europeans build cars with cup holders for American habits.

So, until blue moons rise and Buicks fly, Saab 900 owners will still have to settle for thirsty commutes or rubber aprons.

From outside, the 900s carry all the Nordic nuances that are distinctly Saab. The trapezoidal grille and sloping nose. A turtle-backed rear covering a trunk with more cargo space than the QJEL. A windshield straighter than most and more of a large window pane.

So no great changes here, although room to work a styling revolution certainly existed on what is essentially a 1979 design. Instead, Saab opted for styling that's a logical progression, an evolutionary quiver guaranteed not to spook loyal followers.

Interior changes are just as gentle and rather like meeting an old friend who suddenly has decided to live higher. Pillars and panels are better cushioned with more thought given to blending colors and fabrics. Seats are among the best in the business, comfortable without being squishy, supportive without feeling stiff and undersized—like a \$10 girdle.

This is categorized as a five-passenger mid-size sedan, but many will question the wisdom of carrying a quintet of anything. There's ample room in the rear for two, but stuffing three

adults back there will achieve nothing but groans and charley horses.

Saab's aeronautical heritage remains a masterpiece of ergonomics with large dials in a flat fascia; controls never obscured by the movements of hands and steering wheel; even placement of the ignition switch between the seats has far more purpose than eccentricity.

"...the car may be Sweden's toughest power player since Bjorn Borg quit tennis."

Think about starting a car. The first movements are ignition, gear-shift, hand brake. In a Saab, that is performed by one hand in a series of short movements alongside a driver's right thigh. Classic, simple, exquisite ergonomics.

The 900 remains a remarkably stiff, stout vehicle exceeding most federal standards for passive and active crash protection.

Unlike other sturdy, super-safe cars, however, it is far from tweedy and cumbersome. With that V-6 engine, improved handling and redesigned gearbox, slick and gymnastic are more suitable adjectives.

It zips from rest to 60 mph in around seven seconds, which, despite a mite of torque steer when powering that hard, is as quick as the Ford Probe GT, Lexus 300, Mercedes 300SL and other respected sprinters.

The power comes on and on with an inexhaustible surplus—and a mid-range punch at 3,000 rpm, reminiscent of turbocharging.

The gearbox is snick and click with an abbreviated throw and none of the waffles that plagued earlier transmissions. But some drivers may wish for a noticeable notch between fourth and fifth.

As it is, the final throw feels cerify like downshifting into third—good for anxiety attacks on behalf of the cogs with collateral damage to one's pride.

Steering, aided by the sticky bite of premium Pirelli tires, is tight and precise. There's never a doubt about angles ordered for any corner nor a need for course corrections after applying steering pressure.

It all makes for a comfortable, superior driving experience with broad margins for errors set up by man or traffic emergencies. That's a security only found in quality cars from engineers who believe that in matters of optimum performance, handling is the equal component of power.

And the Saab 900 achieves that performance with an engine note that's all muscle and mischief. Which could be the sound of a huge new era for Saab. ■



SAAB

Saab has a collection of recent press reviews and media impressions, published by Saab Cars USA, Inc. For additional copies, contact Public Relations, Saab Cars USA, Inc., 4405-A Saab Drive, P.O. Box 9000, Norcross, GA 30091.

Telephone: 404/279-6361.

SAAB 900 IMPRESSIONS

Saab really blew it! In their own words, "The very foundation of the all-new 900 was to be rooted in the basic philosophy that the new model should embody all the characteristics and features of its predecessors—the first 900, which debuted in 1978, and its progenitors including the 92, 93, 96 and 99 models."

Granted, it looks like a Saab. The proportions are similar, the body contours are smooth and soft and it has a readily identifiable grille and hood. It's a practical 5-door sedan with unexcelled stowage capabilities.

And yes, it's a safe car. The body is more than 50% stiffer in torsion, just what the doctor ordered for providing all-around occupant protection. Plus it offers patented protection for offset front collisions, compliance with 1997 U.S. side-impact standards, dual air bags, front seatbelt tensioners, and three, count 'em, three, 3-point shoulder belts at the rear.

A Saab without a key-in-the-floor ignition switch is like an Indy car with no turbo boost, so the new 900 puts it between the front seats, same as in the previous 900 and the Saab 99. And naturally, the new 900 features ride and handling characteristics that give new meaning to the words "sporty Saab." Whether you choose the base 2.3-liter 4-cylinder or the optional 2.5-liter V6, you'll find yourself grinning from the first moment you step down on the throttle. And, like every Saab worth the four letters, it's got precise steering, powerful brakes with standard ABS and traction control with the V6.

But, I repeat, Saab blew it. The new 900 doesn't have seats that fold into beds like those in the 1955 Saab 93, and Saab enthusiasts are not only fiercely loyal to their favored marque, they also have loooooong memories!

Forgive me for being facetious. It's never easy replacing a legend. But the time comes in the life of every car when the deed must be done. For some

companies, making the decision is agonizing to the point of stagnation. Witness Porsche's dilemma with the 911. Others, including Ford with the Mustang and yes, Saab with the 900, delay the inevitable far too long.

In the case of the antiquated 900, Saab finally realized that the car and the company had to either evolve or die. And once spurred into action, Saab took quick, decisive steps to remedy the situation.

The new 900 is evolutionary in appearance, proportions and function. Saab wanted to make sure it offended none of its current loyal following, and calm Swedish logic prevailed in the decision not to try to be all things to all sports-sedan buyers. Yet beneath the surface, the 900 is as contemporary as one could hope for, the 50/50 joint venture with General Motors paying

huge dividends in manufacturing efficiency, powertrain technology and in development testing and analysis.

The bottom line is that there are

"...we have a new Saab that has been endowed from cockpit to tail section with the character and characteristics for which Saab automobiles have been loved from their very beginnings."

up-to-the-moment levels of performance, behavior, interior space and passenger protection in the new 900, but it's still a Saab through and through. It looks and feels like a Saab, but one brought into the 1990s. The overall interior theme is one of nicely shaped and integrated ovals: the dash, the vents,

the openings in the door panels. Instruments are large and legible. Seats are...well, Saab-like, meaning throne-like, supportive and comfy. Eight-way power adjustment with driver-side memory is standard on 900 SE V6 models. The softly padded steering wheel is easy to grip, and it telescopes about three inches. While major controls are grouped into separate modules in the center of the dash, I find the radio's multiplicity of pushbuttons a distraction in an otherwise logical layout.

Engine choices are the 2.3-liter 4-cylinder with twin balance shafts borrowed from the 9000 series or Saab's first V6. I tested both engines during the car's introduction, but opted for the more sporty V6 for these driving impressions. Saab believes "traditionalists" will opt for the 4-banger, and a fine 4-cylinder it is: a willing

performer that likes to be revved.

Henry Rasmussen traveled to Sweden to shoot our photos, and there he found a prototype 900 with the turbocharged 185-horse Four that's coming to America later this year. The press still hasn't been allowed to drive one, but initial reports are good: The Turbo will likely outrun the already-quick V6.

Maybe I'm too much of a non-conformist (by Saab standards), but of the normally-aspirated engines now available I much prefer the V6. It simply provides that extra measure of smoothness, refinement, bottom-end torque and top-end power missing from any 4-cylinder. The GM-based, Saab-refined V6 twists easily to 6000 rpm and beyond, yet can be lugged down below 1000 rpm in 5th without protest.

See back page



Test-drive the new Saab 900 and discover why "The new 900, in either 4-cylinder or V6 configuration, is a remarkable automobile."

A SLICK NEW SAAB

By Tom Reed

"What kind of car is that?" was a question I often heard when I was a kid. People were curious about the first Saab they ever saw—my dad's red Model 93. In the mid-'60s, the Swedish-built car was indeed strange; bug-eyed and pear-shaped, with front-wheel drive. It certainly wasn't like any Chevy or Ford, or even the VW Beetle.

Later we had a Saab 96, then a Model 95 wagon. I've since stayed with Saab, with occasional forays into makes from Japan, Germany, Britain, and Detroit. In the 1980s, my wife and I

each drove a 900, and we now own a 9000 CSE Turbo.

So when Saab launched a new 900, the first major redesign in 15 years, it sparked my interest, especially since General Motors had bought 50% of the automaker in 1990. Would the new car preserve the special mix of performance and safety as well as the unique Saab design? Or would GM's influence make it look like every other cookie-cutter sedan?

The new 900 S, a five-door hatchback, is certainly an improvement

over its predecessor. It maintains quality engineering, passenger safety, and high performance, and it no longer seems like an automotive oddball. The new car retains the distinctive Saab shape, but has a much smoother, aerodynamic look.

Inside, the driver sits lower, with more comfort and control. Ergonomics are much improved, with a telescoping steering wheel, rounded switches, and a revamped instrument cluster. There's a new, one-touch button that blackens all dashboard lights except for the

speedometer, easing eye strain on nighttime drives. Yet, some oddities remain—the ignition switch is still located between the seats and, in this digital age, Saab keeps an analog clock in the center of the dash.

The hatch space is cavernous. Fold down the rear seats fully and, as with the older 900, you can carry a couch. However, rearseat passenger space is tighter in the new car, especially in the middle spot. Standard safety features include anti-lock brakes, dual air bags, a new dead-bolt security

system, and steel-reinforced doors. An optional traction-control system greatly improves the handling on slick roads.

GM's influence is under the hood, where enthusiasts have long felt Saab needed a six-cylinder engine option. A 24-valve GM six (\$2,295, British-built, 170 horsepower) now provides a spirited alternative to Saab's traditional, less peppy, four-cylinder engine. With a base price of \$20,990 and a short list of options, the 900 S will impress not only loyal Saab owners, but others who once said: "It's a what?" ■

SAAB LOVERS CAN REST EASY. THE ALL-NEW 900 IS A TRUE SAAB, THROUGH AND THROUGH.

The Oregonian, Portland, Oregon — *Veitch-Murray*

Survival in the car business gets tougher every year. For a small manufacturer like Saab, a merger with General Motors of Europe was necessary for survival. The '94 Saab 900 is the first car to result from the new Saab/GM-Opel group marriage.

The old 900 was introduced in 1978, an unbelievably long time ago by auto industry standards. Back in 1978, Lee Iacocca got fired at Ford and joined Chrysler. Volkswagen was the only U.S. "transplant." Gas prices were rising, but V-8s still outnumbered four-cylinders more than 6:1. In 1978, men wore wide ties and long sideburns. Jimmy Carter was president.

The 900 outlasted them all. Since 1978, Saab has sold upwards of 330,000 here, more than a third of the worldwide total.

U.S. Saab enthusiasts who have been in love with this quirky car since the first Model 92 hit our shores in 1950, were worried the new 900 would be less Swedish and more Chevrolet—perhaps a Caprice with a Saab emblem.

Nothing could be further from the truth. Two days of driving the 900 at a press-introduction in Monterey, Calif., convinced me the new Saab is by far the best ever built.

For the first time, an optional V-6 is available. A European General Motors 2.5-liter, 4-camshaft, four-valves per cylinder powerplant, it puts out 170 horsepower. This means you can play Swedish rally-driver if you wish, running the car to its 6000 rpm redline and chirping the tires when you shift the newly designed five-speed. Or, you can cruise contentedly around town in nearly any gear, since there is plenty of power on tap.

The base engine is the 2.3-liter, 150-hp, 16-valve 4-cylinder, which provides up to 28 mpg. This is the largest four-cylinder engine Saab has ever offered.

Both the 4-cylinder and the V-6 engines are transverse-mounted under the hood, which Saab claims provides the best configuration for maximum space utilization, comfort and crash protection.

If you prefer to let your car shift for you, the optional all-new 4-speed electronically-controlled transmission is up to the job. This transmission "talks" to the engine to determine the best shift points for both acceleration and fuel economy. There is also a "winter" button on the center console, which causes the transmission to start out in third gear.

"Two days of driving the 900 at a press introduction in Monterey, California, convinced me the new Saab is by far the best ever built."

Some other components of the car shared with GM/Europe are the floorpan stampings (from the Opel Vectra/Calibra), a twist-beam rear axle from the Opel Astra, and an Opel-derived MacPherson-strut front suspension.

These borrowed components end up making the Saab extremely pleasant

to drive. The new chassis has 50 percent more torsional rigidity than previous models, resulting in more precise handling, as well as a body completely devoid of squeaks and rattles.

There's more room inside the new 900. Where the old 900 was classified by the U.S. government as a "compact," the new car is rated as "mid-size." The new 900 is nearly three inches longer, an inch wider, and almost an inch taller than the model it replaces. This translates into more leg room for rear seat passengers, and a general feeling of spaciousness, even with four adults on board.

