



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

120 Broadway, New York, NY 10271

ELIOT SPITZER
Attorney General

THOMAS G. CONWAY
Assistant Attorney General In Charge
Consumer Frauds and Protection Bureau

10150835

212-416-8294

January 25, 2006

[Redacted]

Long Beach, NY [Redacted]

Our File Number: 2006-531727
Company: Saab Cars USA Inc.

Dear [Redacted]

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma/cl

Philip Gamma
Bureau of Consumer Frauds
And Protection

2006 FEB - 9 PM 1:10

✓cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

*Answered
2/10/06*



ATTORNEY GENERAL ELIOT SPITZER
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
 120 Broadway, 3rd Floor
 New York, NY 10271-0332
 Tel. (212) 416-8345 Fax (212) 416-8787

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
 1 (800) 771-7755 TDD (800) 788-9898
<http://www.oag.state.ny.us>

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

CONSUMER			
YOUR NAME		HOME TELEPHONE NUMBER	
STREET ADDRESS		BUSINESS TELEPHONE NUMBER	
CITY/TOWN Long Beach	COUNTY HARRIS	STATE NY	ZIP
COMPLAINT			
NAME OF SELLER OR PROVIDER OF SERVICES Saub Cars USA, Inc.		NAME OF OTHER SELLER OR PROVIDER (IF ANY)	
STREET ADDRESS 4405-A International Boulevard		STREET ADDRESS	
CITY/TOWN Morcross	STATE GA	ZIP 30093	CITY/TOWN STATE ZIP
TELEPHONE NUMBER 800-955-9007		TELEPHONE NUMBER	
DATE OF TRANSACTION See letter	COST OF PRODUCT OR SERVICE \$ 36,563.50	HOW PAID (Check those which apply) <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit Card <input checked="" type="checkbox"/> Other Financed	
DID YOU SIGN A CONTRACT? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	WHERE DID YOU SIGN THE CONTRACT? Garden City Saub, Garden City, NY Signed by Andrea Malester (immediate family member)	DATE SIGNED 01/20/2004	
WAS PRODUCT OR SERVICE ADVERTISED? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	WHERE WAS IT ADVERTISED? Various media forms	DATE ADVERTISED Various Dates	
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) Vehicle warranty			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL 9/05-1/06 - Phone 1/12/06 - Mail <input type="checkbox"/> By Mail <input type="checkbox"/> By Telephone <input type="checkbox"/> In Person		PERSON CONTACTED Multiple persons	JOB TITLE Varied
NATURE OF RESPONSE No response received in writing as requested.		DATE OF RESPONSE N/A	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
IS COURT ACTION PENDING? (Please describe necessary) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
ADDITIONAL INFORMATION			
MANUFACTURER OF PRODUCT Same as above.		PRODUCT MODEL OR SERIAL NUMBER See attached letter.	
ADDRESS		WARRANTY EXPIRATION DATE 6yr/100,000miles	
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Saub Financial Services Corp., P.O. Box 7101, Little Rock, AR 72223-7101			

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT See attached letter and included documentation (33 pages including January 12, 2006 fax confirmation page).

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

Repair or money back plus other relief outlined in letter

WHO REFERRED YOU TO THIS OFFICE? Web search

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). **DO NOT SEND ORIGINALS.**

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Countersigned by: Andrea Malaster

Date: January 23, 2006

Signature: Faye Wood

Date: 01/23/2006

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: **Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-0332**

Long Beach, NY

January 12, 2006

Saab Cars USA, Inc.
4405-A International Boulevard
Norcross, GA 30093
Via FAX: (770) 279-6364

Re: 1) Failure to repair vehicle under warranty
2) Failure to cover tires under warranty
3) Failure to install proper parts under warranty
4) Vehicle GVWR is overstated for vehicle
5) Horrendous customer service experiences

Dear Madam or Sir:

This letter is sent in regard to a 2003 9-5 Aero SportWagon (VIN# YS3EH5) that I purchased with 6,208 miles as a Certified Pre-Owned vehicle on January 20, 2004 from Garden City Saab, Hempstead, NY.

The Saab USA file number pertaining to these matters is 1-77405917.

During an approximately 18,000-mile road trip, my car developed suspension problems that resulted in a complete tire failure (see Attachment 1: Pictures of blown out tire). Below I detail my efforts to have my car repaired.

1-77405917 File History

The file should/may cite the following facts/incidents as they occurred according to my recollection. Some details may be included that may not appear in full in the file records. I have no control over what is entered into the file, only what I said to a Saab USA representative on the phone. I am describing the file history in the first person narrative.

I originally called Saab USA to state that the 9-5 cannot be driven in a loaded condition for extensive distances due to the wear of the inside edge on the rear tires and the potential for a dangerous blowout. My 9-5 wagon weighs 3,740 lbs. The vehicle tag states that the gross vehicle weight rating (GVWR) is 4,660 lbs. This means that the vehicle can carry 920 lbs (or perhaps 920 lbs less the driver's weight (say 200 lbs), depending upon how one interprets the GVWR specification [920-200=720 lbs load carrying]). The 2003 9-5 Owner's Manual (see Attachment 2) states that the "Permissible load (in addition to driver) = GVW minus curb weight." The Owner's Manual seems to indicate a 920 lb load limit. Even assuming the lower

number of 720 lbs of load, it is my experience that a 9-5 wagon loaded with far less weight will sag at the rear of the vehicle, causing the ride height to decrease and the rear camber to become more negative. This is due to the 9-5's independent rear suspension design. The increased negative camber wears the inside edge of the vehicle and will ultimately result in premature tire failure and/or a blowout. A brand new 9-5 wagon cannot handle the stated 720 or 920 lbs in the vehicle. I weighed the content of my car when I returned home from my trip and the contents' weight was well below the stated load limits.

