



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 100148

Date Received

Repository ☐

2001-100-4 PM 2:46
15-MAR-2006

Reference No.
10152799

OWNER INFORMATION (Type or Print)

Name

Address

City NEEDHAM

State MA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized signature, please provide the name and address to the vehicle manufacturer.
Signature of Owner Date 3/27/2006

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
YS3ED49Z5

Make
SAAB

Model
9-6

Model Year
2002

Date Purchased

Dealer's Name and Telephone Number
HERB CHAMBERS 617-975-3900

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
BOSTON

State
MA

Zip Code
02134

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
116200 ELECTRICAL SYSTEM:IGNITION:MODULE
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
12-MAR-2006

Failure Mileage
55674

Failure Speed
20

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R16)

DOT No. (Example: DOTM18ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

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

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

DT: THE CONTACT STATED THE VEHICLE SUDDENLY DIED WHILE DRIVING 20MPH. IT WAS MANEUVERED TO THE SIDE OF THE ROAD AND TOWED TO THE CONTACT'S HOME. THE VEHICLE WAS THEN TOWED TO THE DEALER ON MONDAY WHO DETERMINED THE IGNITION MODULE FAILED RESULTING IN VEHICLE STALLING AND DAMAGE TO OTHER ENGINE PARTS. THE MODULE WAS REPLACED ALONG WITH THE SPARK PLUGS AND THE CATALYTIC CONVERTER. THIS APPEARS TO HAVE REMEDIATED THE PROBLEM. THERE IS A NHTSA RECALL, # 05V398000 REGARDING THE IGNITION MODULE. THE VEHICLE HAS THE SAME PROBLEMS AS INDICATED IN THE RECALL; HOWEVER IT IS NOT INCLUDED IN THE RECALL DUE TO THE VIN.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

[REDACTED]
[REDACTED]
Newton, Massachusetts

Phone: [REDACTED]

Fax: [REDACTED]

E-mail: [REDACTED]

March 16, 2006

Saab Customer Assistance Center
4405-A International Blvd.
Norcross, GA 30093

Attention: Arnell

Re: C [REDACTED]

Dear Arnell:

As per our telephone conversations earlier this week I am enclosing the bill for repairs for the replacement of two defective ignition cassettes in my 2002 Saab Vin # YS3ED49Z5 [REDACTED] please note that the repairs also included "updating the software in the ECM, replacement of the spark plugs and the catalytic converter. The total charge was [REDACTED] The car had 53,674 miles.

My wife had on several prior occasions brought the car to the dealer because of a foul smell in the exhaust. She was told that she should switch the brand of gas. This seems clearly to have been an incorrect diagnosis. There was something wrong with the way the ignition cassettes were firing and not the major brand of gas she was using. The warranty history on the car also indicates a prior repair to the ECM and the microprocessor.

Finally, I note that Saab has issued a recall for a safety defect relating to the ignition discharge module in 2000-2002 Saab 9-3/9-5 vehicles with 4 cylinders and 2001 Saab 9-5 with 6 cylinders. This is the same defect in my car and should be covered under the recall and/or warranty.

My wife was driving the car last Sunday and just past through a busy intersection when the car shuttered and stopped. She was able to get the car to the side of the road and get it towed. If this had happened one hundred yards before she would have been in the middle of a major thorough fare. From reading the description of the problems with the other models with the ignition discharge module the problem is the same.

Saab Customer Assistance Center
March 16, 2006

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I have notified the NTSB of this problem and filed a complaint. I request reimbursement of the repair costs and the \$21.00 towing charges to the dealership.

Very truly yours,

A solid black rectangular box used to redact the signature of the sender.

Enclosures

cc: Herb Chambers Saab
1172 Commonwealth Ave.
Boston, MA 02134

Recalls Summary

Make: SAAB
Model: 9-3
Type: PASSENGER CAR
Year: 2000
Recall Number: 05V399000

Summary:

CERTAIN PASSENGER VEHICLES EQUIPPED WITH B205/B235 4-CYLINDER GASOLINE ENGINES AND B308 6-CYLINDER GASOLINE ENGINES MAY EXPERIENCE OVERHEATING AND BURNOUT OF THE ISOLATED GATED BIPOLAR TRANSISTOR (IGBT) WITHIN THE IGNITION DISCHARGE MODULE (IDM) DUE TO INCREASED SUSCEPTIBILITY TO ELECTRICAL LOADS.

Consequence:

OVERHEATING OF THE IGBT OCCURS MOST OFTEN AT ENGINE START-UP, BUT IT MAY ALSO OCCUR WHILE THE ENGINE IS RUNNING. ENGINE STALLING MAY OCCUR, WHICH COULD RESULT IN A CRASH.