Safety and environmentalism played an integral part in the design of this car. Every 900 has driver and passenger air bags. There is a three-point shoulder/lap belt for all three rear seating positions. Anti-lock brakes are standard. The air conditioning is free of ozone-depleting CFCs, and the brake and clutch linings are asbestos-free.

The 900 has "self-restoring" 5-mph bumpers front and rear that spring back into shape after minor parking lot

collisions. Up to 10 mph, Saab has designed the bumper support structures to crumple without damaging the sheetmetal of the car, which should help reduce insurance costs on this car.

For good winter visibility, the 900 comes standard with large, electrically heated and adjustable outside rearview mirrors, as well as large windows with all-window defrosting, headlight washer/wipers, a rear window wiper/washer and front and rear fog lights.

As a reassuring touch to Saab fanatics, the ignition key is mounted in the console. It also serves as a transmission lock.

Saab has priced the new 900 hatchback at \$20,990, essentially the same as its predecessor. The V-6 option, with traction control and alloy wheels, is an additional \$2,295. Additional options are also available. ■

SAAB 900: VIRTUE TRIUMPHS. IT REALLY IS A SAAB.

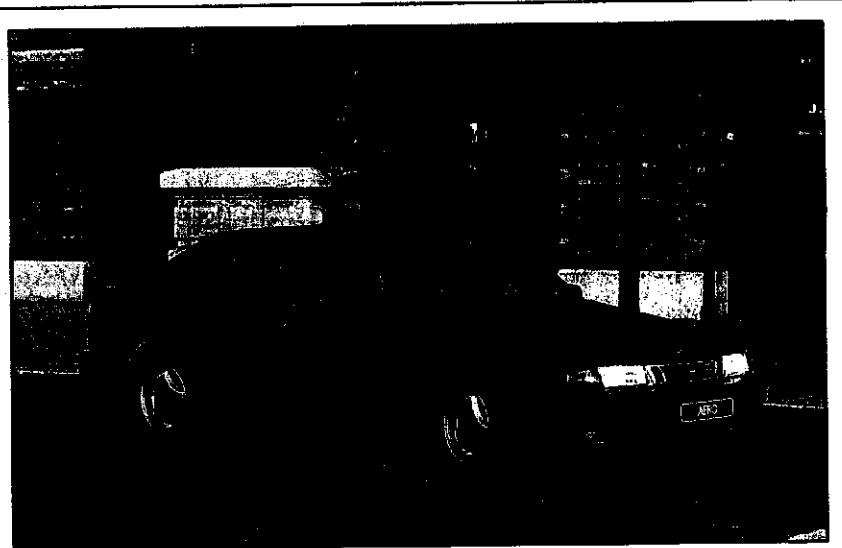
In truth, we didn't think they could do it. Remembering that Vauxhall—now owned by GM and nothing but a nameplate on British-market Opels—was once the Lotus of the Twenties, we expected to be cynical and sad when the new 900 was unveiled. We were sure that GM's influence at Saab would result only in a peculiar-looking Opel with the ignition key on the floor. Hadn't we been perilously close to seeing the great-looking but dynamically-deficient Opel Calibra rebadged so it could be offered as a Saab for true believers to scorn?

We need not have worried. The new Saab 900 is a real Saab, a worthy addition to a line of slightly eccentric, extremely rational cars dating back to the Forties. We hadn't given enough credence to stereotypes concerning the legendary stubbornness of Swedes. They might have been up against it, penitents and dependent on GM money, obliged to use components from Opel, but the engineers at Saab were totally determined to make a Saab out of a sow's ear if that was what it took. And to be fair, the pieces available from Opel were not bad, not bad at all.

A couple of years ago, Dave Herman, the bean-counter boss parachuted into Saab when GM took

over, announced with great satisfaction that "we can make a car 95 percent as good as what Saab would have done itself" using Opel bits. It's hard to accept a five percent reduction in character in an era when Japanese makers gain about twenty percent with each succeeding generation, and we were appalled by the idea. So were the Saab people, and they simply didn't allow it to happen.

Yes, the floorpan is made from Opel stampings, but it's not quite that simple. The forepart is from the Calibra coupe, the aft section from the Astra four-door. There are added bits in the sills to strengthen them and stamped caps here and there on the forward longerons, and the whole front assembly is hot-dip galvanized, which protects against corrosion so that crashworthiness does not deteriorate over time. The rear seat pan has had transverse antismashing stamping welded to it, giving traditional Saab impact resistance. The front suspension lower arms attach where Opel arms do, but the length is different, and the arms are in two pieces of forged aluminum. Why? Saab's Stig-Goran Larsson explains: "A stamped arm is very stiff. By making a two-part linkage, we can use the distance between the front



Poised to move, the 225-hp Saab 9000 Aero also offers segment-leading fuel economy for an unparalleled combination of performance and responsibility.

SAAB FOR 1994

Impeccably-mannered, fuel-efficient workhorse or technologically-advanced, sports-minded backroad burner? Saab's 1994 9000 Aero delivers both. With its potent blend of performance, safety and responsibility features, this svelte Swede offers the utmost in driving pleasure, while never forgetting

traditional Saab virtues, like a superb occupant protection system and cavernous cargo capacity. From behind the leather-wrapped steering wheel, owners have 225-hp at their command, courtesy of Saab's legendary turbocharged 4-cylinder engine. Sleek leather sport upholstery, and body-color aerodynamic enhancements add to the

9000 Aero's striking good looks. New for 1994 are dual air bags, heat-absorbent glass, a rear fog light, restyled aluminum alloy wheels, and a light gray leather interior. An automatic 4-speed transmission is available, and when so specified the 9000 Aero is powered by a 200-hp version of Saab's Turbo engine. ■



SAAB

Saab Cars USA, Inc.

February 24, 1995

[REDACTED]
[REDACTED]
Altadena, CA [REDACTED]

Dear [REDACTED]:

Recently, we sent you a special Owner Appreciation Certificate worth \$1,000 toward the purchase of any new 1995 Saab. And if you haven't already, now is the perfect time to use it — on a Saab 900 Convertible.

As you know, the Saab Convertible is a rare automotive package of safety and excitement, and it is no exception. In fact, it's better than ever.

In the enclosed *Car and Driver* article, the magazine rated the 1995 Saab 900 SE Convertible in a head-to-head comparison against the BMW 325i Convertible and Audi Cabriolet. The article rated the 1995 Saab Convertible as "Beauty, brawn, brains: an easy to like convertible that pushes all the right buttons."

Sure the 1995 Saab 900 Convertible is perfect for fun in the sun, but it offers a whole lot more. You can ride comfortably in this surprisingly practical car that's designed to be driven year-round. With its all-weather handling and safety features such as reinforced side-impact protection and front and rear crumple zones, the 900 Convertible's beauty belies its sensibility.

To experience the new 1995 Saab 900 Convertible firsthand, visit your local Saab dealer for a test drive. Once you're behind the wheel, you'll discover that it's truly a car for all seasons.

Sincerely,

Dave Krvsiek

The oil change is

Bring this card to your nearest
dealer and you'll receive



Mobil 1

Welcome to the
state of independence





Take care of your Saab, and your wallet.

In appreciation for your business, we'd like to foot the bill for your next oil change and filter. Just arrange an appointment* now, and come in for a free oil change before 12/31/04.

As part of a commitment to superior maintenance, Saab Service has formed a partnership with ExxonMobil, and now uses ExxonMobil oils that are specially formulated to help your particular Saab model** perform at its peak:

- **Mobil 1** 0W-40 European Car Formula with SuperSyn™
- **Mobil Drive Clean Plus** 5W-30 Synthetic Blend Newer Vehicle Formula
- **Mobil Drive Clean** 5W-30

While you're having your oil changed at your participating dealer, be sure to check out our exciting 2005 model lineup, including the versatile and powerful 9-5 Sedan and 9-5 SportWagon, the exhilarating 9-3 Sport Sedan and 9-3 Convertible, and the all new, all-wheel drive 9-2X. You'll also find genuine Saab parts and accessories here and online at www.saabcatalog.com.

To schedule your free oil change,
just call a participating dealer near you.

*Service must be completed on or before 12/31/04. Eligible model years 1994-2001 only.
**The oil specified for your model must be used. See your dealer for details.

Mobil 



Welcome to the
state of independence

Saab Cars USA, Inc.
3060 Premiere Parkway
Duluth, GA 30097

PRSR STD
U.S. Postage
PAID
Saab

AG000863 VIN# YS3AK76E9R7

ALTADENA CA





SAAB CARS USA, INC.

October 29, 2004

[REDACTED]

Altadena, CA [REDACTED]

VIN: YS3AK76E9R [REDACTED]

File: 1-73745286

Dear [REDACTED]:

Thank you for contacting the Saab Customer Assistance Center. We have researched your request for recall information about your vehicle.

Our records indicate your Saab, Vehicle Identification Number YS3AK76E9R [REDACTED], has no outstanding recalls at this time.

If you have any further questions, please feel free to contact us Monday through Friday at 1-800-955-9007 between 8:00 a.m. and 8:00 p.m., EST.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sharon Matthews', is written over a horizontal line.

Sharon Matthews
Customer Assistance Representative



BUREAU OF AUTOMOTIVE REPAIR
27202 Turnberry Lane, Suite 250 • Valencia, CA 91355
PHONE: (661) 702-6600 • FAX: (661) 295-3072



October 14, 2004

[REDACTED]

[REDACTED]

Altadena, CA [REDACTED]

Case #: CP2004011734
Repair Facility: Casa Automotive Group Body Shop

Dear [REDACTED]


This letter is to confirm that your complaint against Casa Automotive Group Body Shop was closed on August 17, 2004. Casa Automotive Group Body Shop has agreed to release your vehicle to you with the new convertible top at no charge. I suggest you make arrangements to pick up your vehicle from Casa Automotive Group Body Shop at your earliest convenience.

Additionally, Saab of Sherman Oaks has agreed to repair your vehicle's cylinder head gasket for \$1,070.00, which is their in-house cost. You may contact their Service Manger, Ed Rodriguez, at (818) 205-0226 if you wish to avail yourself of this offer.

Your correspondence has been made a part of our records and will be retained in the automotive repair dealer's file.

Thank you for bringing this matter to our attention.

Sincerely,


Matthew J. Bradfield
Program Representative I

Encl: Copy of BAR Subpoena Procedures letter

cc: Casa Automotive Group Body Shop
Saab of Sherman Oaks

**BUREAU OF AUTOMOTIVE REPAIR
RECORDS MANAGEMENT/SUBPOENA UNIT**10240 SYSTEMS PARKWAY, SACRAMENTO, CA 95827
(916) 255-4520**Procedure to Subpoena Records from the Department of Consumer Affairs**

1. Contact your Department of Consumer Affairs (DCA) representative to ensure your complaint is closed before you obtain your court date.
2. Please allow thirty days from the complaint closure date before filing your court case.
3. When you file your court case, inform the clerk that you will need a CIVIL SUBPOENA. The clerk should provide you two forms in most cases, a subpoena and a subpoena duces tecum. Some courts have combined these forms into one form.
4. The subpoena must be signed by the court clerk and/or stamped with the court seal. You must complete both forms and send them to the DCA address below. Include the complaint number and date it was closed as issued by the DCA, if available. Be sure to provide the first and last name under which the complaint was processed.
5. Send your subpoena paperwork and a \$5.00 fee for the first complaint and a \$2.00 fee for each additional complaint request to: The Department of Consumer Affairs, Subpoena Unit, 10240 Systems Parkway, Sacramento, CA 95827. Pay by check or money order. Do not send cash.
6. Please send your subpoena to the DCA at least three weeks prior to your court date to allow sufficient time for processing and mailing to the court. (Evidence Code Section 1560(b) allows fifteen days for production of records.)
7. Your subpoena paperwork can be sent by regular mail. It is not necessary to send it by certified mail or serve it in person.
8. The records cannot be sent to you. They are sent directly to the court listed on the subpoena or your attorney.
9. The DCA will send the records by regular mail unless instructed otherwise. To have the records mailed priority/overnight to the court or your attorney, include an additional \$10.00, payable by check or money order, to the Department of Consumer Affairs. Do not send cash. Mailing the records by priority/overnight mail will only reduce the mailing time and will not reduce the time it takes DCA to process your request and prepare your records for mailing.

If you have any further questions, please contact the Subpoena Unit at (916) 255-4520.

COMPLAINT NUMBER: _____ **DATE CLOSED:** _____



BUREAU OF AUTOMOTIVE REPAIR
 P.O. BOX 942507 • SACRAMENTO, CA 94258-0507
 PHONE: 1-800-952-5210



CONSUMER COMPLAINT FORM

I wish to register a complaint against the repair shop named below. I understand that the Bureau is unable to represent private citizens in court or to collect money or to levy fines. I am, however, registering this complaint to request the Bureau to assist me in resolving the matter to the extent provided by law.

Casa Automotive Group, 14401 Ventura Bl.

TO HELP THE BUREAU SETTLE THIS COMPLAINT, PLEASE ANSWER AS MANY QUESTIONS AS POSSIBLE

YOUR NAME: [REDACTED]	REPAIR SHOP NAME (AS SHOWN ON INVOICE) Sherman Oaks, Loc. Casa Automotive Group (see Above ADR.,)
ADDRESS: [REDACTED] (CITY) Altadena, (STATE) CA (ZIP CODE) [REDACTED]	ADDRESS: (NUMBER) 14723 Aetna Street- (Body Shop) (CITY) Van Nuys, (STATE) CA (ZIP CODE) 91411
PHONE WHERE YOU CAN BE REACHED 8AM - 5PM: (AREA CODE) [REDACTED]	PHONE NUMBER: (Tel#) Sherman Oaks Tel# (818) 373-4940 Nuys# (818) 981-2000
HOME PHONE: (AREA CODE) [REDACTED]	PERSON DEALT WITH: Ms. Terri Hobold / Bruce Tashjian, Mgr.,

IF YOU FILED THIS COMPLAINT WITH ANY OTHER AGENCY, PLEASE GIVE NAME AND LOCATION:
 N/A Quad City Appraisal Auto Collision Appraisal
 Anaheim, M. Stewart / (Odometer: Provided; by estimate/Record)

VEHICLE:	(MAKE) Saab	(MODEL) 900S	(YEAR) 1994	(LICENSE NO.) 3HOB346	CURRENT ODOMETER (Best est.) READING: 112247
	(Body Type/Convrtbl) Vin: YS3AK76e9r7 [REDACTED]				ODOMETER READING AT TIME OF REPAIR 112247

DATE VEHICLE TAKEN TO REPAIR SHOP: March 15, 2004
 DATE YOU PICKED UP VEHICLE: -N/A
 Vehicle (Auto) Remains @ Casa Auto Grp., S/O

WHY DID YOU CHOOSE THIS REPAIR SHOP:
 For: Diagnosis) Prior Customer at Studio City (Volvo/Saab) (ENCLOSE COPY OF)

<input type="checkbox"/> REGULAR CUSTOMER Dealership;	<input type="checkbox"/> NEWUSED CAR WARRANTY	<input type="checkbox"/> ADVERTISEMENT (AD IF POSSIBLE)
<input type="checkbox"/> REFERRED BY SOMEONE	<input checked="" type="checkbox"/> OTHER, EXPLAIN (Prior Customer @ Saab, Studio City Casa Auto., Grp, Merged with Studio City)	

HOW WAS THE VEHICLE TAKEN TO THE REPAIR SHOP?
 TOWED / NO WERE YOU WITH VEHICLE? (Driven By: Ms. Justine, Keystone Towing)
 DRIVEN BY WHOM? OTHER, EXPLAIN

QUESTIONNAIRE	YES	NO	QUESTIONNAIRE	YES	NO
1. WAS THE VEHICLE TAKEN TO THE REPAIR SHOP DURING NORMAL BUSINESS HOURS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IF NO, DID YOU LEAVE WRITTEN INSTRUCTIONS?	<input type="checkbox"/>	<input type="checkbox"/>
2. WERE THE REPAIRS COVERED BY INSURANCE? (Partial)	<input type="checkbox"/>	<input type="checkbox"/>	IF YES, DID THE INSURANCE COMPANY AUTHORIZE THE REPAIRS? (Uncertain)	<input type="checkbox"/>	<input type="checkbox"/>
NAME OF INSURANCE COMPANY: Liberty Mutual Insurance Co. Roseville					
NAME OF AGENT/ADJUSTER: Branko Popovic, Adjuster; (800-258-5812) (ext 284)					
3. WHAT WAS THE PROBLEM THAT CAUSED YOU TO BRING THE VEHICLE IN FOR REPAIRS? No Start Diagnostic; Vandalized/DX; Repair estimates, (To be determined).					
4. DID YOU TELL THE REPAIR SHOP WHAT REPAIRS YOU WANTED DONE? I requested; Internal, external Diagnostic; for Auto only! Determination for Claim Processing.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IF YES, WERE THOSE REPAIRS DONE? (I authorized Terri H., to bill me for Saab Battery only DID THOSE REPAIRS CORRECT THE PROBLEM?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5. DID THE REPAIR SHOP RECOMMEND ANY REPAIRS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IF YES, WERE YOU TOLD THE RECOMMENDED REPAIRS WOULD SOLVE THE PROBLEM?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
IF YES, WHAT REPAIRS WERE RECOMMENDED? Auto driveable; after installation of battery. Replace Battery (Install Saab Battery) Problem; solved.					
IF YES, WERE YOU TOLD WHAT WOULD HAPPEN IF THE RECOMMENDED REPAIRS WERE NOT DONE? IF YES, EXPLAIN: (I was explained that the only internal problem found was a "dead cell in battery; this would correct the problem i.e., "NO START", etc.,					
WERE THE RECOMMENDED REPAIRS DONE? <input checked="" type="checkbox"/>					

QUESTIONNAIRE		YES	NO	QUESTIONNAIRE		YES	NO
6. DID YOU RECEIVE A WRITTEN ESTIMATE STATING THE REPAIR WORK TO BE DONE AND THE CHARGE FOR LABOR AND PARTS BEFORE THE WORK BEGAN?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	(Reference: attached Quad City Appraisal & Ins., Correspondence Attached)			
A. WAS THE FINAL BILL MORE THAN THE ORIGINAL ESTIMATE?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	IF YES, DID THE REPAIR SHOP GET YOUR CONSENT FOR THE EXTRA REPAIR COSTS? (Repairs omitted in first estimate)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
B. AMOUNT OF FINAL BILL: To Be Determined		AMOUNT PAID: None-To-Date		METHOD OF PAYMENT: Appraisal/estimate)		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK (HAVE YOU STOPPED PAYMENT?)		<input type="checkbox"/>	<input type="checkbox"/>
C. DID THE SHOP DO REPAIRS THAT WERE NOT INCLUDED IN THE ESTIMATE?		<input type="checkbox"/>	<input checked="" type="checkbox"/>	IF YES, DID THE REPAIR SHOP GET YOUR CONSENT BEFORE DOING THE EXTRA REPAIRS? Commenced repairs w/out authorization, Convert. top replaced		<input type="checkbox"/>	<input checked="" type="checkbox"/>
7. DID YOU SIGN ANY DOCUMENT AND/OR WORK ORDER?		<input type="checkbox"/>	<input checked="" type="checkbox"/>	IF YES, DID YOU RECEIVE A COPY AT THE TIME YOU SIGNED?		<input type="checkbox"/>	<input type="checkbox"/>
8. BEFORE THE REPAIR WORK STARTED DID YOU ASK TO HAVE OLD PARTS RETURNED TO YOU?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	IF YES, WERE THE PARTS RETURNED OR SHOWN TO YOU?		<input type="checkbox"/>	<input checked="" type="checkbox"/>
IF THE PARTS WERE NOT RETURNED OR SHOWN, WHAT EXPLANATION WAS GIVEN?		(Discarded) ??/Evidence; not retained.					

9. DID THE REPAIR SHOP HAVE ANY OF THE WORK DONE BY ANOTHER REPAIR SHOP?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	IF YES, DID THE REPAIR SHOP GET YOUR CONSENT?		<input type="checkbox"/>	<input checked="" type="checkbox"/>
10. WERE YOU GIVEN AN INVOICE, BILL OR RECEIPT?		<input type="checkbox"/>	<input checked="" type="checkbox"/>	IF YES, PLEASE SEND A COPY TO US.			
11. WAS THE REPAIR WORK GUARANTEED?		<input type="checkbox"/>	<input type="checkbox"/>	IF YES, WAS THE GUARANTEE IN WRITING?		<input type="checkbox"/>	<input type="checkbox"/>
12. WERE THE REPAIRS SATISFACTORY?		<input type="checkbox"/>	<input type="checkbox"/>	IF NOT, WHY?			
13. HAVE YOU COMPLAINED TO SOMEONE AT THE REPAIR SHOP?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	IF YES, NAME OF PERSON: Mr. Josh & Adjuster Terri Hobold, Mr. Rodriguez, Mr Tashjia			
HIS STATEMENT: Dispute taken-up with Ins. Dispute taken-up with (BAR)				Complaint: Submitted to Dept Of Ins.,			
14. HAS THE VEHICLE BEEN BACK TO THE REPAIR SHOP TO BE REWORKED?		<input type="checkbox"/>	<input checked="" type="checkbox"/>	IF YES, HOW MANY TIMES?		LAST DATE?	
15. WOULD YOU BE WILLING TO RETURN THE VEHICLE FOR FURTHER WORK?		<input type="checkbox"/>	<input checked="" type="checkbox"/>	IF NO, WHY? (Body Shop(NO) - No Further work (Mechanically (To be determined)			
16. HAS ANY OTHER REPAIR SHOP OR MECHANIC INSPECTED THE VEHICLE SINCE IT WAS REPAIRED BY THE SHOP YOU ARE MAKING THE COMPLAINT AGAINST?		NO		IF YES, STATE THE FINDINGS:			

A. DID THAT SHOP OR MECHANIC DO ANY WORK ON THE VEHICLE? IF YES, EXPLAIN: Body Shop without consent; installed Convert., Top, Other, Battery

IF NOT COVERED ABOVE, BRIEFLY STATE YOUR COMPLAINT. INDICATE WHAT MADE YOU UNHAPPY ABOUT THIS REPAIR.

Very Poor Claims handling/I am dissatisfied with (all) service; and disappointed; in lack of resolution, care & custody. Mis diagnosis; unauthorized work without any remedy for; the wrong; abuse of Power. I don't understand how a "claim" could get so out-of-hand. Symptoms or effects; ascertaining and analyzing. "A Raw Deal". (Mis-DX). This "Claim" Out-Of-Proportion. (Auto, experienced Leaking Head Gasket, Slow response; While; in the care & custody of Shop)

Note: Prior Head Gasket Problem (30-40K Miles; ago. Auto in Shop at Saab Studio City.

Casa Automotive Group, per Mr. Bruce Tashjian, will commence; Storage charges June 21st., if my vehicle is not removed before then. Reference; attached letter.


WHAT DO YOU THINK WOULD BE A FAIR SETTLEMENT OF YOUR COMPLAINT? Incidental Damages, Collateral, reasonable expense. Resolve; damages/Fair Claim, expediated, to facilitate, remove impediment.

Consumer Claim:
Any rights or remedies conferred by law/repair vehicle to conform/
(auto history/reasonable attempts (a defect, malfunction/vandalism; related.

PLEASE SEND COPIES OF ALL PAPERS RELATED TO YOUR COMPLAINT

IF THEY ARE NOT AVAILABLE, PLEASE EXPLAIN WHY:

I swear under penalty of perjury that the foregoing information is true and correct to the best of my knowledge. I understand a copy of this complaint may be sent to the repair shop.

SIGNATURE: 	DATE: June 17, 2004
--	---------------------

Altadena, CA
June 17, 2004

State Of California-State And Consumer Services Agency
Department Of Consumer Affairs
Bureau Of Automotive Repair
27202 Turnberry Lane Suite#250
Valencia, CA 91355

Dear Department of Consumer Affairs/Bureau of Automotive Repair

Re: VIN: YS3AK76e9r7

On March 15th., 2004 my vehicle was towed to Casa Automotive Group, located in Sherman Oaks, California for a vandalism claim to establish internal/external damages; and to report the findings: Unfortunately, the service's was/has not been performed well (or the service was inadequate). Please reference attached Consumer Complaint Form and enclosures. I am very disappointed in the service and the Insurance Claim processing. All damages; not fully discovered or disclosed/misrepresented.

To resolve the problem, I would appreciate your investigation into this matter. I enclose copies of my records/documents.

I look forward to your reply and resolution to my problem, and will wait before seeking help from a consumer protection agency or the Better Business Bureau. Please contact me at the above address or by phone at (323-684-4390).

Sincerely,

enclosure(s)

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

COMPLETE THIS SECTION ON DELIVERY

A. Signature Agent
 Addressee

B. Received by (Printed Name) Agent
 Addressee

C. Date of Delivery Yes
 No

D. Is delivery address different from item 1? Yes
 No

1. Article Addressed to:
Department of Consumer Affairs
Bureau Of Automotive Repair
27202 Turnberry Lane, Ste#250
Valencia, CA 91355
(ATTN.) BAR

Certified Mail Express Mail
 Registered Return Receipt for Merchandise
 Insured Mail C.O.D.