Once the dealer performed an alignment on my vehicle on 10/6/05, I then complained about my specific alignment problems to Saab USA. I requested that Saab consider replacing my rear suspension with the heavier duty load leveling option. I even offered to pay the difference in cost, which was minimal. In my opinion and that of certified Saab mechanics, the heavier duty shock would allow the 9-5 wagon to appropriately carry loads, although the 9-5 may still not be able to carry the stated GVWR loads.

Lastly, I complained about the tire damage that should be covered under the warranty. Somehow, this has become the dominating issue in the file.

I have also reported that this problem is not limited to my car only, as others on saabnet.com have complained of rear alignment, rear camber, rear tire cupping and related issues on both the general and 9-5 bulletin boards.

Dealer Service History (see Attachment 3: Excerpts from selected Dealer Service Tickets)

On 8/4/05 (31,276 miles), Findlay Saab in Henderson, NV performed a scheduled service and rotated my tires. Tire wear appeared to be normal.

On 8/27/05 (36,866 miles), the right rear tire blew out on a remote road. Luckily, I pulled over safely and had a full size spare tire and could continue on without requiring a tow. The tire shredded due to wear on the inside edge of the tire. The left rear was worn similarly, but not as badly, and so was not first to fail. Later, I would learn that the rear camber was more out of spec on the right rear and hence the right tire failed before the left.

Thinking that the tire wear must be some fluke, I proceeded on my trip. On 8/20/05 (37,557 miles), I replaced both rear tires and had my front tires rotated to the back of the vehicle. At this time, all the tires had even wear across the tire face.

On 9/6/05 (39,700 miles), Graham Auto in Sioux Falls, SD serviced the car following a throttle body failure and tow. I mentioned the tire problem. They felt it was likely an alignment issue, but did not have the time to examine the matter further since I was simply passing through. The rear tires had already cupped in some 3,000 miles so I decided to limp home and deal with this problem at my local dealer.

I returned home on 9/20/05 with 44,328 miles and in need of two rear tires once again due to the same inner edge tire wear.

On 9/23/05 (44,337 miles), I went to my local dealer, Karp Saab in Rockville Centre, NY. I asked the dealer to figure out why I was having the tire wear issue. The dealer tech simply stated that I needed rear tires. This was not a particularly useful statement considering I told the service writer that I needed tires. I spoke with the service manager, Jeff Kanterman, on the phone to complain. I also contacted Saab USA to update my file.

On 10/6/05 (45,041 miles), I returned to Karp following the conversation with Mr. Kanterman. The dealer performed a wheel alignment to check my vehicle's specifications. These specifications would give the dealership an idea as to what was wrong with my vehicle. I have included a printout of this alignment reading (see Attachment 4). My rear camber readings were -2.1° left and -2.8° right. The correct specification is $-1.1^{\circ} \pm 0.25^{\circ}$ for both left and right rear cambers (see Attachment 5: the Saab Workshop Information System (WIS) tables and Attachment 6: the Hunter alignment specs). The dealer determined that I needed new rear springs and struts. The dealer ordered the required parts. I asked about load leveling shocks and was instructed to contact Saab USA since the load leveling kit was not a direct like-part for like-part warranty replacement.

After waiting some period of time, I called the parts department at Karp Saab to verify that the parts were ordered. I spoke with Dennis in parts. He gave me an update on the parts and I observed that the wrong parts for my car were order. The dealer ordered parts for a 4-door non-Aero 9-5. I have a 5-door Aero. Together, we ascertained the correct part numbers for my vehicle and Dennis reordered the correct parts. There was some trouble ordering the springs as they were not readily available in the United States. I spoke with Joe, the parts manager, and he was able to get the springs within a few weeks. For reference, my vehicle's rear spring code is EE and my vehicle's rear shock code is BJ.

On 12/12/05 (46,950 miles), I returned to Karp Saab once again. The dealership proceeded to install the specially ordered springs and shocks. I specified that part numbers 5334653 (spring) and 5238506 (shock) were to be used since there had been some prior confusion. The dealership proceeded to install one 5334653 spring, one 12755245 spring (I have been told this part number supersedes 5334653), and two 5239066 shocks. The 5239066 is the shock for a 4-door, non-Aero 9-5 (see Attachment 7: Saab EPC rear suspension parts printout) and is not correct for my vehicle. I had the dealer perform another alignment to get a new specification reading with the new parts installed. I have attached this alignment printout as well. This alignment shows that the vehicle is still out of specification, especially considering that it has new rear suspension components. Now the rear cambers read -2.0° left and -2.1° right. The correct specification is $-1.1^{\circ} \pm 0.25^{\circ}$ for both left and right rear cambers. Since the rear suspension components were now new, there is no reason that the car should not be exactly like new in its specification. I note that these alignment numbers are all with an unloaded vehicle. Any load will cause these numbers to go further negative and further out of specification, resulting in dangerous tire wear and/or vehicle dynamics.

I confronted the service manager, Jeff Kanterman, regarding the usage of the incorrect shocks for my vehicle and the fact that my alignment problem was still not corrected. Mr. Kanterman told me that the car was fine, i.e., that this is all that he will do and that I should not return to the dealership. Karp Saab does not wish to service my vehicle any longer. I asked if he would please

put this statement in writing. He stated that he would but I have yet to receive such a letter. Apparently, he felt that my expectations for service were too high. Is he not expected to deal with broken cars and customer problems, especially regarding the installation of incorrect parts? He is the service manager after all.

I note that this is the second time this dealership has installed a part on my car not listed in the Saab parts catalog as fitting my specific vehicle. This dealership installed incorrect brake pads on my vehicle. One could argue as to whether the pads are all the same except for pad life and brake dust, but nevertheless, the wrong pads were installed. I complained to Mr. Kanterman and he waived the labor so I let it go and changed the pads on my own.

I have since done further research about my alignment problem. The Saab WIS includes ride-height-measuring-instructions and an alignment-specification verses vehicle-ride-height table in section 6 under *Measuring the height of the car before checking wheel alignment and Wheel alignment* (see Attachment 5). From these tables, I suggest, based upon my measurements, that the entire vehicle, both front and rear, is riding approximately 30mm too low (the rear was sitting an additional 20mm lower before the rear components were replaced). This is causing the rear camber to appear out of spec and the front camber to appear to be borderline out of spec. It appears that the alignment may be almost on the mark for car which is lower than standard and that somehow the vehicle is sitting too low. I have no explanation for this given that the suspension components are all original with the exception of the parts changed in an attempt to fix this problem. The result, however, is poor handling, poor ride quality, poor tire wear, and an unsafe vehicle.

- 1) My vehicle is still out of specification, e.g., in regard to both the alignment and ride height, and still suffers from poor handling and tire wear. The vehicle should be made to meet the nominal specifications.

I require that my vehicle be fixed or that Saab take me out of the vehicle. Item 4 below may supersede this request.

- 2) As I read the warranty (see Attachment 8), tires are covered if they fail due to a covered part failing. The wear exclusion only applies to a failure due to a manufacturing defect in the tire, not on the vehicle on which the tire is mounted. Saab USA cannot expect a tire manufacturer to warranty its tires against damage caused by a Saab vehicle. The Saab warranty excludes wear and tear considered to be normal. For example, there is an extended tire warranty through Pirelli and Saab covering some Pirelli tires for an extended period since these tires wore prematurely, but longer than the wear exclusion allows for. The wear exclusion is intended to exclude items that wear out and would normally need replacing before the 4-year/50,000-mile bumper to bumper warranty runs its course. In my situation, I have no claim against the tire manufacturer as there is/was nothing wrong with the tires. The defect is in the car and this in turn destroyed four (4) otherwise good tires.

To further support this understanding, I refer you to a GM website:

http://www.gm.com.cn/english/customer_service/warranty.htm (see Attachment 9) which states under What Is Not Covered:

Tires

Tires are not covered. Service should be obtained from local tire distributor. Review the tire manufacturer's warranty booklet or consult the tire manufacturer distributor for specific details. If damage to tires occurs due to warrantable defect on your vehicle, this would be covered by Cadillac vehicle warranty.

Although this citation references a Cadillac vehicle, it sheds insight into what is meant by the wear warranty exclusion for tires. This web page references Saab, Opel, and Cadillac vehicles.

I require the full reimbursement (as you cannot buy a used tire for safety reasons) for four (4) tires, two (2) that failed and were replaced and two (2) that require replacement but are still on my vehicle. All four (4) failed due to the failure of my vehicle's suspension. As such, the tires are covered under the Saab USA warranty.

- 3) I require that Saab install the correct rear shocks for my vehicle. My vehicle calls for rear shocks part number 5238506, per the Saab Electronic Parts Catalog. The installed PN 5239066 is incorrect and is for a 4-door vehicle without the sports suspension.
- 4) Based upon my research and experience, the Saab 9-5 GVWR is largely overstated. Since the wagon cannot safely carry the stated loads without damage to the tires and/or vehicle, I require economic compensation from Saab USA. In addition, I require that a restatement of the correct figures be sent to all owners. Literature should be updated to correctly inform future buyers. Accurate GVWR figures are required under federal law.

Just the other day, I saw another 2003 9-5 Aero wagon outside a hotel in New York City. There were four people in the car and a trunk full of luggage. As expected, given the 9-5's undersized suspension, the car was sagging almost to the point of bottoming out in the rear. The rear camber was clearly very negative and way out of specification. This problem is not limited to just my car but to all or to a large subset of 9-5s.

- 5) My experiences with the Saab USA call center have been horrific. They staff is not adequately trained or empowered to handle technical problems of this kind. I have dealt with many representatives from the standard representatives to the territory specialists and an executive assistant. I have found them all to be either non-responsive or just impossible for any person to work with. The staff has used all methods of stonewalling, including being oppositional, implacable, illogical, obstreperous, cantankerous, etc. In addition, the Saab USA representatives often employ non-communication or silence at the other end of the line and this action borders on verbal abuse.

I have been told things like "go ahead and send a letter to Mr. Spenchan. It will come back to me either way." I have been told I "have a broken car Saab won't fix." I have been told "it makes no difference what I say or do as Saab (whoever that is) has reached a final position." There is no purpose in naming names, although I could if requested.

The following request might sound outlandish, but it is the only way to insure that the powers behind Saab Cars USA are fully informed of my utter dissatisfaction. Given the gravity of my dissatisfaction and frustration, I request a letter of apology as well as a copy of this letter both personally signed by both Jay Spencian, General Manager, Saab Cars USA, and Rick Wagoner, Chairman and CEO, General Motors Corporation.

Based upon the way these matters have been handled so far, I do not wish to have any further dealings with Karp Saab or the dealer representative, John Longo, associated with this dealership regarding the problems outlined in this letter. I am willing to drive the car to another region to have the car looked at. I propose JMK Saab in Springfield, NJ since I have worked with them before. In addition, I do not wish to deal with anyone at Saab USA that has worked on this file (or any other file which may have existed under my name in the past) as I am seeking solutions, not further aggravation and delay.

Thank you for taking the time to deal with these matters. I have once before written to Saab USA and received no written reply. If I do not receive a written reply within 10 days of this fax transmission, I will be forced to escalate my complaint to the New York State Office of the Attorney General for review.