Remedy:

DEALERS WILL INSPECT TO SEE WHAT VERSION IDM IS IN THE VEHICLE AND REPLACE THE IDM IF IT IS A VERSION BUILT PRIOR TO THE INTRODUCTION OF QP3. AN INTERIM LETTER WILL BE MAILED TO OWNERS IN OCTOBER 2005, INFORMING THEM OF THE CONDITION. PARTS ARE NOW AVAILABLE AND OWNERS WILL BE NOTIFIED TO BRING THEIR VEHICLES IN TO THE DEALERS TO HAVE THE IDM REPLACED BY LETTER DATED MARCH 13, 2006. OWNERS MAY CONTACT SAAB AT 1-800-955-9007.

Notes:

SAAB RECALL NO. 05087. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Green Vehicle

Defect Summary

Make: SAAB
Model: 9-3
Type: PASSENGER CAR
Year: 1998
NHTSA Action Number: PE05017

Summary:

ODI OPENED PE05-017 BASED ON 35 REPORTS OF ALLEGED ENGINE STALLING DUE TO THE FAILURE OF THE IDM "CASSETTE" ON THE SUBJECT VEHICLES. ALL COMPLAINANTS REPORTED THAT THE ENGINE SHUT DOWN SUDDENLY WITHOUT WARNING AND MOST REPORTED THAT THE VEHICLE WOULD NOT RESTART. IN 3 INCIDENTS, THE COMPLAINANTS REPORTED SMOKE AND/OR FIRE RESULTED FROM THE IDM FAILURE. DURING PE05-017, ADDITIONAL FAILURE DATA WAS IDENTIFIED AS NOTED IN THE FAILURE REPORT SUMMARY ABOVE. THE COMPLAINT DATA REPRESENTS INCIDENTS WHERE THE COMPLAINANTS ALLEGED A STALL OR FIRE. ON SEPTEMBER 13, 2005, GENERAL MOTORS (GM) NOTIFIED NHTSA OF A SAFETY DEFECT ON 95,081 MY 2000-2002 SAAB 9-3 AND 9-5 VEHICLES WITH 4-CYLINDER GASOLINE ENGINES AND 8,117 MY 2001 9-5 VEHICLES WITH 6-CYLINDER GASOLINE ENGINES (RECALL Q5V-399). THE NOTIFICATION STATED THAT "CERTAIN VEHICLES WITHIN THESE POPULATIONS MAY EXPERIENCE OVERHEATING AND BURNOUT OF THE ISOLATED GATED BIPOLAR TRANSISTOR (IGBT) WITHIN THE IDM DUE TO INCREASED SUSCEPTIBILITY TO ELECTRICAL LOADS. OVERHEATING OF THE IGBT OCCURS MOST OFTEN AT ENGINE START-UP FOR BOTH A 4-CYLINDER AND 6-CYLINDER ENGINE, BUT IT MAY ALSO OCCUR WHILE THE ENGINE IS RUNNING. WHEN THE IDM FAILS ON A 4-CYLINDER WHILE IT IS RUNNING, THE ENGINE MAY STALL WITHOUT WARNING, WITH NO ABILITY TO BE RESTARTED. WHEN THE IDM FAILS ON A 6-CYLINDER ENGINE WHILE IT IS RUNNING, THE DRIVER WILL INITIALLY EXPERIENCE REDUCED POWER AND ROUGH OPERATION BECAUSE THE ENGINE WILL ONLY BE RUNNING ON THREE CYLINDERS. THE CHECK ENGINE LIGHT WILL FLASH. IF THE DRIVER CONTINUES, UNBURNED FUEL IN THE EXHAUST CAN CAUSE THERMAL DAMAGE TO THE CATALYTIC CONVERTER. THE ENGINE MAY STALL AND NOT RESTART. THERMAL DAMAGE TO OTHER UNDERHOOD COMPONENTS AND THE UNDERBODY MAY ALSO RESULT FROM PROLONGED DRIVING." THE RECALL POPULATION ENCOMPASSES 84% OF THE STALLING AND FIRE COMPLAINTS (215 FOR VEHICLES WITH 4-CYLINDER ENGINES AND 36 FOR VEHICLES WITH 6-CYLINDER ENGINES). THE 36 MONTHS IN SERVICE (MIS) STALLING RATES FOR EACH MODEL YEAR OF RECALLED VEHICLES WITH 4-CYLINDER ENGINES WERE ALL GREATER THAN TWO PERCENT. ALTHOUGH THE 36 MIS STALL RATE FOR THE RECALLED MY 2001 VEHICLES WITH V6 ENGINES WAS LOWER, AT 1.3 PERCENT, THESE VEHICLES ALSO HAD THE HIGHEST RATE OF CONFIRMED (OPEN FLAME VERIFIED) FIRES AT 62 PER 100,000 VEHICLES. GM WILL INSTRUCT OWNERS TO BRING THEIR VEHICLES TO A DEALER FOR IDM INSPECTION AND REPLACEMENT, IF NECESSARY. CONSEQUENTLY, THIS INVESTIGATION IS CLOSED. ODI WILL MONITOR THE EFFECTIVENESS OF THE SCOPE AND REMEDY OF GM'S ACTION AND TAKE FURTHER ACTION IF WARRANTED.

Close Window

**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).**