



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 ☐

77 APR 25 AM 7:44
30-MAR-2007

Reference No.
10186568

OWNER INFORMATION (Type or Print)

Name

Address

City

BRONX

State NY

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an owner's signature, please print the name or address to the vehicle manufacturer.
Signature of Owner Date 4/16/2007

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
YS3DD58H412

Make
SAAB

Model
9-3

Model Year
2001

Date Purchased
13-NOV-01

Dealer's Name and Telephone Number
BAYRIDGE SAAB 718-833-4700

City Saab 39-10
43289 LIC, NY 1104

Engine:
No: Cylinders 4

Fuel Type:
Gas

Original Owner
☒

Dealer's City
BROOKLYN
Queens
718-796-3500

State
NY

Zip Code
11209

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code
116200 ELECTRICAL SYSTEM:IGNITION:MODULE

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
26-MAR-2007

Failure Mileage
15949

Failure Speed
60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ 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), crash(es), and injury(ies).)

Crash:

Fire:

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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).

TL* - THE CONTACT OWNS A 2001 SAAB 93. THE CONTACT STATED THAT THERE WAS SAFETY RECALL ON THE IGNITION DISCHARGE MODULE. THE FIRST TIME HE TOOK THE VEHICLE TO THE DEALER TO HAVE THE SAFETY RECALL REPAIR WORK DONE WAS 04/17/2006. THE CONTACT DROVE BACK HOME AT 60 MPH FOR APPROXIMATELY 40 MILES, AND DURING THAT TIME AND FOR THE FIRST TIME, THE ENGINE LIGHT TURNED ON. THE CONTACT WENT BACK A SECOND TIME ON 05/11/2006 BECAUSE THE ENGINE LIGHT STAYED ON AND, THERE WERE GAS FUMES IN THE VEHICLE. THE CONTACT WENT BACK TO THE DEALER ON 06/08/2006 BECAUSE THERE WERE OVERWHELMING GAS FUMES IN THE VEHICLE. CURRENTLY THE ENGINE ON LIGHT STAYED ON CONSISTENTLY. THE CONTACT WAS TOLD THAT HE WOULD BE CHARGED FOR REPAIRS. THE FAILURE MILEAGE WAS 15,949 AND THE CURRENT MILEAGE WAS 17,900. *AK

Enclosed: cover letter with facts
Two letters from Saab
Three invoices from Queens dealer.

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.

by First Class mail.

Bronx, New York

Email:

(Best)Tel:

Sunday, April 15, 2007

The Administrator

National Highway Traffic Safety Administration

Re No 10186568

VIN: YS3DD58H412

Dear Sir /Madam:

I contacted your office on March 30th 2007, after I run out of options.

These are the facts:

Letter from Saab Automobile USA GMC dated October 28, 2005 related to Ignition Discharge Module problem. Copy enclosed.

Second letter from Saab Automobile USA GMC dated March 13, 2006 for the recall and to take the car for repair to a dealer. Copy enclosed.

Called Saab customer service as per their letter to suggest a convenient close dealer where I could take the car.

I made an appointment with CITY SAAB at 39-10 43rd Street Long Island City, NY 11104 Tel: 718 476 3500 x. 3535. Marc Rosenkilde service consultant set up my appointment for April 6, 2006. Invoice copy enclosed. After a lengthily wait of more that 3 hours, I was told that the car has been fixed.

I drove it and immediately I noticed that the engine light kept appearing on my dashboard from time to time. I called the dealer the following day, reported the occurrence to Marc. He said that perhaps the gas tank cap was loosely crewed, to check it. This didn't resolve the problem; beside I started smelling gas when I accessed the car after I entered it. Called the dealer and was given an appointment for May 11, 2006. Invoice copy enclosed. I also had an oil change. Even though the garage advertised an oil change special, I ended paying way above their displayed price. Was told by Marc that this time the recall has been fixed and not to worry.

The problem of the engine light became annoying, but most of all, the gas smell became excessive and dangerous. The gas station attendant just warned me that he couldn't fill any gas in my tank afraid that it could blow up any second. Called the dealer to report this and was given an appointment for June 6, 2006. Invoice enclosed. After waiting about an hour, I was told that I was lucky to have brought back the car. It had a serious problem. I had to come back in 3 days to pick it up since the dealer didn't have on hand the part.

I made several attempts to inform the dealer that the engine light kept on appearing on and off. Marc Rosenkilde no longer worked there. Jessica or Dominick, service manager not only wouldn't give me an early appointment but gave me the sell technique. The garage must charge me about a \$100. dollars to have my engine checked. Only if they discover that the recall is in fact the problem, I wouldn't be charged. I learned the hard

way that there is no trust here. I brought the car already THREE times for the recall problem. That would indicate that a guaranteed engine check is needed without charge at the onset. That would show the dealer's willingness to stand by the warranted recall without charge as per the Saab letter from March 13, 2006. Copy enclosed.