Should you have any questions, I can be reached as follows:

Mail: address at top of letter

Email: [REDACTED]

Cell: [REDACTED]

Fax: [REDACTED]

Sincerely,

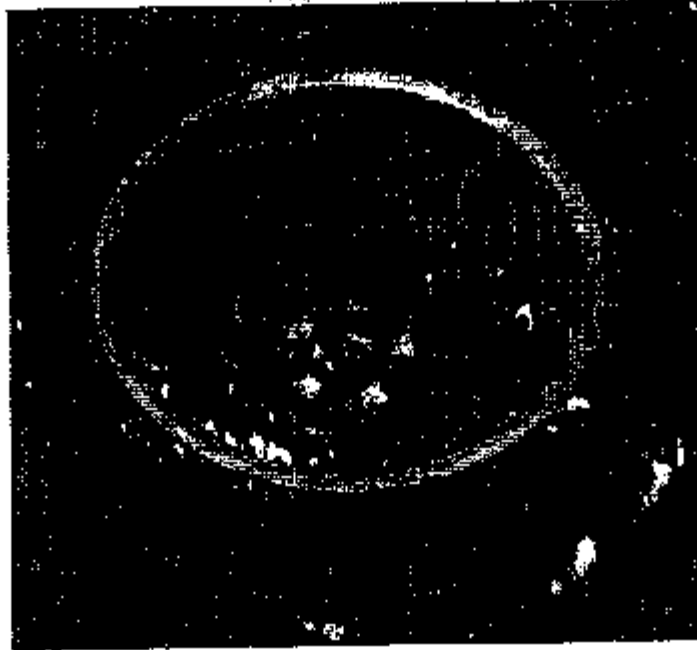
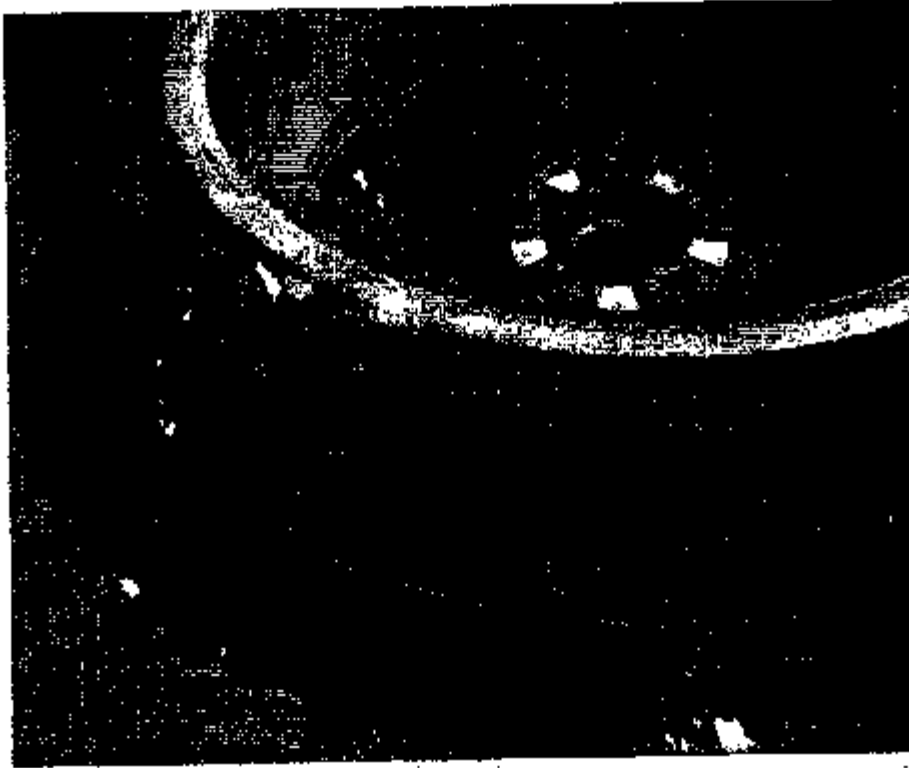
[REDACTED]
[REDACTED]

Attached: Attachment 1	Pictures of blown out tire (3 pages)
Attachment 2	2003 9-5 Owner's Manual, page 258 (1 page)
Attachment 3	Excerpts from selected Dealer Service Tickets (4 pages)
Attachment 4	Alignment specs 10/6/05 and 12/12/05 (2 pages)
Attachment 5	Saab WIS printout (7 pages)
Attachment 6	Hunter alignment specs (1 page)
Attachment 7	Saab EPC rear suspension parts printout (3 pages)
Attachment 8	Selections vehicle warranty, pages 9-12 (3 pages)
Attachment 9	GM Website printout (1 page)

ATTACHMENT 1

The pictures below may not transmit well via fax. I can email these pictures if requested. These are all pictures of the right rear tire which blew out and was replaced. The left rear was replaced because the inner edge ground down and the tire was dangerous in this condition. The left rear was near its failure point.







ATTACHMENT 2

258 Specifications

General

Overall length, including bumpers:

9-5 Sedan _____ 190.0 in (4827 mm)
 9-5 Wagon _____ 199.1 in (4928 mm)
 Overall width, including door mirrors _____ 80.4 in (2042 mm)

Medium height:

9-5 Sedan _____ 58.1 in (1475 mm)
 9-5 Wagon _____ 60.1 in (1527 mm)
 Wheelbase _____ 105.4 in (2703 mm)
 Ground clearance _____ approx. 6.6 in (167 mm)

Track:

Front _____ 59.9 in (1522 mm)^{*)}
 Rear _____ 59.9 in (1522 mm)^{*)}
 Turning circle (curb to curb) _____ 37.1 ft (11.3 m)

Turning circle (measured at vehicle extreme-
 knee) _____ 89.0 ft (11.9 m)

Number of seats (incl. driver) _____ 5

^{*)} Specified track applies to wheel sizes: 8 x 15 & 8.5 x 18



Permissible load (in addition to GVW) = GVW minus curb weight.
 The maximum permissible axle load, front or rear, cannot exceed the GVW.
 The maximum permissible axle load, front or rear, must not be exceeded.