4. Restricted Delivery? (Extra Fee) Yes

2. Article Number
(Transfer from service label)

U.S. Postal ServiceTM
CERTIFIED MAILTM RECEIPT
(Domestic Mail Only; No Insurance Coverage Pro)
For delivery information visit our website at www.usps.[®]

OFFICIAL USE

Postage	\$ 11.29
Certified Fee	\$2.30
Return Receipt Fee (Endorsement Required)	\$1.75
Restricted Delivery Fee (Endorsement Required)	\$0.00
Total Postage & Fees	\$ 15.34

Valencia, CA 91355

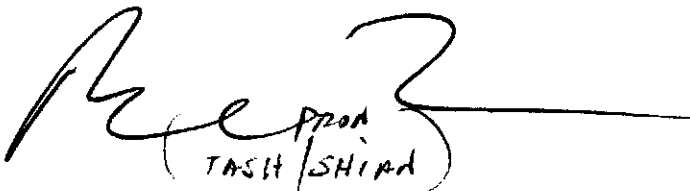
Dept., Of Consumer Affairs
Bureau Of Automotive Repair
27202 Turnberry Lane, St
Valencia, CA 91355

June 4, 2004

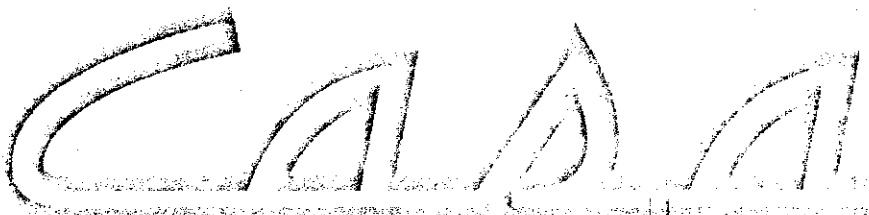
To Whom It May Concern:,

We have tried to contact you by phone with no response. Your vehicle has been at our facility for an extensive amount of time. Storage charges and or lien sale procedures will begin next week if no attempt to contact us or pick up your vehicle has been made. Please contact myself or your service advisor to make arrangements to have your vehicle picked up or towed. Thank you in advance for your cooperation.

Sincerely,



BRUCE TASHJIAN



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
Rec'd 6-12-04
 Mrs. San Gstar
 90 W. Los Flores
 Alta Dena, CA. 90000

COMPLETE THIS SECTION ON DELIVERY

A. Signature Agent
 Addressee

B. Received by (Printed Name) C. Date of Delivery

D. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No

3. Service Type
 Certified Mail Express Mail
 Registered Return Receipt for Merchandise
 Insured Mail C.O.D.

4. Restricted Delivery? (Extra Fee) Yes

2. Article Number 7003 1010 0000 5297 1532
 (Transfer from Service Mark)

PS Form 3811, August 2001

Domestic Return Receipt

102585-02-M-1540

*Postmarked
 June 8, 2004
 Rec'd 6/12/04*



BUREAU OF AUTOMOTIVE REPAIR

VALENCIA OFFICE
27202 TURNBERRY LANE
SUITE 250
VALENCIA CA 91355
TELEPHONE: (661) 702-6600
FAX: (661) 295-3072



June 24, 2004

[REDACTED]
ALTADENA, CA [REDACTED]

CASE NUMBER: CP 2004011734
RE: CASA AUTOMOTIVE GROUP BODY SHOP

Dear Mr./Ms. [REDACTED]

This letter is being sent to you to confirm the receipt of your complaint filed against the above repair facility. A representative will be contacting you to discuss your complaint as soon as possible.

Complaints received by the Complaint investigation Division are handled in the order that they are received.

The Investigation Division Representative will:

- Review the facts of your complaint and provide mediation service
- Inform you of other options if a resolution cannot be met
- Inform you by telephone or by mail regarding the resolution of your complaint
- Inform you when the complaint is closed

Thank you,

MATT BRADFIELD

Complaint Investigation Division Department of Consumer Affairs

DATE

8/11/04

PLEASE PRINT

STATION INSPECTION REPORT

FACILITY NAME CASA AUTOMOTIVE GROUP BODY SHOP					OWNER(S) OR PRESIDENT'S NAME PETER MCGOLDRINK										
ADDRESS 14723 ALTA LT VAN NUYS					CITY 91411										
ZIP 91411					BUSINESS PHONE NO. (818) 373-4940										
TYPE OF INSPECTION		INITIAL		AUDIT		PERIODIC		RESALE PERMIT NO.		ISSUE DATE					
		FOLLOW-UP		QA		REFEREE				/ /					
ARD REGISTRATION NO. AK 230048			I/M STATION NO.			LAMP STATION NO.			BRAKE STATION NO.			BUSINESS / PFR NO.		GOVERNMENT NO.	
EXP. DATE 10/31/04			EXP. DATE / /			EXP. DATE / /			EXP. DATE / /			EXP. DATE / /		EXP. DATE / /	
TAS MANUFACTURER		MODEL NO.		TAS NO.		MODEM PHONE NO.		FACILITY LIMITATIONS							
						() -		<input type="checkbox"/> TEST ONLY <input type="checkbox"/> LIGHT DUTY <input type="checkbox"/> 1979 & OLDER <input type="checkbox"/> HEAVY DUTY							
TAS DATA			APCD NO.		REGION NO.		CNTY CODE NO.		FIELD OFFICE CODE						
<input type="checkbox"/> CORRECTED <input type="checkbox"/> VERIFIED															

TYPE AUDIT	HC BOTTLE READING	PROPANE EQUIVALENCY x FACTOR (PEF)	HC ACTUAL	ACCEPTABLE RANGE	CO BOTTLE READING	CO ACTUAL	ACCEPTABLE RANGE	CO ₂ BOTTLE READING	CO ₂ ACTUAL	ACCEPTABLE RANGE	PASS/ FAIL
LOW	300 x _____	_____ PPM HEX		± 14 PPM	1.0 %		.93 - 1.07	6.0 %		5.4 - 6.6	
MID#1	1200 x _____	_____ PPM HEX		± 36 PPM	4.0 %		3.81 - 4.19	12.0 %		11.4 - 12.6	
MID#2	2000 x _____	_____ PPM HEX		± 90 PPM	6.0 %		5.54 - 6.46	8.0 %		7.4 - 8.6	
HIGH	3200 x _____	_____ PPM HEX		± 96 PPM	8.0 %		7.52 - 8.48	14.0 %		13.4 - 14.6	

1. ARD REGISTRATION POSTED	YES	NO	6. ARD SIGN POSTED	YES	NO	11. REQUIRED ESTIMATES	YES	NO
	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
2. OFFICIAL STATION LICENSE POSTED	I/M		7. INSPECTION PRICES POSTED	I/M		12. APPROVED WORK AREA/ PREMISES	I/M	
	L CLASS			L			L	
	B CLASS			B			B	
3. OFFICIAL SIGNS DISPLAYED	I/M		8. MAINTENANCE OF RECORDS	I/M		13. INSPECTION STEPS FOLLOWED	I/M	
	L			L			L	
	B			B			B	
4. MECHANIC/INSPECTOR/OFFICIAL ADJUSTER EMPLOYED	I/M		9. CERTIFICATES ISSUED CORRECTLY	I/M		14. REQUIRED TOOLS/EQUIPMENT/MANUALS	I/M	
	L			L			L	
	B			B			B	
5. MECHANIC/INSPECTOR/OFFICIAL ADJUSTER LICENSES POSTED	I/M		10. RECORD OF CERTIFICATES MAINTAINED	I/M		15. MAINTENANCE AND CALIBRATION OF EQUIPMENT	I/M	
	L			L			L	
	B			B			B	

REMARKS: CP 2009011739. SPEAK WITH MANAGER KEN HAZZ. HE HAS BEEN UNABLE TO CONTACT CONSUMER. CAR HAS BEEN @ SHOP FOR ABOUT A MONTHS & HE CONSIDERS IT ABANDONED. HAZZ AGREED TO RELEASE VEHICLE (WITH NEW \$1,200 TCF) TO CONSUMER AT NO CHARGE.

BUREAU REPRESENTATIVE	I.D. NO.	RECEIVED BY	TITLE	DATE
	00938		Manager	8/11/04
DISTRIBUTION: ORIGINAL-FILES CANARY-REGISTRANT GREEN-BAR SUPPLEMENTAL PAGE <input type="checkbox"/>				

BUREAU OF AUTOMOTIVE REPAIR

27202 Turnberry Lane, Suite 250 • Valencia, CA 91355

PHONE: (661) 702-6600 • FAX: (661) 295-3072



August 10, 2004

[Redacted]
[Redacted]

Altadena, CA, [Redacted]

Case #: CP2004011734

Repair Facility: Casa Automotive Group Body Shop

Dear Mr/Mrs [Redacted]:

I have tried to contact you regarding the complaint you filed with us, but have been unsuccessful.

Please contact me at your earliest convenience or complete the bottom portion of this letter by providing a telephone number and time, between 8:00 AM and 5:00 PM, at which you may be contacted and return it to my attention.

If I do not receive a contact from you within 10 days, I will assume you need no further assistance and will close your complaint.

Sincerely,

Matthew J Bradfield
Program Representative I
Bureau of Automotive Repair

Home # _____ AM to _____ PM

Work # _____ AM to _____ PM

Remarks: _____



LINCOLN *
SAAB

818-247-1903
901 South B
Glendale, CA 91204-2197
FAX 818-242-5166

MONTE TAYLOR



LINCOLN * MERCURY
SAAB ISUZU

CAROL FULTZ
Finance Manager

818-247-1903 * 213-245-9545
901 South Brand Boulevard
Glendale, CA 91204-2197
FAX 818-242-5166



LINCOLN * MERCURY
SAAB ISUZU

JAY BYRON
Fleet Manager

818-247-1903 * 213-245-9545
901 South Brand Boulevard
Glendale, CA 91204-2197
FAX 818-242-5166

STAR
SAAB

Jay Byron
Saab Sales Director

901 So. Brand Blvd.
Glendale, CA. 91204

Telephone
(818) 243-SAAB
FAX (818) 242-5166

City

State

Zip Code

Re: Insurance Policy Number: _____

The Division of Insurance in your state may have regulations that allow a premium discount by insurance carriers off the comprehensive portion of the vehicle insurance when the owner installs a security system in his vehicle. Check with your agent to see if your insurance carrier offers any discount.

Lojack Corporation certifies a Lojack Retrieve Recovery System, has been installed in this vehicle by a Lojack technician. Additionally, a Lojack Prevent, a passive starter disabler, or a Lojack Alert, a passive starter disabler and alarm system, may have been installed. The type of system is verified in the Installation Information section below. All information regarding this installation is on file at Lojack Corporation.

VEHICLE INFORMATION:

Make	Model	Year
Owner's Name	Address	City/State
Telephone Number	Vehicle Identification Number	Zip Code

YS3AK76E9R

INSTALLATION INFORMATION:

Date of Lojack System Installation: 4/6/94

Authorized Lojack Installation Technician: [Signature]

Lojack Retrieve Lojack Retrieve and Prevent Lojack Retrieve and Alert

FORM TO BE COMPLETED AT ONCE AND SENT TO MOTOR VEHICLE INSURANCE COMPANY FOR IMMEDIATE PROCESSING. WE RECOMMEND THAT YOU KEEP A PHOTOCOPY FOR YOUR RECORDS.

Rev. 6/15/91

FORM NO. J85-2500 (REV. 4-89)

STOCK NO.

SERVICE RENDERED IS NOT RELATED TO DEPT. OF MOTOR VEHICLES

289632

**MOTOR VEHICLE THEFT
DETERRENT APPLICATION**

VEHICLE LICENSE NO. OR VESSEL ID NO.

