



RICHARD J. CODEY
Acting Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service & Intake Center
124 Halsey Street, 3rd Floor, Newark, NJ 07102

NOV 15 AM 11:33



PETER C. HARVEY
Attorney General

KIMBERLY RICKETTS
Director

October 31, 2005

10144254

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

[Redacted]
Maywood, NJ [Redacted]

Re: Saab Cars USA
File No.: 05-22688

Dear [Redacted]

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

National Highway Traffic Safety Administration
400 7th Street, SW Room 5232
Washington, DC 20590
(888) 324-4236

All future correspondence, including inquiries and copies of additional documents, should be addressed to them.

Sincerely,

[Redacted Signature]

Patricia D. Pate
Supervisor
Consumer Service Center

PDP:ss
CSC11B.frm

Edinson
11/21/05



New Jersey Office of the Attorney General

Division of Consumer Affairs
P.O. Box 45025
Newark, New Jersey 07101
(973) 504-8200
(800)-242-5848

E-Mail: AskConsumerAffairs@lps.state.nj.us

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the completion of the investigation. You are also advised that the completed complaint form is a "government record," which the Division may be obligated to provide to anyone making a request pursuant to the Open Public Records Act (OPRA).

Form with two columns: COMPLAINT REPORTED BY and COMPLAINT REPORTED AGAINST. Includes fields for Name, Address, City, State, ZIP, Telephone Number, and E-Mail Address. Business: SAAB CARS USA, Address: PO BOX 9000, City: NORCROSS, State: GA, ZIP: 30091, Telephone Number (1): 1-800-955-9007, Telephone Number (2):, FAX: 770-274-6586.

For statistical and informational purposes only. Your age: [] 18-29 [] 30-44 [] 45-59 [x] 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- Automotive [x], Automotive Repairs [x], Banking [], Credit Card [], Charity [], Direct Mail/Sweepstakes [], Home Repair [], Internet/Cyberspace [], Professional Service [], Stocks/Securities [], Telemarketing [], Telecommunications [], Bingo/Raffle [], Health Club [], Warranty [x], Advertising [], Wheelchair Lemon Law [], Weighing/Measuring Devices [], Used Car Lemon Law [], New Car Lemon Law [], Home Furnishings [], Other (specify) []

2. If your complaint involves a motor vehicle, please provide the following information:

- a. [x] New [] Used
b. [x] Purchased [] Leased
c. Purchase Price \$27,735.00 Current Mileage 79,000
d. Date of purchase 7/18/95 [x] With Warranty [] With Service Contract [] As Is
e. Make SAAB Model 900S Year 95

3. Name of company with which you dealt: SAAB USA FILE # 1-76623149

4. Name and title of company agents or employees with whom you dealt: ROSALYN - EXECUTIVE ASSISTANT, JENNY - SUPERVISOR, WILL - CUSTOMER ASSISTANCE, TODD McBANE - SERVICE MANAGER

5. Describe the facts of your complaint in the order in which they happened. Please print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

Please see all attached pages and letter to SAAS - Executive Assistant - Rosalyn.

6. The amount of loss involved in this complaint: \$ 4,500.00. Please provide a breakdown of these losses:

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

[Redacted Signature]

812-266-1000
10/19/05
Date

* This certification must be signed by the person completing the form.

[REDACTED]

The timing belt on my 1995 Saab broke, destroying the engine. I have been trying to negotiate with Saab since August for the repair or a reasonable compensation for my car. Saab's final offer to me was \$500.00 toward the repair or \$1,000.00 toward a new car.

The timing belt was the fourth (4th) one on the car. According to Saab, three were under warranty, but not the fourth!! I don't understand this!! (Nor do I understand a car needing four timing belts in the first place.)

I feel Saab should make ALL the repairs of \$4,500 or compensate me for the car. They must accept the responsibility for a product that failed, causing the engine to be destroyed.

Enclosed are all the documents that I have sent to Rosalyn at Saab's Executive Office as well as to Todd McBane, the Service Manager in Greensboro, NC, where the car is still being held.

The car has been assessed by the Service Manager as having been kept in excellent condition—inside and outside—even though the repair history makes me wonder if I bought a new lemon since the first indication of a problem was at 9,732 miles!

