

Rhineland, WI

Lamont Williams
Customer Service Representative
Saab Automobile USA
4405-A International Blvd
Norcross, GA 30093

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SAAB AUTOMOBILE USA
4405-A INTERNATIONAL BLVD
NORCROSS, GA 30093
12/23/06 11:21 AM

Dear Mr. Williams,

On September 13, 2005, while relocating from Rochester, NY to Rhineland, WI, I experienced engine problem on the I-80 toll way in Ohio. I was near Toledo, OH. I promptly exited and sought out a Saab dealer. The Ed Schmidt dealership examined my Saab and told me that I needed to have the Ignition cassette replaced for \$795.03 (invoice 121519 attached; please note method of payment was stated to be CASH).

On October 28, 2005, I received a recall notice for this very part. I called the 800 number on the recall notice. A man by the name of Patrick answered my call. Patrick told me that the letter was just a heads up and that the recall paper work would be sent to me in March 2006. I told Patrick of the repair I had just a month earlier. Patrick said the dealer knew of the recall and therefore he felt that the unit that was used to replace the faulty part was an improved device. I called Ed Schmidt the same day and talked to Melanie. She could not confirm that the unit installed in my Saab was an improved ("new style") device. Remarkable.

We heard nothing from Saab during March 2006. My wife called the 800 number on March 30 and talked to you. You opened the file number cited above and asked that we FAX to you the invoice and a receipt of payment. I faxed the repair invoice 121519 and a copy of my Quicken credit card report. You shared that that was not acceptable to your supervisor, reporting this back to me on 4/4/06. We also discussed the problem that the replacement unit in my Saab was not confirmed to be of the new style. You called Ed Schmidt to clarify this for me.

On 4/4/06, Chris Thomas, Sales Manager of Ed Schmidt, called me. He used the part number of the 121519 invoice to trace the part. He reported to me that the part number corresponded to the obsolete design. He said that the dealership followed the instructions found in their Tech Manual to deal with the error code on my Saab. That manual called for the "old" part number without any reference to any new unit. He reported the same information to you. Thus you had a) confirmation that the Ed Schmidt dealership installed in my Saab the part associated with this recall and b) that, since there was no report of the bill outstanding, had confirmation that I paid for this service. At 1700 hours that evening, we talked and you shared again that I needed a credit card statement to prove I paid for it and that I need to take the Saab to the nearest dealership to Rhineland (a 120 mile round trip to Wausau, WI).

On 4/4/06 I called my credit card company to get a statement from September 2005. That cost \$4.95. This was an unnecessary cost since you had confirmed with Ed Schmidt that the installation and payment occurred.

On 4/6/06 my wife took the Saab to Wausau Imports, Inc. Olaf Krawinkel called me and reported that, based on the serial number of the old part that was installed by Ed Schmidt's service department, the ignition cassette in my Saab was not part of the defective lot even though Chris Thomas has confirmed that it was of the old design (that is, the design subject to recall).

NARS
CAG
5/24/06

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