VEHICLE OR HULL IDENTIFICATION NO.	MAKE	BODY TYPE	MODEL	YEAR
YS3AK76E9R	SAAB	CONV	912A	94

CODE #	ENTER ODOMETER READING HERE
	5 5 1

FOR CHANGE OF REGISTERED OWNER ONLY. NOT TO BE SUBMITTED FOR LEGAL OWNER TRANSFER.
On 4/19/94, I as owner of the vehicle or vessel described above, sold or transferred my interest and delivered possession of said vehicle or vessel to:
BUYER'S NAME (Please print or type last name first in top row of boxes)

A	N	T	E	N	E	R													
S	H	E	E																

Address: 80 W. LAS HORAS DR. ALTADENA, CA. 91001

(SELLER) Transferor's Name (Print or type last name first in boxes below)

Product Theft Int'l. 1-800-854-8223
(10-88) COPYRIGHT BY PREVENT-A

etc. 11/1/94

F0194052594

CERTIFICATE OF TITLE

AUTOMOBILE

VEHICLE ID NUMBER

YS3AK76E9R7

YR MODEL MAKE

94 SAA

PLATE NUMBER

3H08346

BODY TYPE MODEL

CV

UNLADEN WEIGHT

FUEL

TRANSFER DATE

FEES PAID

REGISTRATION

EXPIRATION DATE

04/02/95

YR 1ST SOLD CLASS

94 JB

MO

EQUIPMT/TRUST NUMBER

ISSUE DATE

06/05/94

MOTORCYCLE ENGINE NUMBER

ODOMETER DATE

ODOMETER READING

03/31/1994

55 MI

REGISTERED OWNER(S)

CHASE MANHATTAN FIN CORP
LSR

ACTUAL MILEAGE

ALTADENA CA

FEDERAL LAW REQUIRES that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.

Odometer reading is: 143,099 (no tenths) which is the actual mileage of the vehicle unless one of the following statements is checked. WARNING - Mileage is not the actual mileage. Exceeds the odometer mechanical limits.

I certify under penalty of perjury under the laws of the State of California that I am the owner of the vehicle and release my interest in the vehicle and certifies to the Department of Motor Vehicles.

1a. 6/9/97 DATE *[Signature]* SIGNATURE OF REGISTERED OWNER
1b. _____ DATE _____ SIGNATURE OF REGISTERED OWNER

IMPORTANT READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

LIENHOLDER(S)

CHASE MANHATTAN FIN CORP
PO BX 5210
NEW HYDE PARK
NY 11042

CHASE MANHATTAN AUTOMOTIVE FINANCE CO

Signature releases interest in vehicle

Release Date 6/9/97

016601

CA 05265551

REG. 17.30 (REV. 8/83)

KEEP IN A SAFE PLACE - VOID IF ALTERED

Repairing your vehicle is necessary to help California reach its goal of removing an extra 100 tons of smog forming emissions from the air every day. The State offers (effective March 1, 1998) a low-income emission repair assistance program and a recycling program for polluting vehicles. ASK your technician for the official program information pamphlets or call 1-800-952-5210. You can also get information about all Smog Check programs at <www.SmogCheck.org >.

Comprehensive Visual Inspection: PASS Functional Check: FAIL Emissions Test: G POL

Emission Control Systems Visual Inspection/Functional Check Results

(Visual/Functional tests are used to assist in the identification of crankcase and cold start emissions which are not measured during the ASM test.)

RESULT	ECS	RESULT	ECS	RESULT	ECS
PASS	PCV	NOT APP	Thermostatic Air Cleaner	PASS	Fuel Evaporative Controls
PASS	Catalytic Converter	NOT APP	Air Injection	PASS	Oxygen Sensor
NOT APP	Exhaust Gas Recirculation	PASS	Spark Controls	PASS	Carb./Fuel Injection
PASS	Wiring to Sensors	PASS	Vacuum Lines to Sensors/Switches	PASS	Other Emission Related Components
FAIL	Fuel Cap Integrity Test	NOT APP	Ignition Timing:	PASS	System Malfunction Light

ASM Emission Test Results

Test	RPM	%CO2		HC (PPM)			CO (%)			NO (PPM)			Results
		MEAS	MRAS	MAX	GP	MEAS	MAX	GP	MEAS	MAX	GP	MEAS	
15 mph	1769	14.2	0.4	127	277	116	0.53	2.03	0.49	1444	1944	2264	G POL
25 mph	2055	14.2	0.4	77	227	98	0.51	2.01	0.42	1244	1744	2098	G POL

MAX=Maximum Allowable Emissions

GP=Gross Polluter Limits

MEAS=Amount measured

Vehicles failing smog check must have necessary repairs made to reduce vehicle's emissions to required levels. If you have spent more than the required cost expenditure for appropriate emission-related repairs (excluding warranty repairs and repairs to missing, modified or disconnected emission control system) at a licensed smog check repair facility, you may be eligible for a one-time waiver. You may also be eligible for a one-time economic hardship extension.

Repair waivers will not be issued for vehicles with missing, modified or disconnected emissions control equipment regardless of cost to make repairs; vehicles identified as "GROSS POLLUTERS", (vehicles which have much higher emissions than properly maintained vehicles in their class); vehicles that were issued a hardship extension; vehicles that obtained a repair cost waiver in their most recent smog check. Two consecutive repair waivers will not be issued.

For questions, ask the smog check technician or smog check station representative. If the smog check technician or smog check station representative is unable to answer your questions, please call the Bureau of Automotive Repair at (800) 952-5210.

Smog Check Inspection Station Information

MONTGOMERY WARDS #2221
2650 COLORADO BLVD
LOS ANGELES, CA 90041-0000
(213) 259-5155

Station Number: RN037858

Technician Name/Number:
Repair Tech Name/Number:
Software Version/EIS Number:

MARTINEZ SIFREDO DAN/EA314020
N/A
9820/JB420143

NOT Pollution's High

New
ONS CAP
Needed

Repairing your vehicle is necessary to help California reach its goal of removing an extra 100 tons of smog-forming emissions from the air every day. The state offers (effective March 1, 1998) a low-income emission repair assistance program and a recycling program for polluting vehicles. Ask your technician for the official program information pamphlets or call 1-800-952-5210. You can also get information about all Smog Check programs at <www.SmogCheck.org>.

Comprehensive Visual Inspection: PASS Functional Check: PASS Emissions Test: GROSS POLLUTER

Emission Control Systems Visual Inspection/Functional Check Results

(Visual/Functional tests are used to assist in the identification of crankcase and cold start emissions which are not measured during the ASM test)

Result	ECS	Result	ECS	Result	ECS
PASS	PCV	N/A	Thermostatic Air Cleaner	PASS	Fuel Evaporative Controls
PASS	Catalytic Converter	N/A	Air Injection	PASS	System Malfunction Light
N/A	Exhaust Gas Recirculation	PASS	Spark Controls	PASS	Carb./Fuel Injection
PASS	Wiring to Sensors	PASS	Vacuum Lines to Sensors/ Switches	PASS	Other Emission Related Components
N/A	Fillpipe Restrictor	N/A	Ignition Timing:	PASS	Oxygen Sensor
PASS	Fuel Cap Integrity Test				

ASM Emission Test Results

Test	RPM	%CO ₂		%O ₂		HC (PPM)		CO (%)		NO (PPM)		Results
		MEAS	MAX	MEAS	GP	MEAS	GP	MEAS	MAX	GP	MEAS	
15 mph	1773	13.0	1.7	1274	2770	0.53	2.03	0.59	1444	1944	2222	GROSS POLLUTER
25 mph	1998	12.8	1.9	774	227	0.51	2.01	0.46	1244	1744	1872	GROSS POLLUTER

MAX = Maximum Allowable Emissions

GP = Gross Polluter Limits

MEAS = Amount Measured

Vehicles failing smog check must have necessary repairs made to reduce vehicle's emissions to required levels. If you have spent more than the required cost expenditure for appropriate emission-related repairs (excluding warranty repairs and repairs to missing, modified or disconnected emission control system) at a licensed smog check repair facility, you may be eligible for a one-time waiver. Your repair cost limit may vary if you qualify for "low-income emission repair cost assistance." You may also be eligible for a one-time economic hardship extension.

Repair waivers will not be issued for vehicles with missing, modified or disconnected emissions control equipment regardless of cost to make repairs; vehicles that were issued a hardship extension; vehicles that obtained a repair cost waiver in their most recent smog check. Two consecutive repair waivers will not be issued.

For questions, ask the smog check technician or smog check station representative. If the smog check technician or smog check station representative is unable to answer your questions, please call the Bureau of Automotive Repair at (800) 952-5210.

Smog Check Inspection Station Information

Smog TEST ONLY Centers, Inc.
11637 SHERMAN WAY NO. HOLLYWOOD, CA 91605
818-982-7521
Station Number: TA197928

Technician Name/Number: BUTLER JON TERRY/EA138090
Repair Tech Name/Number:
Software Version/EIS Number: 9815/ES985892

I certify, under penalty of perjury, under the laws of the State of California, that I performed the inspection in accordance with all bureau requirements, and that the information listed on this vehicle inspection report is true and accurate.

Date

Technician's Signature



AUTOBAHN

COLLISION
CENTER

12015 VOSE STREET, NORTH HOLLYWOOD, CA 91605
TEL. (818) 765-8777 ♦ FAX: (818) 765-8344

I-CAR
CERTIFIED STAFF

550-126 1038-105

THREE DIMENSIONAL
FRAME &
MEASURING

IAN (A) SAAB CARS

USA, FILE

DIGITAL IMAGING

\$177892 550

CUSTOM PAINT

180

RESTORATION

50/ 50% PARTS 730

OVERSIZE
PAINTING

CUST PAYS

STUDIO
PROJECTS

100% LABOR.

TOWING /
RENTAL CARS

COMPLETE
ADJUSTER
INTERFACE

700-

SAAB USA 800-955-9007
STEPHEN ZOLLER

"Performing Excellent Collision Repairs for 17 years"

(818) ^{Stephen} 765-8777

www.autobahncenter.com

MEM-O-GRAM.

JANUARY 1, 1999

STUDIO CITY SAAB
11647 VENTURA BLVD.
STUDIO CITY, CA 91604
CORNER VENTURA BLVD AT COLFAX



301000739160 2424

000005 001

DA

██████████
████████████████████
ALTADENA CA ██████████



DEAR ██████████,

VIN YS3AK76E9R7 ██████████

Recently your car was in for service work and we would like to take this opportunity to thank you for relying on us. We hope the repairs were completely to your satisfaction.

Our customers realize that it makes good sense to protect their car by depending on us. We hope that by regular servicing we can keep your car safe and free from unexpected breakdown.

Thank you again.

Sincerely,
Your Service Professionals
STUDIO CITY SAAB

Call 818-766-3847

WHILE YOU'RE WITH US...

*****\$99.95** COMPLETE DETAIL SPECIAL**

COURTESY SHUTTLE SERVICE AVAILABLE

"EARLY-BIRD"/"NIGHT-OWL" DROP-OFF AVAILABLE

**WE ACCEPT ALL MAJOR CREDIT CARDS & CHECKS
SVC HRS MON-FRI 7:30AM-5:30PM**

**STUDIO CITY SAAB
818-766-3847**





SAAB

May 7, 1999

76020
[REDACTED]
[REDACTED]

Altadena, CA [REDACTED]

Dear [REDACTED]

"Brand loyalty" doesn't begin to explain the relationship people have with their Saabs. Often, a short drive turns into a longer one for the sheer pleasure of being on the road. And once you grow used to the feeling, it's hard to imagine driving anything else. That's why we'd like to offer you \$1,000 off the purchase of a new 1999 Saab.

Safety and performance have evolved to their highest levels to date. Darwin would be pleased.

You really owe it to yourself to give the 1999 model range a closer look. It's not an exaggeration to say these are the finest Saabs to ever roll out of Trollhättan.

The Saab 9-5, which replaced the 9000, is being heralded as the best Saab ever built. The first car in the world with an available 3.0-liter V6 asymmetrical turbocharged engine, the 9-5 delivers impressive torque at low to medium revs. It also has the longest lineup of standard equipment of any Saab, ever. In addition, Saab Real Life Safety™ has been taken to a new level in this car, with safety innovations like the world's first front seat Active Head Restraint System, designed to help protect against whiplash in a rear collision. A system now standard on every Saab throughout the model range. As Motor Trend says, it's "the delightful experience of driving an undiscovered treasure."*

The Saab 9-3, the evolutionary successor to the 900, has undergone more than 1,000 improvements in performance, handling, safety, ergonomics and quality. (Thanks to feedback from Saab owners like yourself.) The exhilaration of turbocharging also comes standard in every model. What's more, the 9-3 has impressive versatility. The five door offers SUV-like cargo space with the rear seats down, and the three-door coupe offers the largest cargo area of any car in its class.** Perhaps a few of the reasons the 9-3 was named one of the top 10 cars for 1999 by Fortune magazine.

The Saab 9-3 Convertible has more than enough room for four full-sized adults and their belongings. Open up the top on the 9-3 Convertible, and then open up the turbocharged engine. But the thrill of driving this car doesn't end with summer. Standard features like a fully insulated Cambria top and an electrically heated glass rear window make this truly a convertible for all four seasons.

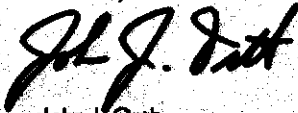
The latest addition to the line, the Saab 9-5 Wagon forces you to rethink your idea of a wagon. That's because the 9-5 Wagon doesn't ask you to forsake your love of driving for the sake of utility. Quite the opposite. All the engines are turbocharged, delivering maximum low-end torque for quick and powerful acceleration. The 9-5 Wagon's sleek, aerodynamic look conceals its 73 cubic feet of maximum cargo space. So it's no surprise the 9-5 Wagon was recently named the AAA "Top Car" in the competitive \$35,000 to \$40,000 category, beating sedans and SUVs alike.

This special savings opportunity is designed to bridge any separation anxiety.

As a Saab owner, you remember the feeling you got the first time you drove your car. Now with \$1,000 off a new Saab, you can experience that feeling once again. So visit your Saab dealer for a test drive at your earliest convenience. Remember, this special offer expires June 30, 1999. For the location of the Saab dealer nearest you, simply call 1 800 SAAB USA. Or, if you prefer, visit our Web site at www.saabusa.com to find out more about the current Saab range.

I hope you take advantage of this opportunity to save \$1,000 on a new Saab. I also hope you agree that the only car that could possibly take the place of your current Saab is a new one.

Sincerely,



John J. Orth

Vice President, Sales and Marketing

*Motor Trend, November 1997

**Based on coupes over \$25,000 MSRP

STUDIO CITY VOLVO/SAAB

11647 VENTURA BOULEVARD • STUDIO CITY, CALIFORNIA 91604-2614 • TELEPHONE: (818) 766-3847 • FAX (818) 762-3478

JUNE 10, 1999

[REDACTED]
[REDACTED]
ALTADENA, CA [REDACTED]

Dear Valued Customer,

Thank you for your recent visit to our Service Department with your
5
with their Saab and we are especially appreciative that you entrusted
your Saab to us.

An important part of our SERVICE at STUDIO CITY SAAB is FOLLOW-UP,
making certain that your visit with us was nothing short of EXCELLENT.
Our job is to make your visit CONVENIENT, provide QUALITY WORK and an
EXCELLENT VALUE FOR YOUR MONEY.

Our objective is simple: to perform all of your service work until you
buy your next Saab from us. Not only do we provide the MOST QUALIFIED
TECHNICIANS, our prices are VERY REASONABLE. Our goal is to SATISFY
all of your automotive needs for years to come. If you feel that our
service was anything less than excellent, please let us know. We are
DEDICATED to providing you with the Absolute Best in Saab service.

Thank you again for entrusting your Saab to STUDIO CITY SAAB.

Sincerely,



WARREN BERMAN
SERVICE DIRECTOR





SAAB

RENE WASHINGTON
District Service and Parts Manager
Western Region

Saab Cars USA, Inc.
30000 Eigenbrodt Way
Union City, CA 94587

Telephone
510 429-5110
Telex
510 429-5071

VoiceMail
800 348-5148
Mailbox #
2180

CONTACT: MR WASHINGTON,
RE: Top improperly retracted
as a follow-up to '28 meeting
@ Saab Studio City
per mgr, George "would not give
top one (1) day warranty"

You on v/m 8/30/99 - Rene W.

RENE WASHINGTON - called stated
He would grant 100% for repairs - on top
However, ^{work} must be w/in 30 DAYS of repairs

3/24 Spoke w/ ~~(800) 455-9007~~ X
JAMES WILLIAMS - SAAB USA (File # 177892)
IAN - Suprv

POOR PERFORMANCE - Two Blown HEAD Gaskets
COOLANT LEAKS AN ABUNDANCE OF OVER-HEATING
Problem

Failure in
certain parts LOOK LIKE 818
CATALYTIC CONVERTER

7 YRS
21K Miles
Malfunctions

I've done all things
w/in my power to sustain

"Proud Saab Team Winning
Through Excited Customers"

Saab Vision

OWNING A SAAB
THIS IS NOT A PLEASANT
EXPERIENCE I HOPED FOR:
I DON'T UNDERSTAND
THIS WHOLE THING
TO MANY PROBLEMS?
THE CAR IS A PUZZLE

✓ For Coolant Leak

11/13/99 Gudio City Motors

✓ w/ TERRY RE: (DRIVER SEAT) LEATHER SPLITTING BENEATH SEAT - UNDER SEAT - WARRANTY PRIOR REPAIRS -

✓ 75K SERVICE - Maintenance

✓ BRAKES (NOISY) appears to pull from Right

✓ Soiled Carpet (Bottom BEHIND DRIVER SEAT) ✓

SAAB. CUST. REPAIRS (RELATIONS)
800-955-9007
- 1-800-955-9007 -

Pass. Seat replaced @ 43K + 7/2/96
INSTALL SEAT COVER

Spoke w/ Rick FREY (3) yrs 40K miles

from 11/18/99
Studio

BUMPER (to)

file
#170527

initially
(6 1/2) (80K)
(age) - mileage

(12:38 PST)
11/19/99
Friday

Spoke w/ Kenny STROUD
Wednesday FEURMAN
Please Consider REPAIRS
Post Anthony
- performance

US Postal Service
Receipt for Certified Mail
No Insurance Coverage Provided.

R. PAUL ROSS
CUSTOMER SATISFACTION SUPERV
SAAB SCANIA, SAAB CARS USA,
405-A INTERNATIONAL BOULEVARD
NORCROSS, GA. 30093

[REDACTED]
ALTADENA, CALI
TELE: [REDACTED]

JULY 28, 1998

Postage	\$ 32
Certified Fee	35
Special Delivery Fee	
Restricted Delivery Fee	
Return Receipt Showing to Whom & Date Delivered	
Return Receipt Showing to Whom, Date, & Addressee's Address	
TOTAL Postage & Fees	\$ 1.67
Postmark or Date	

PS Form 3800, April 1995

DEAR MR. ROSS:

PURSUANT TO OUR TELEPHONE CONVERSATION REQUESTING A REPLACEMENT VEHICLE; FOR VIN#Y: WHICH WAS PURCHASED NEW, AND HAS HAD CHRONIC PROBLEMS SINCE THE DATE OF PURCHASE. I HAVE A HISTORY OF REPAIR WORK FOR THIS VEHICLE THAT IS DOCUMENTED BY YOUR AUTHORIZED DEALER'S; STAR LINCOLN MERCURY AND SAN GABRIEL VALLEY MOTORS INC.

AT THIS TIME YOU ARE TELLING ME THAT YOU CANNOT OFFER ME A REPLACEMENT VEHICLE; YOU CAN ONLY OFFER ME A CERTIFICATE TOWARDS THE PURCHASE OF A NEW SAAB; IN THE AMOUNT OF \$2,000.00. AT THIS TIME I AM STILL REQUESTING A REPLACEMENT VEHICLE AT EQUAL VALUE OR THE RETURN OF THE MONEY INVESTED IN THIS VEHICLE. I ASK THAT THIS PROBLEM, BE RESOLVED IN A TIMELY MANNER; OR I WILL HAVE TO GO FORWARD IN PROTECTING MY LEGAL RIGHTS.

SINCERELY,

[REDACTED]

PAUL ROSS, CUSTOMER SATISFACTION SUPRV.
SAAB SCANIA, SAAB CARS USA, INC.
4405-A INTERNATIONAL BOULEVARD
NORCROSS, GEORGIA 30093



SAAB

Saab Cars USA, Inc.

August 13, 1998

[REDACTED]
[REDACTED]

Altadena, CA [REDACTED]


Dear [REDACTED]

We have received your letter expressing dissatisfaction about the decision made concerning your Saab.

The objective of Saab Cars USA, Inc. is do everything possible to achieve full customer satisfaction. Based on your comments, we again reviewed your concerns. Our review has led us to support the position originally stated to you; this position remains unchanged.

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

Sincerely,


Paul Ross
Supervisor

STUDIO CITY VOLVO/SAAB

11647 VENTURA BOULEVARD • STUDIO CITY, CALIFORNIA 91604-2614 • TELEPHONE: (818) 766-3847 • FAX (818) 762-3478

NOVEMBER 25, 1998

[REDACTED]
ALTADENA, CA [REDACTED]

Dear Valued Customer,

Thank you for your recent visit to our Service Department with your Saab. We understand that our customers have a special relationship with their Saab and we are especially appreciative that you entrusted your Saab to us.

An important part of our SERVICE at STUDIO CITY SAAB is FOLLOW-UP, making certain that your visit with us was nothing short of EXCELLENT. Our job is to make your visit CONVENIENT, provide QUALITY WORK and an EXCELLENT VALUE FOR YOUR MONEY.

Our objective is simple: to perform all of your service work until you buy your next Saab from us. Not only do we provide the MOST QUALIFIED TECHNICIANS, our prices are VERY REASONABLE. Our goal is to SATISFY all of your automotive needs for years to come. If you feel that our service was anything less than excellent, please let us know. We are DEDICATED to providing you with the Absolute Best in Saab service.

Thank you again for entrusting your Saab to STUDIO CITY SAAB.

Sincerely,


GEORGE SEIN
SERVICE DIRECTOR



Mechanical Breakdown Insurance
Multi Risk Ins, Bumper to Bumper Ins
Maintenance Contracts - auto

Extended warranty

✓ with
SEA ADVISOR - Studio City Sales
SERVICER may have latitude to offer maint/prop: ✓
~~Latitude~~ with Latitude Freedom From Restriction
INDEPENDENT AGENTS
Scope, range

17K - 11 mos
GEICO INS - 800-841-3000

U.S. GOLF OUTLET

818 432 1769



12/9/98 DAN of Terry ~~and~~
car @ ENTERPRISE ~~rental~~

12/11/98

SAMS Studio

title LORNER do to
parken, EA, ~~Warrant~~
1 DITERS

SEX TECH + Ken

OVERHEATING appears
NOT to be AN isolated - INCIDENT
a couple of people complaining about
AUTO OVERHEATING WHILE PRESENT @ SAMS STUDIO
CITY

STUDIO CITY
VOLVO SAAB

Sales - Lease - Service - Parts

11647 Ventura Blvd.
Studio City, CA 91604

(818) 766-3847

FAX (818) 762-8744

(213) 877-0864

KEN KRITZER

Service Advisor
EXT. 358

- 12/11/99
Service

*
1.
2.
3.
4.
5.
6.
7.
8.
9.
10.
11.
12.
13.
14.
15.
16.
17.
18.
19.
20.
21.
22.
23.
24.
25.
26.
27.
28.
29.
30.
31.
32.
33.
34.
35.
36.
37.
38.
39.
40.
41.
42.
43.
44.
45.
46.
47.
48.
49.
50.
51.
52.
53.
54.
55.
56.
57.
58.
59.
60.
61.
62.
63.
64.
65.
66.
67.
68.
69.
70.
71.
72.
73.
74.
75.
76.
77.
78.
79.
80.
81.
82.
83.
84.
85.
86.
87.
88.
89.
90.
91.
92.
93.
94.
95.
96.
97.
98.
99.
100.

- 70 K
- ADJUST LEVER ON DRIVER SEAT (UPRIGHT) WHEN AT CERTAIN POSITIONS SEAT WILL NOT OPERATE FORWARD - DRIVER SEAT SLIDES FORWARD PERIODICALLY
 - (V) HEATING ELEMENT IN FRONT SEATS
 - (V) ANTENNA WILL NOT PROPERLY RETRACT
 - LEFT FOG LIGHT INOPERABLE
 - DRIVER SIDE WINDOW - V FRONT & REAR FOR PROPER RUBBER ALIGNMENT.
 - PREVIOUS DETAIL (INCOMPLETE) PER KEN K. WILL TAKE CARE OF ON NEXT VISIT, - SERVICE.

T. Top SNAG'S

Blm Noyes - agt.



SAAB

Saab Cars USA, Inc.

December 21, 1998

[REDACTED]
[REDACTED]
Altadena, CA [REDACTED]

Dear [REDACTED]:

Thank you for contacting the Saab Customer Assistance Center.

We are sorry to hear of your dissatisfaction with your 1994 Saab 900 Convertible. Based on the comments in your file#148923, Saab Cars USA, Inc. would like to offer \$1000 towards your outstanding repairs or as an option, \$1000 towards the purchase or lease of any new and untitled Saab vehicle.

Please respond to this goodwill offer within 30 days. If you have any questions, please contact us at the toll free number, 1-800-955-9007. Thank you for allowing us the opportunity to review this matter.

Sincerely,

Yared Akalou
Supervisor

TURN SIGNAL HANDLE BROKEN
REPL. BROKEN TURN SIGNAL ASSY.

