



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

2007 JAN -1 AM 9:40

400 Seventh Street, S.W.
Washington, D.C. 20590

2007 APR 12 AM 7:41

NVS-216 aac
Ref. # 10173246

Norwalk, CT

Dear

Thank you for your correspondence dated October 12, 2006, concerning your model year (MY) 2000 Saab 9-5 vehicles. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on October 25, 2006. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

Since the defective unit has been replaced and the replacement inspected and found to be the correct unit, the manufacturer has met their obligation concerning the corrective action of NHTSA Recall No. 05V-399000 (summary enclosed). Also enclosed for your information is General Motors of North America notification to NHTSA regarding this campaign. If you were charged for the corrective action and are requesting to be reimbursed for the charges, please follow the directions provided in the owners notification letter (copy enclosed). If you have any further questions concerning this matter, please contact Mr. Richard Willard, Consumer Safety Officer at 1-800-986-9678 ext. 6-5444.



NHTSA
People Saving People
www.nhtsa.dot.gov

DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

PLS. READ MY LETTER
RE-

NO!

IT WAS NOT RECALLED-

I HAD TO PAY FOR
IT WHEN I
BRAKE DOWN!

AND THEY REFUSED TO
THE REPLACEMENT!
I GAVE THEM THE OF
BACK. BUT THEY
REFUSED IT.

aa
4/11/07

You can contact our toll-free NHTSA Vehicle Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236). One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. A Monthly Defect Report is available on that site that provides a listing of current investigations. Enter "Monthly Defect Report" in the **NHTSA Search** capability to locate the reports. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety-related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in dark ink, appearing to read "Alberto A. Jimenez". The signature is fluid and cursive, with the first name "Alberto" and last name "Jimenez" clearly distinguishable.

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure