

[REDACTED]  
Leland, NC [REDACTED]

March 21, 2006

In reply to: SAAB Recall No. 15018

Administrator  
National Highway Traffic Safety Administration  
400 Seventh Street, SW  
Washington, DC 20590

Dear Administrator:

I am writing this letter to bring to your attention that I am not satisfied with the service promised by SAAB USA, specifically SAAB of Wilmington Rippy Automotive, located at 4951 New Centre Drive, Wilmington, NC 28403.

I have unsuccessfully attempted to have my 2004 SAAB 9-3/Aero corrected of its manufacturer defects at my local SAAB dealer mentioned above. I have scheduled an appointment in December of 2005 for a recall pertaining to my keys; in addition to having the car serviced. When I picked up my car that same day, I was told that the recall was not done because they did not have the necessary parts. I was told that the parts have been ordered and I will be contacted when they come in to reschedule an appointment. Not hearing from SAAB of Wilmington for the next four weeks, prompted me to inquire in January. I was advised that the parts were still not in and that they will contact me when they arrive. After another four weeks pass I contact Rippy SAAB again. The response remains, parts on order. We will call you when they arrive. Currently I hold three recalls. First is for the keys as mentioned. Second for a part for the convertible top. And most recently for a retaining tab that secures the fuel line to the fuel pump.

And I am still waiting for a call back from Rippy SAAB. Perhaps you would have some influence in obtaining the necessary parts for me to drive a safe vehicle.

Respectfully, [REDACTED]  
[REDACTED]  
[REDACTED]

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EXECUTIVE SECRETARIAT

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TRAFFIC SAFETY DIV.

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SAAB CARS USA, INC.

**IMPORTANT SAFETY RECALL NOTICE**

Saab Recall No. 15018

NHTSA Recall No. 04V-557

March 14, 2005

401179428

[REDACTED]  
Massapequa, NY [REDACTED]  
[Barcode]

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Saab Automobile AB has decided that a defect that relates to motor vehicle safety exists in certain 2003 and 2004 Saab 9-3 models. Our records indicate that you are the current owner or driver of a Saab 9-3 that may be subject to this condition.

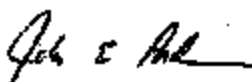
It has been found that during the manufacturing process, a retaining tab that secures the fuel line to the fuel pump may have been damaged on some 2001 and 2002 Saab 9-3 vehicles. Over time, a damaged retaining clip may allow the fuel line to loosen from the fuel pump. If this occurs, a fuel leak could result. If there is a fuel leak and an ignition source, a fire could start resulting in the possibility of injury to the vehicle's occupants. The enclosed attachment contains a description of this condition and an explanation of the recall service that will be performed by your Saab dealer to correct it.

We urge you to make an appointment with your Saab dealer as soon as possible. All Saab dealers have received the recall service information needed to rectify your vehicle. The work covered by this recall will be performed free of charge to you.

Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Saab appreciates your cooperation and understanding regarding this recall. We will do our best, along with your dealer to minimize the inconvenience. If you no longer own this Saab, please return the Saab Owner Identification Update slip attached to this letter in the envelope provided with any information you might have on who now has this car.

Sincerely,



John Anderson  
Director, Aftersales  
Saab Cars USA, Inc.