RO C10900 02/19/97 41421 236 PTS= 14.80 POL= .00 TOT= 46.02 INV=022097
LN51 TECH1-208 .40 OPR-CODE 40000 HAZ
PERFORM 40,000 MILE SERVICE
PERFORM 40,000 MILE SERVICE
LN52 TECH1-208 OPR-CODE UTV
CUST. ADVISE THAT CAR WONT START
AT TIMES WHEN TURNING KEY, NOTH-
UNABLE TO REPRODUCE CUSTOMER'S
CONCERN AT THIS TIME

MORE

LN53 TECH1-208 OPR-CODE BRAKES
CUST ADVISE BRAKES SQUEALING AT
TIMES
BRAKES OK AT THIS TIME

RO C09000 12/11/96 39025 236 PTS= 65.00 POL= .00 TOT= 140.36 INV=121396
LN51 TECH1-306 1.00 OPR-CODE BRAKES
CK BRAKES RELINE AS NECESSARY
RELINE REAR BRAKES
LN52 TECH1-306 OPR-CODE CLEAN
CUSTOMER STATES WIPERS NOISY
AND LEAVING MARKS ON GLASS-
CLEAN OFF EXCESSIVE DIRT ON
WIPERS
LN53 TECH1-306 OPR-CODE NORMAL
CUSTOMER STATES LEFT SIDE FRONT
SEAT MOVES FORWARD WHILE BRAKING-
NORMAL SEAT TRACK FREE PLAY AT
THIS TIME

RO W06741 09/24/96 36029 236 PTS= 80.47 POL= .00 TOT= 290.47 INV=100796
MORE
LN51 TECH1-306 .20 OPR-CODE 12213
FP 000008817900 AUTH RG
CUSTOMER STATES VEHICLE WILL
SHOWS OVERHEATING WHILE DRIVING-
WATER PUMP LEAKING
PRESSURE TEST COOLING SYSTEM
LN51-1 TECH1-306 .90 OPR-CODE 26210
REPLACE LEAKING WATER PUMP AND
LOST COOLANT
LN52 TECH1-306 1.90 OPR-CODE 21514
FP 000009173576 AUTH RG
CUSTOMER STATES ENGINE OIL LEAK
LEAKING CRANK PULLEY SEAL
REPLACE LEAKING CRANK PULLEY
SEAL

RO C06749 09/24/96 36029 236 PTS= 71.40 POL= .00 TOT= 427.29 INV=092596
LN51 TECH1-306 5.00 OPR-CODE 35000
PERFORM 35,000 MILE SERVICE
PERFORM 35,000 MILE SERVICE

END OF DATA

ALTADENA
LOS ANGELES
CA [REDACTED] UNITED STATES
HOME PH: [REDACTED]

BUS PH: [REDACTED]

LAST SERV MILEAGE: 046046

YS3AK76E9R7 [REDACTED] CA 3H0B346

LAST-SERV:07/16/97

94 SAAB 900

BLACK

SRVC \$ CUS: 1151 WAR: 357 POL:

RO C14953 07/14/97 46046 211 PTS= 69.80 POL= .00 TOT= 362.56 INV=071697

LN51 TECH1-306 1.00

OPR-CODE BRAKES

CHECK FRT. BRAKES.

RELIN FRT. BRAKES.

LN52 TECH1-306 .70

OPR-CODE CLAMPS

AUTH MR

CHECK FOR COOLANT LEAK. ✓

TEST & REPAIR LOOSE CLAMPS &

FITTINGS.

MORE

LN53 TECH1-306 .40

OPR-CODE SVC

OIL & FILTER SVC.

COMPL. LUBE OIL & FILTER.

LN54 TECH1-306 2.00

OPR-CODE GLASS

BOTH FRT. WINDOWS DONT SEEM ROLL

UP PROPERLY

REPAIR BOTH DOOR GLASS CHANNELS.

RO W12901 04/30/97 43260 211 PTS= 67.60 POL= .00 TOT= 67.60 INV=060497

LN51 TECH1-306

OPR-CODE NC

FP 000008547960

AUTH MR

PART TICKET NEEDING PAC# PER

BYRON FROM SAAB CUST. ASSISTANCE

SHORT

NO CHARGE

RO C12857 04/29/97 43260 211 PTS= .00 POL= .00 TOT= 175.00 INV=050197

MORE

LN51 TECH1-306 1.00

OPR-CODE CHECK

GENERAL CHECK OVER FOR TRIP.

CHECK BRAKES FOR WEAR, SQUEALING

SAFTY INSPECTION, BRKAES FLUID

LEVELS O.K.

LN52 TECH1-306 1.50

OPR-CODE SIGNAL

AUTH MR

TURN SIGNAL HANDLE BROKEN

REPL. BROKEN TURN SIGNAL ASSY.

RO C10900 02/19/97 41421 236 PTS= 14.80 POL= .00 TOT= 46.02 INV=022097

LN51 TECH1-208 .40

OPR-CODE 40000

HAZ

PERFORM 40,000 MILE SERVICE

PERFORM 40,000 MILE SERVICE

LN52 TECH1-208

OPR-CODE UTV

CUST. ADVISE THAT CAR WONT START ✓

AT TIMES WHEN TURNING KEY, NOTH-

QuickFax Form

Date: 4-29-97

To: KHRISTY MC DONNELL
Company: SAAB SCANIA
Phone#: 800-955-9007
Fax#: 770-279-6586

From:

ALTADENA, CA.

Phone#:
Fax#:

(2) Pages Transmitted (Including this cover sheet)

Message:

RE: FILE No. 110750

PURSUANT TO OUR TELEPHONE CONVERSATION THIS AFTERNOON;
PLEASE ACCEPT; PER YOUR REQUEST; VIA FAX TRANSMISSION A COPY
OF THE AUTOMOBILE DISCLOSURE; INCLUSIVE OF THE 80K MILE;
BUMPER TO BUMPER COVERAGE; INWHICH WAS A SELLING FEATURE;
ALONG WITH THE (3) YEAR ROADSIDE SERVICE.



QuickFax Form

Date: 4/29/97

To: MIKE, SERVICE TECH. *(MIKE Royal)*
Company: SAN GABRIEL VALLEY LINCOLN MERCURY/SAAB
Phone#: 818-286-2121
Fax#: 818-309-9572

From:

████████████████████
████████████████████
ALTADENA, CA. ██████████

Phone#: ██████████

Fax#: ██████████

(2) Pages Transmitted (Including this cover sheet)

Message:

VIA FAX TRANSMISSION; PLEASE ACCEPT A COPY OF THE
AUTOMOTIVE DISCLOSURE.

PLEASE CONTACT WRITER: UPON RECEIPT; THANK YOU.

S A A B - 800-955-9007

Fax # 110750

FAX 770-279-6586

Kristy Mc Donnell



SAAB

Saab Cars USA, Inc.

May 2, 1997

[REDACTED]
Altadena, CA [REDACTED]

Dear [REDACTED]:

Thank you for contacting the Saab Customer Assistance Center.

Your 1994 Saab has a 3 year or 40,000 mile bumper-to-bumper warranty and a 6 year or 80,000 mile major system warranty with a \$150.00 deductible per repair. The warranty covers any failure of a component in your vehicle due to defects in materials or workmanship. For more complete information, please see your warranty and service booklet.

If you have any further questions, please feel free to contact us at the toll-free number listed below.

Sincerely,

Thyron Spears
Customer Representative

[REDACTED]
ALTADENA, CALIFORNIA [REDACTED]

MAY 22, 1997

THYRON SPEARS, CUSTOMER REPRESENTATIVE
SAAB SCANIA, SAAB CARS USA, INC.
4405-A SAAB DRIVE
P.O. BOX 9000
NORCROSS, GEORGIA 30091

DEAR MR. SPEARS:

WITH REFERENCE TO YOUR LETTER DATED MAY 2, IN CONNECTION WITH FILE No. 110750-SAAB SCANIA. I WISH TO EXPRESSES THAT YOUR MANAGER; JAY BYRON, AT STAR SAAB-GLENDALE, CALIFORNIA, MISLEAD ME AS A CUSTOMER IN 1994' IN REGARDS TO YOUR EXTENDED WARRANTY FEATURES; I.E.; (6) YEAR/80,00 MILE VEHICLE WARRANTY. MR. BYRON, ASSURED ME IN DISCLOSING THE "VEHICLE AND VEHICLE STICKER" THAT THE LEASE/PURCHASE WAS INCLUSIVE OF THE AFOREMENTIONED ABOVE WARRANTY ELEMENTS. THIS ELEMENT OF CONVERSATION AND WINDOW STICKER WAS A DETERMINING FACTOR IN SELECTING BY CHOICE; SAID VEHICLE, FOR LEASE.

I HAD PREVIOUSLY CONSIDERED LEASING ANOTHER VEHICLE OF SIMILAR CLASSIFICATION; HAD I KNOWN; OR BEEN INFORMED THAT THIS PARTICULAR VEHICLE "LACKED" SUCH WARRANTIES; I WOULD HAVE CONSIDERED MY OPTIONS; EITHER TO PURCHASE AN EXTENDED MAINTENANCE WARRANTY; OR MODIFIED MY CHOICE. HOWEVER; I OPTED; TO PURCHASE A LO-JACK, RECOVERY SYSTEM; IN SPITE OF SAABS' ANTI-THEFT DEVICES; PER RECOMMENDATION; MR. BYRON. THESE MONIES COULD HAVE BEEN APPLIED TO OTHER FAVORABLE OPTIONS.

MY EMOTIONAL ONSET; IS THAT I WAS DISILLUSIONED; IN ORDER FOR MR. BYRON, TO MEET HIS MONTH-END QUOTA; OR TO OBTAIN A PROMOTIONAL ACHIEVEMENT WITHIN THE RANKS OF SAAB SCANIA. THERE IS NOTHING MORE FRUSTRATING; THAN BEING TAKEN ADVANTAGE OF; ESPECIALLY A WOMAN.

IT IS WITH TRUST; THAT SAAB SCANIA WILL EXTEND WARRANTY; AS DISCLOSED BY YOUR REPRESENTATIVE; OR OFFER SAID COVERAGE FOR PURCHASE. I WISH TO EXPRESS MY APPRECIATION FOR YOUR CONSIDERATION IN THIS MATTER YOUR DECISION WOULD BE GREATLY APPRECIATED.

SINCERELY,

[REDACTED]
SAAB CUSTOMER
cc: file

U.S. POSTAL SERVICE		CERTIFICATE OF MAILING	
MAY BE USED FOR DOMESTIC AND INTERNATIONAL MAIL. DOES NOT PROVIDE FOR INSURANCE--POSTMASTER			
[REDACTED]		[REDACTED]	
ALTADENA, CALIFORNIA		[REDACTED]	
One piece of ordinary mail addressed to:			
MR. THYRON SPEARS, CUSTOMER REPRESENTATIVE		SAAB SCANIA, SAAB CARS USA	



0000

WASHINGTON, DC
MAY 22 1997
00033679-01
\$0.55
PAID
PRESIDENGA.C
91104
MAY 22 1997
AMOUNT

U.S. POSTAGE
PAID
PRESIDENGA.C
91104
MAY 22 1997
AMOUNT



STAR SAAB
901 S BRAND BLVD
GLENDALE, CA 91204-2107
FREE SHUTTLE LOCALLY

(818) 247-1903

Jan. 01, 1996

4334075

VIN: YS3AK76E9R7 [REDACTED]

[REDACTED]
[REDACTED]
ALTADENA, CA [REDACTED]



VEHICLE REPAIR HOURS: MONDAY-FRIDAY 7:30AM-5PM
NEW HOURS FOR DROP OFF, PICK UP & REPAIR EVAL. 7-7

DEAR [REDACTED]

CALL SERVICE (818) 247-1903

OUR RECORDS SHOW THAT YOUR 1994 SAAB 900 SERIES
IS DUE FOR SERVICE. PLEASE CHECK YOUR SERVICE RECORDS TO SEE IF THIS
WORK HAS ALREADY BEEN COMPLETED. SPECIFICALLY, YOUR VEHICLE MAY
REQUIRE THE FOLLOWING SERVICE(S):

Oil & Filter Change

• IF YOUR VEHICLE HAS RECENTLY RECEIVED THE ABOVE SERVICE(S), PLEASE DISREGARD •

CALL (818) 247-1903 TO SCHEDULE A CONVENIENT SERVICE APPOINTMENT. TO
SERVE YOU BETTER, WHEN YOU COME IN, PLEASE BRING THIS LETTER WITH YOU.