I have all service bills that show the history of the car and all additional repairs to the car and can immediately provide them if needed. I am enclosing only the ones pertaining to this particular problem.

This loss of my car since early August has been a hardship since it is my sole vehicle and essential for both personal and professional use. This car should be functioning fine with only 79,000 miles.

I've exhausted all avenues of recourse with Saab and really need to resolve this issue. I want the car repaired or compensation for the value the car had before the motor was destroyed.

Thank you very much for your attention and assistance in this matter.

[REDACTED]

August 30, 2005

Executive Office
4405 International Boulevard
Norcross, GA 30093

RE: File# 1-76623149
VIN - YS3DF5 [REDACTED]

Dear Sir/Madam:

I am writing regarding a very unfortunate and disturbing situation with respect to my Saab vehicle. I have had numerous telephone conversations with your Customer Assistance Center in Norcross--particularly Will and Jenny. Needless to say, since I'm writing to you, there has not been a satisfactory resolution of this matter thus far.

I have enclosed a separate, detailed chronicle (with dates) of the problems and repairs with this car throughout the life of the vehicle. Regular maintenance was done in a timely manner and by Saab mechanics at Saab dealerships.

However, let me speak to the current issue with the car. While returning from vacationing in South Carolina, the timing belt broke while driving the car at about 60 mph. No doubt, this destroyed the engine--valves, pistons, water pump, timing belt tensioner, and timing belt. The car is a 1995 Saab 900 S (V6) purchased new in July 1995. The car has only been driven between 79,000 and 80,000 miles. The timing belt that broke is the 4th one that has been on the car, again in less than 80,000 miles. There is the timing belt that came on the car--it was replaced at 25,000 miles--that one was replaced at 35,000--and the last one (the one that broke) was put on at 62,000. Obviously, there are two (2) problems: (1) a defective timing belt that breaks after only 17-18,000 miles and (2) a defective vehicle that uses four (4) timing belts in less than 80,000 miles. I have talked with several Saab mechanics and service personnel in New Jersey and North Carolina (where the car is currently), and everyone, without exception, has stated that they've never heard of putting four (4) timing belts on a car in less than 80,000 miles.

The car is currently at the Saab dealership in Greensboro, North Carolina where it was towed after I broke down about 65 or 70 miles southeast of Greensboro. This was the closest Saab dealer. I have had numerous telephone conversations with Todd, the service manager at Saab in Greensboro, who has been quite helpful. He, too, has expressed some surprise at Saab's response and refusal to repair the car. The car has been assessed by the dealer's top mechanic, Roger, in Greensboro. Their service department determined that the cost to repair the car is \$4,500.

Perhaps the most unfortunate part of all of this and the many problems that I've had with the car over the years, is that I am and have remained a faithful Saab customer. Indeed it had been my intention to continue to be a "Saab driver" in the coming years. ALL of my experience with Saab and customer service personnel and policies has been very positive. Needless to say, I'm very disappointed and perplexed by the response so far to repair my car. I'm disappointed because of the obvious defects that have caused the problem, and perplexed because Saab's unresponsiveness is so "un-Saab-like"!!

I really do look forward to a positive resolution to this problem. I very, very much want to remain a satisfied, loyal Saab customer.

Please feel free to contact Todd, Saab Service Manager in Greensboro, at 800-316-8634. Also, please feel free to contact me at [REDACTED]

Sincerely,

[REDACTED]

Consumer Rated Condition:

Excellent: "Excellent" condition means that the vehicle looks new, is in excellent mechanical condition and needs no reconditioning. This vehicle has never had any paint or body work and is free of rust. The vehicle has a clean title history and will pass a smog and safety inspection. The engine compartment is clean, with no fluid leaks and is free of any wear or visible defects. The vehicle also has complete and verifiable service records. Less than 5% of all used vehicles fall into this category.

Good: "Good" condition means that the vehicle is free of any major defects. This vehicle has a clean title history, the paint, body and interior have only minor (if any) blemishes, and there are no major mechanical problems. There should be little or no rust on this vehicle. The tires match and have substantial tread wear left. A "good" vehicle will need some reconditioning to be sold at retail. Most consumer owned vehicles fall into this category.