I couldn't succeed to convince the service manager Dominic or Jessica, who kept telling me that the manager gave her instructions to give me an appointment ONLY if I agree to pay for the engine check.

I contacted the Saab cars USA and related the facts to Judith on April 2, 2007 at 11 AM. Tel: 800 955 9007. She took notes and she called the dealer in Queens. It appeared to me from our exchange that the monetary gain for the dealer must be maintenance, that they would both deny me the free engine check up with is related without doubts to the recall, Judith also said that I must be charged.

Do I have to describe the inconveniences, the expenses to travel, my lost meager resources and my peculiar health?

The primary remedy is to set an appointment for me to bring back the car for a computer engine check up to rectify any problem. Never did I have the engine light on the dashboard before this recall.

Await your reply.

Sincerely,

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

Enclosures.



SAAB CARS USA, INC.

[Handwritten signature]

Judith 11. Am 4/2/07

Fx 770 2796586

[Handwritten signature]

[Handwritten signature]

*****AUTO**MIXED AADC 481
05087/15021 110834-1 - 12039492

150/1/48504

October 28, 2005

Bronx, NY



[Handwritten signature]
[Handwritten signature]

Dear [REDACTED],

Part of our commitment to you as a member of the Saab family is giving you important information whenever a specific concern or problem may affect your vehicle.

Recently you may have read or heard that Saab will be announcing a safety recall involving certain 2000-2002 model year Saab 9-3 and 9-5 vehicles. The purpose of this letter is to explain what this recall is about and our plans to fix your vehicle.

On some of these vehicles, the Ignition Discharge Module (IDM), which is a central part of the ignition system, may fail due to an electrical overload. If this IDM failure occurs on a 4-cylinder engine, the engine will stall and will not restart.

The IDM design and manufacturing process have been improved. We are working with our suppliers to obtain adequate part supplies in order to launch a recall to correct this condition as quickly as possible. The recall will instruct your Saab dealer to inspect and, if necessary, replace the IDM free of charge. Based on anticipated part supply schedules, you should receive a recall letter in March 2006.

However, in the unlikely event that you experience this condition prior to the recall launch, please contact your Saab dealer for assistance. If the Ignition Discharge Module electrical overload is determined to be the cause of the condition, your Saab dealer will repair your vehicle with new service parts free of charge. Should your vehicle be repaired with these new service parts after receiving this preliminary letter, you will not have to return to service at the time of the recall.

If you have previously paid for repairs for this condition, please keep your receipts. You may be eligible for reimbursement of those expenses. The recall letter will provide reimbursement instructions.

If you have any questions or need any assistance, please call the Saab Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday. They can be reached at 1-800-955-9007.

We understand the concern this situation may cause and the need to correct it as quickly as we can. We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Saab Automobile AB
General Motors Corporation



SAAB CARS USA, INC.

March 13, 2006

*****AUTO**5-DIGIT 10463
15021 401276-1 - 12039492

217/4/46891

[REDACTED]
Bronx, NY [REDACTED]

|||||

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, which relates to motor vehicle safety, exists in certain 2000-02 Saab 9-3/9-5 model vehicles with 4-cylinder engines and 2001 Saab 9-5 model vehicles with 6-cylinder engines. The ignition discharge module (IDM) may break down due to an electrical overload. This condition may occur during a start attempt, resulting in the engine not starting. In rare cases this condition may occur during driving.

Our records indicate that you are the current owner of a vehicle that is affected by this recall.

At your earliest convenience, please make an appointment with your authorized Saab dealer to have the ignition discharge module checked and, if necessary, replaced.

The work will take less than an hour and is, of course, free of charge for you.

If, after contacting your Saab dealer, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1.888.327.4236.

If you have sold your car, if it has been stolen or subjected to a total insurance loss, we would appreciate you notifying us about this by completing the detachable card and mailing it back in the return envelope.

If you have experienced this condition and have paid for related repairs, please complete the enclosed reimbursement form and submit all receipts to Saab Customer Assistance Center, 4405-A International Blvd., Norcross, GA 30093, Attention: IDM Recall.

Saab Automobile AB appreciates your cooperation and understanding regarding this recall and we will do our best, along with your dealer, to minimize the inconvenience. We have, however, taken this action in the interest of your continued safety and satisfaction with our products.

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

Yours faithfully,

Saab Automobile USA

Enclosure
15021/05087

15021

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).