PLEASE GIVE US A CALL

SINCERELY,
JEFF KIST
STAR SAAB

Star Saab wants to thank you for servicing your vehicle in our service department!

You will soon receive a Service Survey phone call from Saab Motor Company. This survey is very important to us, as we want to ensure your complete and total satisfaction! **PLEASE TAKE THE TIME TO RESPOND TO THIS TELEPHONE SURVEY!**

When you score us "Very Satisfied", we know we are doing things right!

If for any reason you're not "Very Satisfied", **before you leave our facility**, give us the opportunity to make you happy!

Please contact your Service Advisor if you need assistance.

Thank you for your help and cooperation.

Sincerely, Gary Bussjaeger - Service Manager

12/11/96

- ADJUST WINDSHIELDWIPERS

- DRIVER FRONT SEAT
WHEN IN STATIONARY
POSITION - SOMETIMES
WHILE OR WHEN BRAKING
SEAT SLIDES

- OVERALL INSPECTION
CHECK CHARGES, IF ANY
+ RECOMMENDATIONS

- (5,000) Mile ^{additional check} will be NECESSARY
AT 41K

- TECH LOU



**SAN GABRIEL VALLEY
LINCOLN - MERCURY**

Louie F. De Marco
Service Advisor

222 West Las Tunas Drive
San Gabriel, California 91776
(818) 286-2121 - (818) 443-4051
Fax (818) 309-9572



**SAN-GABRIEL VALLEY
LINCOLN-MERCURY**

RICHARD M. BLOOM
C.F.O.

222 West Las Tunas Drive
San Gabriel, California 91776
(818) 286-2121 - (818) 443-4051
Fax (818) 309-9572

QUALITY SERVICE CHECK - RIDE PERFORMANCE

TAG NO. _____

VEHICLE CHECKLIST	AIR PRESSURE	RF _____ LF _____ RR _____ LR _____	VALVES		P A R T S / S Y S T E M F A I L U R E	P R E V E N T A T I V E M A I N T E N A N C E	P E R F O R M A N C E I M P R O V E M E N T		
	FINISH TORQUE	RF _____ LF _____ RR _____ LR _____							
	DRIVE TEST	BRAKE PEDAL	WARN LT	PULL				SWAY	OTHER
	SUSPENSION	BROKEN SPRINGS	SHOCKS/STRUT	LEAKING				MOUNTS DAMAGED	
	CV BOOTS	MISSING	TORN	CRACKED				CLAMP	
	BRAKE CONDITION	GROOVED ROTOR	THIN PADS	LEAKS				RECOMMEND INSPECTION	
	IDLER ARM	LOOSENESS	SPEC	ACTUAL				RECOMMEND INSPECTION	
	TIE ROD - RIGHT	LOOSENESS	BINDING/DAMAGED	SLEEVES				OUT/IN	RECOMMEND INSPECTION
	TIE ROD - LEFT	LOOSENESS	BINDING/DAMAGED	SLEEVES				OUT/IN	RECOMMEND INSPECTION
	HEIGHT	RF <u>N/A</u>	LF <u>N/A</u>	RR <u>N/A</u>				LR <u>N/A</u>	
	BALL JOINT - RIGHT	PERCEPTIBLE MOVEMENT	INDICATOR WEAR	SPECIFICATION				UPPER/LOWER	
	BALL JOINT - LEFT	PERCEPTIBLE MOVEMENT	INDICATOR WEAR	SPECIFICATION				UPPER/LOWER	
	BALLJOINT	RF <u>s</u> / <u>A</u>	LF <u>s</u> / <u>A</u>	RR <u>s</u> / <u>A</u>				LR <u>s</u> / <u>A</u>	UP/LOWER
	CTRL ARM/Drag Link/PITMAN	LOOSENESS	DAMAGED	OUT OF ROUND					
	BUSHINGS	CONTROL ARM	SWAY BAR	STRUT ROD					
	RACK AND PINION	LEAKAGE	LACK OF POWER	BINDING					
	UNIVERSAL JOINT	NOISE	LOOSENESS	VIBRATION					
	CV JOINT	CLICKING	VIBRATION/NOISE	LUBRICANT					
ALIGNMENT FINISH	BEFORE PRINT	AFTER PRINT	ADJ. MADE						

REMARKS
*Rec. F & R tires L & R play separation
 Atty. defect
 11251 COMING APART FROM INSIDES*

TECHNICIAN
*Shanks
 Non*

VISUAL RIDE CHECK - Complete shaded area only. QUALITY ALIGNMENT CHECK - Complete entire form.

Used Time on
LR

LR \rightarrow RF

Reverse RRT
Out on RF

RF to RR

1996

DOF

SERVICE

03230	94/SAAP 5/	432507
J0007	COLOR GREEN/	03/31/94
12:00pm	5	01/08/96
		25
		1195
		25267
<input type="checkbox"/> PAYMENT FOR REPAIR <input type="checkbox"/> ALL PERSONAL CHECKS ARE SUBJECT TO THE APPROVAL OF TELLER/AGENT		NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER LOSS BEYOND OUR CONTROL.
REASON: <i>GARY Dealer Supl.</i>		DATE: <i>1/8/96</i>
NEED REPAIR ORDER FAX #		
TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.		

LABOR INSTRUCTIONS

SERV '92

50% off

Craig VAN ROEK of
asked for a tax
analysis
 Document missing from files
 BRAKE SENSOR INDICATOR
 ABS light
 kept coming on
 at that point of service
 THE SER. ADVISOR indicated
 around 35% remaining - Badles
 I believe that this replacement
 is pre-matual.
 Based upon prior
 complaints
 I am unable to
 provide you w/all
 the facts due to
 unlabeled doc.
 CAR WA P.O. Box 5000 Newport
 CA 90991

SERVICE DEPT. HOURS

MONDAY THROUGH FRIDAY
7:00 AM TO 7:00 PM

NOTICE TO CUSTOMERS

WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF FLUID WASTES.
 RATHER THAN TO COVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES.
 THESE ARE TIERED CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

E.P.A. # CAT 000613092

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

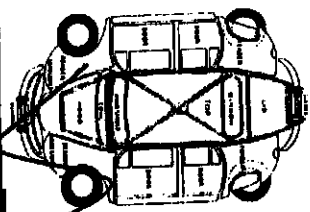
WE GUARANTEE OUR LABOR 12 MONTHS OR 10,000 MILES - WHICHEVER OCCURS FIRST.

ask about our free local shuttle

STAR LINCOLN-MERCURY-SAAB

801 So. Brand Blvd. - Phone: (310) 247-1800
GLENDALE, CA 91204

PRIOR BODY DAMAGE



CUSTOMER INITIALS

FIS 25 Percent
CME # 80279
Cost \$900
+ Bioggett
COTA
NEEDS 5 PER
REAR

STAR SAAB - HELVANIA
Gary DEALER
Suppl.
Bussjaeger

1/10/96
PER GARY well
Reimburse for
Brake discrepancy
\$30.00 - well Hesp
via remit



LINCOLN * MERCURY
SAAB

STEVE PARKER
Service Advisor

818-247-1903 * 213-245-9545
901 South Brand Boulevard
Glendale, CA 91204-2197
FAX 818-242-5166



LINCOLN * MERCURY
~~SAAB~~

STEVE PARKER
Service Advisor


818-247-1903 * 213-245-9545
901 South Brand Boulevard
Glendale, CA 91204-2197
FAX 818-242-5166

SERVICE

3 2 3 0	YEAR / MAKE / MODEL 94/SAAB/900 S/	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 432509
	CUSTOMER NO. 16607	COLOR GREEN/	DELIVERY DATE 03/31/94	DELIVERY MILES 0	SELLING DEALER NO.
	SA SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR 25
ORIGINAL ESTIMATE	HAZ WASTE ESTIMATE	ALL PARTS NEW UNLESS SPECIFIED <input type="checkbox"/> CASH <input type="checkbox"/> MASTERCHARGE <input type="checkbox"/> J.C. ... ALL PERSONAL CHECKS ARE SUBJECT TO THE APPROVAL OF TELECREDIT		NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	
TECHNICAL ESTIMATE	REASON	ADDITIONAL COST \$	DATE	TIME	CAR NO. 1195
AUTHORIZED BY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE #				MILEAGE 25267
TECHNICAL ESTIMATE	REASON	ADDITIONAL COST \$	DATE	TIME	TRANS.
AUTHORIZED BY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE #				AIR COND.
	TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.				TLHSD
					P.B.

LABOR INSTRUCTIONS

RTMENT OPERATION NOT GOING TO MAX



SERVICE DEPT. HOURS
 MONDAY THRU FRIDAY
 7:00 A.M. to 7:00 P.M.

NOTICE TO CUSTOMERS
 WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES.

RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES.

THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

E.P.A. # CAT 000813888

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

WE GUARANTEE OUR LABOR 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST.

* ask about our free local shuttle

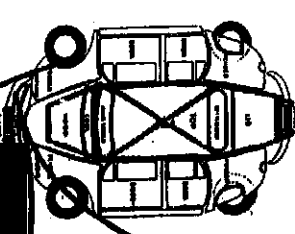
STAR LINCOLN-MERCURY-SAAB
 801 So. Brand Blvd. - Phone: (818) 247-1903
 GLENDALE, CA 91204

REPLACED PARTS REQUESTED BY CUSTOMER YES NO

I hereby authorize the above repair work to be done along with the necessary materials, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repair charges.

BY SIGNING THIS REPAIR ORDER CONTRACT, BY SIGNING THIS REPAIR ORDER CONTRACT

PRIOR BODY DAMAGE



CUSTOMER'S INITIALS

SERVICE



032370	YEAR/MAKE/TYPE 94/SAAB/900 S/	VEHICLE IDENTIFICATION	STOCK NO.	LICENSE NO.	FILE NO. 432550
16607	COLOR GREEN/	DELIVERY DATE 03/31/94	DELIVERY MILES 0	BILLING TRAILER NO.	FILE DATE 01/08/96
SERVICE CONTRACT		EXPIRES	EXPIRATION DATE	EXPIRATION MILES	ALIVE/DEH 25
ESTIMATE NO.	WASTE ESTIMATE	ALL PARTS NEW UNLESS SPECIFICALLY NOTED PAYMENT RELEASED <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT <input type="checkbox"/> ALL PERSONAL CHECKS ARE SUBJECT TO THE APPROVAL OF TELECREDIT		NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL	
ESTIMATE NO.	REASON	ADDITIONAL COST \$	DATE	TIME	CARD NO. 1354
ESTIMATE NO.	REASON	ADDITIONAL COST \$	DATE	TIME	MILEAGE 25292
ESTIMATE NO.	REASON	ADDITIONAL COST \$	DATE	TIME	THANB.
ESTIMATE NO.	REASON	ADDITIONAL COST \$	DATE	TIME	AIR COND.
ESTIMATE NO.	REASON	ADDITIONAL COST \$	DATE	TIME	TURBO
ESTIMATE NO.	REASON	ADDITIONAL COST \$	DATE	TIME	P.B.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

LABOR INSTRUCTIONS

OWING

ARTMENT
OST COOLANT

SERVICE DEPT. HOURS
MONDAY THRU FRIDAY
7:00 A.M. to 7:00 P.M.

NOTICE TO CUSTOMERS
WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES.

RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES.

THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

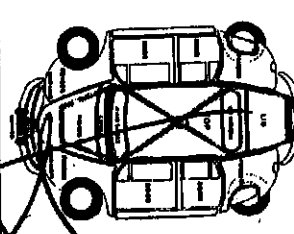
E.P.A. # CAT 000813992

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

WE GUARANTEE OUR LABOR 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST.

*ask about our free local shuttle

STAR LINCOLN-MERCURY-SAAB
801 So. Brand Blvd. - Phone: (818) 247-1903
GLENDALE, CA 91204

<p>REPLACED PARTS REQUESTED BY CUSTOMER YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs charged.</p> <p>DISPUTE: BY SIGNING THIS REPAIR ORDER CONTRACT YOU ARE AGREEING TO HAVE ANY DISPUTE ARISING OUT OF OR RELATING TO IT DECIDED BY A NEUTRAL ARBITRATOR AND YOU ARE WAIVING YOUR RIGHT TO A JURY TRIAL OR COURT TRIAL. SEE ITEM #1 ON REVERSE.</p> <p>*1. ADDITIONAL STORAGE AND TOWING CHARGES WILL BE APPLIED TO STORAGE CHARGES IN EXCESS OF 7 DAYS.</p> <p>X AUTHORIZED SIGN. OF OWNER OR AGENT</p>	<p>PRIOR BODY DAMAGE</p>  <p>X CUSTOMER'S INITIALS</p>
--	---

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).