

September 14, 2006

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Saab Automobile USA
Executive Office
4405-A International Boulevard
Norcross, GA 30093
USA

10/70159

To Whom It May Concern:

This weekend disaster was narrowly averted when a clip holding the gas tank of our Saab broke, spilling gasoline all over the car, the road and the car's exhaust lines. Fortunately for all of us, the car had just been started about 7 minutes before, and those exhaust lines were not hot. Our two year old daughter was strapped in her car seat over that fuel tank, and had the car been warm I can only imagine what would have happened.

My immediate reason for writing is two-fold. First, I am curious if this has happened on other Saabs, and is a defect that should be corrected. Second, the car was just nine days out of warranty when this occurred. As I am of the view that this problem should never happen, and as it was incredibly expensive to correct, I am anticipating that Saab will reimburse us for the repair.

We own a Saab Aero 9-5, which was purchased on August 28, 2003. We very much like the car and would anticipate owning Saabs in the future. (My only difficulty with the car is that the rear sight lines are not ideal.)

The day before the incident my wife had driven the car with the entire family on the highway to our summer home. The next morning she got in the car and had driven several blocks when the car died. Steering became impossible and the smell of gasoline was prevalent. With the help of another motorist she got it to the side of the road. I came and collected her and the baby. A pool of gasoline sat on the road.

We called the AAA to tow the car. They would not until the fire department was called to hose the car down.

We called Saab about servicing the car. They seemed strangely indifferent to the incident. We told them repair was urgent. My father has cancer and needed to get back in the city on Monday. They could not say what might be wrong or how long it would take them to fix it. Therefore, we took the car to the mechanic who services my 1991 BMW, who said he would turn it to it right away.

As the enclosed report indicates, a clip holding the gas hose in place broke. Apparently this is attached to the fuel pump, requiring replacement of the entire fuel pump, which is remarkable all by itself. The repair came to \$593.44.

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The mechanic said the fuel ran over the exhaust lines, and had they been hot we would have had a very dangerous situation. It was dangerous enough that with a suddenly dead motor, she could barely steer the car. The fuel situation is intolerable. I write you happy that my wife and daughter are okay.

I enclose a copy of the repair order, and will look to receive a check from you in that amount. Not only is the car barely out of warranty, but it is inconceivable to me that this problem should develop no matter what the age of the car.

I also am interested to know if this is a prevalent problem or if our car alone was defective in its manufacture. We are cc'ing the National Highway Traffic Safety Administration Headquarters, as we are deeply concerned that other might encounter this problem, with a less happy outcome than our own.

I can be reached at the following:

[REDACTED]
[REDACTED]
New York, NY [REDACTED]
Tel: [REDACTED]
Fax: [REDACTED]

Best regards,

[REDACTED]

Cc: Storms Motors, Inc.
691 County Road 39
PO Drawer 5032, 11969
Southampton, NY 11968

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

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