Trade-In Value is what consumers can expect to receive from a dealer for a trade-in vehicle assuming an accurate appraisal of condition. This value will likely be less than the Private Party Value because the reselling dealer incurs the cost of safety inspections, reconditioning and other costs of doing business.

Private Party Value is what a buyer can expect to pay when buying a used car from a private party. The Private Party Value assumes the vehicle is sold "As Is" and carries no warranty (other than the continuing factory warranty). The final sale price may vary depending on the vehicle's actual condition and local market conditions. This value may also be used to derive Fair Market Value for insurance and vehicle donation purposes.

Suggested Retail Value is representative of dealers' asking prices and is the starting point for negotiation between a consumer and a dealer. This Suggested Retail Value assumes that the vehicle has been fully reconditioned and has a clean title history. This value also takes into account the dealers' profit, costs for advertising, sales commissions and other costs of doing business. The final sale price will likely be less depending on the vehicle's actual condition, popularity, type of warranty offered and local market conditions.

[REDACTED]

Excellent		Good	
Trade	2675	Trade	2375
Private	4325	Private	3920
Retail	6065	Retail	5890

7/18/95----Purchased 900S Saab

4/22/96---5,000 Service

10/04/96---9,732

No Air
Coolant Leak

[REDACTED]

6/18/97---11,946

Sun Visor Fell Off

9/08/97---14,744

Dead Battery
Car Towed (to dealer)

10/16/97---15,000 Service

6/29/98---18,325

Molding Peeling

8/11/98---20,049

SRS Lights Flashing (on vacation)
Car Towed (to dealer in NC)

12/17/98---22,958

Air Valve Problem
Exhaust System Replaced

6/30/99---25,000 Service

Replaced Engine Belts
Replaced Main Drive Belt
Exhaust System Problem
Center Muffler Rotted/Leaking
Replaced Muffler
Replaced Water Pump
[REDACTED]
Replaced Flex Pipe
Mirror Fell Off-Defect in Visor

8/03/99---26,151

No Air
Replaced Compressor

11/18/99---28,580

Replaced Tire
Replaced Front Pads and Rotors

12/13/00---35,000 Service

Replaced Three Tires
Defective Deverter Valve
Replaced Valve
Replaced Air Valve
Replaced Headlight
Timing Belt Tensioner Defective
~~Replaced Timing Belt~~
Replaced Spark Plugs
Replaced Engine Filters

12/18/00---36,604

No Heat
Cooling Leak
Water Pump Leaking
Replaced Water Pump

6/27/01---45,000 Service

No Air
No Power to Compressor
De Ice Switch Internal Malfunction
Replaced De Ice Switch

7/12/01---44,498

Driver Turn Signal Problem
Parking Lamp Out

11/01/01---48,423

No Heat
No Freon in System
Remote Problem

4/09/02---55,000 Service

No Air
No Freon
Slow Leak in System
Rear Muffler Bracket Broken
CD Player Won't Play

5/21/02----54,842
No Air
Broken Exhaust Hanger

6/19/02----55,036
No Air
Replaced Evaporator Core

10/15/02---59,364
Water Tray Gasket Leaking

10/18/02---59,383
No Air
Gasket Leaking

2/20/03----62,479
Dead Battery
Replaced Battery
Replaced Front Brake Pads
[REDACTED]
Replaced Engine Drive Belt

3/03/03---62,544
Replaced Brake Light

5/12/03---63,060
Battery Remote Problem

5/13/03----63,082
Battery Remote Problem
Battery Had To Be Jump Started
Parasitic Current Draw

5/19/03----63,112
Glove Box Would Not Open

11/12/03--66,232
Exhaust Problem
Replaced Tire

1/05/04---68,593

Replaced Battery

4/03/04---70,045

Replaced Spark Plugs

Tune Up

9/23/04---74,980

Air Valve Problem

Two Tire Replacements

6/10/05---77,264

Exhaust Repair

7/24/05---79,000

~~XXXXXXXXXXXX~~

Motor Completely Destroyed

**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).**