Chassis number in engine bay

Weight ready for driving (i.e. with full fuel tank, washer-fluid reservoir, standard tools and spare wheel) _____ 3370-3790 lbs. (1530-1720 kg)
 Gross vehicle weight (GVW) _____ 4370-4720 lbs. (1980-2140 kg)

Maximum axle load:

Front _____ 2590 lbs. (1175 kg)
 Rear, 2-5 Sedan _____ 2310 lbs. (1050 kg)
 Rear, 9-5 Wagon _____ 2480 lbs. (1126 kg)

Weight distribution:

Curb weight, front/rear _____ 60/40 %
 GVW, front/rear _____ 50/50 %
 Maximum roof load _____ 220 lbs (100 kg)

**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).**

ATTACHMENT 4

KARPS
THE AUTO AUTHORITY
ROCKVILLE CENTRE, N.Y.

Name _____
 Address _____
 Telephone _____
 Vehicle (VIN) _____
 License _____
 Technician _____
 Mileage _____
 Time Printed 12/5/95 2:22 PM

Seab : 9-5 : with 17" Wheel : except Sport Suspension : 1999-2003

Left Front

Right Front

Actual	Before	Specified Range	
-0.9°	-0.8°	-1.3°	-0.3°
3.7°±	3.7°±	2.4°	3.4°
0.48°±	0.48°±	0.18°	0.18°
.....	12.1°	13.1°
.....	10.8°	12.8°
.....	-1.75°	-0.75°

Actual	Before	Specified Range	
-1.7°±	-1.7°±	-1.3°	-0.3°
3.7°±	3.7°±	2.4°	3.4°
0.28°±	0.28°±	0.18°	0.18°
.....	12.1°	13.1°
.....	10.8°	12.8°
.....	-1.75°	-0.75°

Camber
 Caster
 Toe
 SAI
 Included Angle
 Turning Angle Diff.

Front

Cross Camber
 Cross Caster
 Total Toe

Actual	Before	Specified Range	
0.9°	0.9°
-0.1°	-0.1°	0.29°	0.36°
0.65°±	0.65°±

Left Rear

Right Rear

Actual	Before	Specified Range	
-2.1°±	-2.1°±	-1.1°	-0.6°
0.91°±	0.91°±	0.11°	0.31°

Actual	Before	Specified Range	
-2.8°±	-2.8°±	-1.1°	-0.6°
0.17°	0.17°	0.11°	0.31°

Camber
 Toe

Rear

Total Toe
 Thrust Angle

Actual	Before	Specified Range	
0.15°	0.16°±	0.02°	0.62°
-0.05°	-0.09°

* This value is not within specification; Tire wear, handling and safety problems may result.

THE AUTO AUTHORITY
ROCKVILLE CENTRE, N.Y.

Name _____
 Address _____
 Telephone _____
 Vehicle (VIN) _____
 License _____
 Technician _____
 Mileage _____
 Time Printed 12/12/05 11:49 AM

Sub: 9-3 with 17" coil Sport Suspension : 1999-2005

Left Front					Right Front			
Actual	Before	Specified Range			Actual	Before	Specified Range	
-1.2°	-1.2°	-1.4°	-0.4°	Camber	-1.4°	-1.4°	-1.4°	-0.4°
3.5°	3.5°	2.4°	3.4°	Caster	3.5°	3.6°	2.4°	3.4°
0.17°	0.38°	0.10°	0.18°	Toe	0.16°	0.31°	0.10°	0.10°
.....	12.1°	13.1°	Included Angle	12.1°	12.1°
.....	10.7°	12.7°	Turning Angle Diff.	10.7°	12.7°
.....	-1.75°	-0.75°		-1.75°	-0.75°

Front

	Actual	Before	Specified Range	
Cross Camber	0.3°	0.3°
Cross Caster	-0.0°	-0.0°
Total Toe	0.33°	0.59°	0.20°	0.38°

Left Rear					Right Rear			
Actual	Before	Specified Range			Actual	Before	Specified Range	
-2.0°	-2.0°	-1.4°	-0.9°	Camber	-2.1°	-2.1°	-1.4°	-0.9°
0.18°	0.03°	0.11°	0.31°	Toe	0.27°	0.25°	0.11°	0.31°

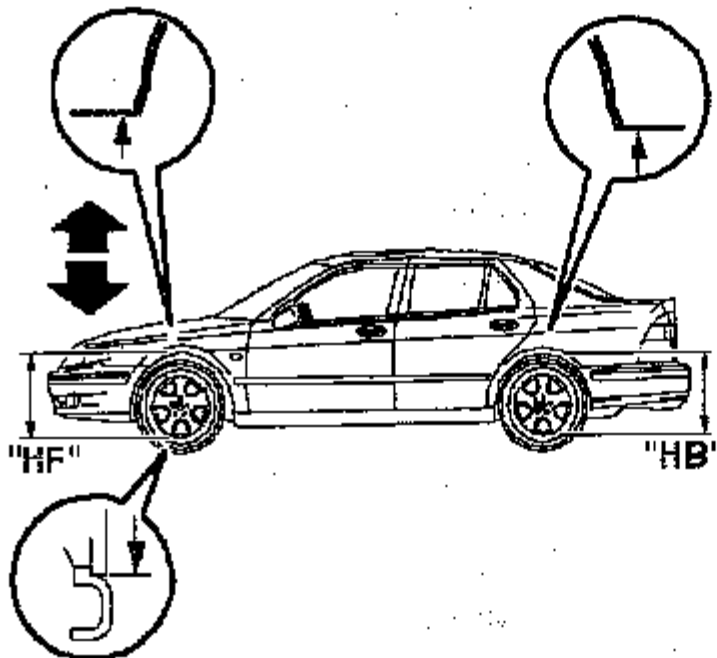
Rear

	Actual	Before	Specified Range	
Total Toe	0.45°	0.31°	0.22°	0.62°
Thrust Angle	-0.03°	-0.12°

ATTACHMENT 5

Measuring the height of the car before checking wheel alignment

1. Roll the car backwards and forwards 1 metre to restore the tension in rubber bushes and springs.
2. Depress the front of the car and release it.
3. Measure the distance between the lowest part of the wheel and the edge of the wing or wheel housing, see figure, and make a note of it.



4. Roll the car backwards and forwards 1 metre to restore the tension in rubber bushes and springs.
5. Lift the front of the car and release it.
6. Measure the distance between the lowest part of the wheel and the edge of the wing or wheel housing, see figure, and make a note of it.
7. The height of the car at the front is the average of the two measurements in millimetres rounded off to the nearest 5 mm.
8. Repeat points 1-6 for the rear of the car.
9. The height of the car at the rear is the average of the two measurements in millimetres

6. Steering assembly/Steering link...

Adjustment/Replacement - Measuri...

rounded off to the nearest 5 mm.

10. Check the size of the rims fitted on the car and read off the values in the relevant table for the various wheel angles. See Front-wheel alignment and Rear wheel alignment.

6. Steering assembly\Steering link...

Technical data - Wheel alignment

Wheel alignment

Before checking wheel alignment, the height of the car must be checked, see Measuring the height of the car before checking wheel alignment and a check of the suspension, Checking and adjustment before wheel alignment, must be carried out.

Nominal height

The table shows the nominal height of the car when unladen and all fluids at max levels. The values should be regarded as a guide. The actual values can vary due to the condition of the components.

	15" wheels	16" wheels	17" wheels	17" wheels sports chassis
Front	600 mm	610 mm	630 mm	620 mm
Rear	590 mm	605 mm	620 mm	610 mm

Front-wheel alignment

Instructions for adjustment can be found under the headings: Overview, Adjusting front toe angle, Camber, Castor, Swivel-pin inclination and Steering angle.

Toe-in, front

The table gives the values for adjusting toe-in on front wheels in mm and degrees as well as the value per wheel and total.

	15" wheels		16" wheels		17" wheels		17" wheels sports chassis	
	mm	°	mm	°	mm	°	mm	°
Dimension per wheel	1.0	0.14°	1.1	0.14°	1.1	0.14°	1.2	0.14°
Tolerance:								
±0.3 mm								
±0.04°								
Dimension total	2.0	0.28°	2.2	0.28°	2.2	0.28°	2.4	0.28°
Tolerance:								
±0.6 mm								
±0.08°								

6. Steering assembly/Steering link...

Technical data - Wheel alignment

Camber, front

The table gives the values for adjusting front wheel camber in degrees and per wheel. The numbers in bold text are the nominal values, see Nominal height.

Tolerance: $\pm 0,5^\circ$

Body height, front	15" wheels	16" wheels	17" wheels	17" wheels sports chassis
570 mm	-1.1°			
575 mm	-1.1°			
580 mm	-1.0°	-1.1°		
585 mm	-1.0°	-1.1°		
590 mm	-0.9°	-1.1°		-1.2°
595 mm	-0.9°	-1.0°		-1.1°
600 mm	-0.8°	-1.0°	-1.1°	-1.1°
605 mm	-0.8°	-0.9°	-1.1°	-1.1
610 mm	-0.7°	-0.9°	-1.0°	-1.0°
615 mm	-0.6°	-0.8°	-1.0°	-1.0°
620 mm	-0.5°	-0.7°	-0.9°	-0.9°
625 mm	-0.4°	-0.6°	-0.9°	-0.9°
630 mm	-0.3°	-0.5°	-0.8°	-0.8°
635 mm		-0.5°	-0.7°	-0.7°
640 mm		-0.4°	-0.6°	-0.6°
645 mm			-0.6°	-0.6°

6. Steering assembly/Steering link...

Technical data - Wheel alignment

650 mm			-0.5°
655 mm			-0.4°

Other values, front

Castor		2.9 ±0.5°
Swivel-pin inclination		12.6 ±0.5°
Steering angle	offside wheel	20.0°
	nearside wheel	21.25 ±0.5°

Rear wheel alignment

Instructions for adjustment can be found under the headings Overview and Adjusting rear toe angle.

Toe-in, rear

The table gives the values for adjusting toe-in on rear wheels in mm and degrees as well as the value per wheel and total.

Dimension per wheel	15" wheels		16" wheels		17" wheels		17" wheels sports chassis	
	1.5 mm	0.21°	1.8 mm	0.21°	1.7 mm	0.21°	1.7 mm	0.21°
Tolerance:								
±0.7 mm								
±0.10°								
Dimension total	3.0 mm	0.42°	3.2 mm	0.42°	3.4 mm	0.42°	3.4 mm	0.42°
Tolerance:								

6. Steering assembly/Steering link...

Technical data - Wheel alignment

±1.4 mm						
±0.20°						

Camber, rear

The table gives the values for adjusting rear wheel camber in degrees and per wheel. The numbers in bold text are the nominal values, see Nominal height.

Tolerance: ±0.25°

Body height, rear	15" wheels	16" wheels	17" wheels	17" wheels sports chassis
560 mm	-1.9°			
565 mm	-1.7°			
570 mm	-1.6°	-2.0°		
575 mm	-1.4°	-1.8°		
580 mm	-1.2°	-1.6°		-2.2°
585 mm	-1.0°	-1.5°		-2.0°
590 mm	-0.9°	-1.3°	-1.8°	-1.8°
595 mm	-0.7°	-1.1°	-1.7°	-1.7°
600 mm	-0.5°	-1.0°	-1.5°	-1.5°
605 mm	-0.3°	-0.8°	-1.3°	-1.3°
610 mm	-0.2°	-0.6°	-1.1°	-1.1°
615 mm	0.0°	-0.4°	-1.0°	-1.0°
620 mm	0.2°	-0.3°	-0.8°	-0.8°

6. Steering assembly/Steering link...

Technical data - Wheel alignment

625 mm		-0.1°	-0.6°	-0.6°
630 mm		0.1°	0.5°	-0.5°
635 mm		0.3°	-0.3°	-0.3°
640 mm		0.4°	-0.1°	-0.1°
645 mm			0.1°	
650 mm			0.2°	

ATTACHMENT 6

1999 to 2005 Saab

9-5 17" Whl Sport Susp

FRONT			
	Specification	Neg. Tolerance	Pos. Tolerance
Left Camber	-0.90°	0.50°	0.50°
Right Camber	-0.90°	0.50°	0.50°
Cross Camber			
Left Caster	2.90°	0.50°	0.50°
Right Caster	2.90°	0.50°	0.50°
Cross Caster			
Total Toe	0.26°	0.08°	0.08°
Left SAI	12.60°	0.50°	0.50°
Right SAI	12.60°	0.50°	0.50°
REAR			
Camber	-1.10°	0.26°	0.26°
Total Toe	0.42°	0.20°	0.20°

9-5 (9800) / 2003 / 7 Suspension system
 0180 Rear suspension (1998 - 2003)

EPC Parts List

Pos	Part No.	Article	Usage	Qty
1	89 94 380	Shock absorber kit	2000-2003, 4D, CODE=BA Goto 7 - 220	2
1	50 83 094	Shock absorber kit white Note: Cars with automatic level control Ch. X3034801-	4D, CODE=7 Goto 7 - 220	2
1	52 38 480	Shock absorber kit	2002-2003, 4D, CODE=BC Goto 7 - 220	2
1	52 38 498	Shock absorber kit Sport chassis	2002-2003, 4D, CODE=BD Goto 7 - 220	2
1	52 38 514	Shock absorber kit	2002-2003, 6D, CODE=BF Goto 7 - 220	2
1	52 38 508	Shock absorber kit Sport chassis	2002-2003, 6D, CODE=BE, BJ Goto 7 - 220	2
1	52 38 630	Shock absorber kit	2002-2003, CODE=BH Goto 7 - 220	2
1	52 38 787	Shock absorber kit Note: Cars with automatic level control	2002-2003, 5D, CODE=8K SPORT, NLS-USE 400131280 Goto 7 - 220	2
2	45 68 832	-Bushing		1
3	81 51 474	-Lock nut		1
4	45 68 570	-Spacer ring	1998-2003	1
4	46 87 678	-Spacer ring Note: Cars with automatic level control		1
5A	52 38 484	-Bump stop	2002-2003	1
5	52 38 748	-Bump stop Note: Cars with automatic level control	2002-2003	1
6	45 68 588	-Washer		1
7	48 37 036	-Bushing	2002-2003	1
8	42 48 361	-Sleeve		1
9	48 37 043	-Bushing	2002-2003	1
10	45 65 398	-Washer		1
14	43 48 116	-Screw		2
15	46 87 587	-Washer		2
16	48 35 830	Bellows Note: Cars with automatic level control		2
17	50 82 377	Spring yellow/red Note: Ch. Y3052304-	2000-2003, 4D, CODE=DK	2
17	50 82 385	Spring red/white Note: Ch. Y3058572--	2000-2003, 4D, CODE=DL	2
17	50 82 401	Spring blue/red Note: Ch. Y3058572--	2000-2003, 5D, CODE=DM	2
17	50 82 393	Spring blue/yellow	2001-2003, 5D, CODE=DS	2
17	50 82 450	Spring white/orange Note: Cars with automatic level control	2000-2003, 4D, CODE=DN	2
17	50 82 468	Spring blue/blue Note: Cars with automatic level control Ch. Y3061878-	2000-2003, 5D, CODE=DP	2
17	50 82 476	Spring red/yellow Note: Cars with automatic level control Ch. Y3061244-	2000-2003, 5D, CODE=DR	2
17	52 39 093	Spring orange/orange Note: Cars with automatic level control	2002-2003, 5D, CODE=EH SPORT	2
17	52 34 586	Spring white/blue Sport chassis	2002-2003, 4D, CODE=DY	2

9-5 (9000) / 2003 / 7 Suspension system
 0160 Rear suspension (1998 - 2003)

EPC Parts List

Pos	Part No.	Article	Usage	Qty
17	52 34 604	Spring red/orange Sport chassis	2002-2003, 4D, CODE=EA	2
17	52 34 653	Spring orange/blue Sport chassis	2002-2003, 5D, CODE=EE	2
17	52 34 661	Spring Sport chassis yellow/white	2002-2003, 5D, CODE=EF	2
18	45 85 404	Spring support		2
19	45 85 339	Bracket		2
20	43 47 910	Screw		8
21	48 38 032	Protecting plate	RH	1

ATTACHMENT 8

NEW CAR LIMITED WARRANTY

NEW CAR "BUMPER-TO-BUMPER" LIMITED WARRANTY

If any part of your Saab passenger vehicle covered under this warranty is found to have a manufacturing defect in materials or workmanship occurring during normal use, Saab will make the appropriate corrections free of charge (parts and labor) during the warranty period. Your authorized Saab dealer will complete the required work as promptly and conveniently as possible.

THESE ARE YOUR ONLY REMEDIES UNDER THE TERMS OF THIS WARRANTY. ALL OTHER REMEDIES ARE SPECIFICALLY EXCLUDED. SOME STATES DO NOT ALLOW EXCLUSIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE STATEMENT MAY NOT APPLY.

WARRANTY PERIOD: 4 YEARS/50,000 MILES

The new car bumper to bumper limited warranty coverage period for 2003 model year vehicles is 4 years or 50,000 miles, whichever occurs first. Items not covered or that may have a different coverage can be found under the heading "EXCLUSIONS."

CUSTOMER ASSISTANCE

Should you have any questions about this or any other warranty in this Booklet please review the "Customer Support" section on page 5. If your car is not drivable because of a defect covered by this warranty, towing to the nearest authorized Saab dealer is covered. Please review the "Saab Roadside Assistance" section on page 6 of this Booklet for details.

ADJUSTMENTS AND WEAR ITEMS

Warranty coverage for adjustments is limited to 1 year or 18,000 miles, whichever occurs first. Adjustments are defined as refinements to original factory fittings and alignments which may become necessary during the normal break-in period. (See your Saab dealer for details.)

During this period Saab will also replace, if necessary, certain parts based on operation and driving conditions, which are otherwise normally considered wear and tear. These include only the following items: wiper blades, drive belts, brake pads and rotors, and clutch disc during the adjustment period of 1 year or 18,000 miles. Wear items are consumed at varying rates and should be replaced as needed; they are considered owner responsibility after the adjustment period.

EXCLUSIONS

The following items are not covered under the new car bumper to bumper warranty:

- Tires fitted as original equipment are warranted by their manufacturer. Saab currently uses various suppliers for U.S. specification vehicles. Separate tire warranties are provided in your owner's document organizer.
- Specific wear items, e.g. wiper blades, drive belts, brake pads and rotors, and clutch discs are covered by this warranty up to 1 year or 18,000 miles. Wear and tear items not listed are the owner's responsibility, e.g. filters, fuses, floor mats, etc.

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- Failures or damage caused by the lack of, or improper, maintenance as specified in this manual.
- Failures due to misuse, improper adjustment or repair, modifications, accident, or competition.
- The use of any part, material or accessory including the improper installation of these parts/materials/accessories and any subsequent damage to other parts or system.
- The use of other than genuine Saab parts or parts not sold by Saab Cars USA, Inc.
- The use of any fuel or oil or other fluids which do not meet Saab's standards as outlined in your Owner's Manuals.
- Vehicles severely damaged or declared a total loss by an insurer.
- Any car having or having had a branded or salvaged title.
- Vehicles reassembled or repaired using parts from another vehicle previously in operation.
- Environmental damage to the surface areas, glass and paint which are considered acts of nature and beyond Saab's control, including road hazards.
- Damage to the interior due to normal wear and tear.
- Any Saab on which the odometer has been damaged or altered so the correct mileage cannot be determined.
- INCIDENTAL AND CONSEQUENTIAL EXPENSES (RESULTING FROM A DEFECT COVERED BY THIS WARRANTY OR BY ANY IMPLIED WARRANTY) INCLUDING, BUT NOT LIMITED TO, LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE AND COMMERCIAL LOSS.

OTHER

THIS WARRANTY, THE SAFETY BELT AND PERFORMANCE WARRANTIES AND THE EMISSION CONTROL SYSTEM WARRANTIES ARE THE ONLY EXPRESS WARRANTIES MADE BY US WITH RESPECT TO YOUR SAAB. ANY OTHER WARRANTIES WHICH MAY BE IMPLIED BY LAW, INCLUDING BUT NOT LIMITED TO, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE SAME PERIOD AND MILEAGE LIMITS SHOWN ABOVE.

Some states do not allow limitations on how long an implied warranty lasts, and/or the exclusion or limitations of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

NOTE: THIS WARRANTY IS VOID ON VEHICLES CURRENTLY OR PREVIOUSLY TITLED AS SALVAGED, SCRAPPED, JUNKED, OR TOTALED.

ADDITIONAL NOTES

Parts used in warranty repairs must be genuine Saab parts. The Saab Parts & Accessories Warranty applies to these parts, and the coverage on parts replaced free of charge is for the remainder of the New Car Warranty or the term of the then current and applicable Parts & Accessories Warranty, whichever is longer.

It is your responsibility to keep a record of all warranty work and service performed on your Saab, as it may be necessary to substantiate when a defect was noted, required maintenance was performed, etc. These records should be transferred to each subsequent owner. See the "Service Record" section of this Booklet.

SAFETY BELT AND SUPPLEMENTAL RESTRAINT SYSTEM LIMITED WARRANTY

OUR WARRANTY TO YOU

Repairs required due to defects in parts of the safety belt system and the supplemental restraint system (SRS) fitted to your 2003 Saab passenger vehicle will be completed free of charge during the warranty period. Items listed under the heading "EXCLUSIONS" to this warranty are not covered.

WARRANTY PERIOD

The warranty period is for 5 years with no mileage restrictions. (Some states have mandated alternate warranty coverage for safety belts only. Check with your dealer for further information.)

EXCLUSIONS

This warranty does not cover the following items.

- Any part of the safety belt system or Supplemental Restraint System that shows evidence of misuse, abuse, tampering, or improper adjustment or post-factory installation.
- Replacement of any part of the safety belt system or Supplemental Restraint Systems due to an accident.
- Repairs or replacement required as part of the normal servicing of these systems.
- INCIDENTAL AND CONSEQUENTIAL EXPENSES (RESULTING FROM A DEFECT COVERED BY THIS WARRANTY OR BY ANY IMPLIED WARRANTY) INCLUDING, BUT NOT LIMITED TO, LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE AND COMMERCIAL LOSS.

Refer to Page 10 under the heading "OTHER" for State and local exclusions which may apply to you.

Warranty

Page 1 of 1

ATTACHMENT 9

What Is Not Covered

Tires

Tires are not covered. Service should be obtained from local tire distributor. Review the tire manufacturer's warranty booklet or consult the tire manufacturer distributor for specific details. If damage to tires occurs due to warrantable defect on your vehicle, this would be covered by Cadillac vehicle warranty

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HP LaserJet 3200



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