



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

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

April 12, 2007

[REDACTED]
[REDACTED]
Argyle, TX [REDACTED]

NVS-216 mec
Ref. No. # 10186842

Dear [REDACTED]

Thank you for your correspondence dated March 4, 2006, concerning a reimbursement problem you encountered with your model year (MY) 2004 Saab 9-3 vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on March 19, 2006. We regret any inconvenience our delay in responding may have caused you.

NHTSA's authorizing statute requires manufacturers to reimburse owners for costs associated with a safety recall. The statute does not authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect (e.g., lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.). However, federal regulations do require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. Owners who also feel that their claim was wrongfully denied should pursue the matter with the manufacturer.

We sympathize with you concerning the reimbursement problem you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Texas Office of the Attorney General regarding your request

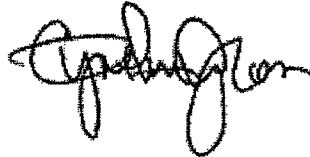


VEHICLE SAFETY HOTLINE
888-327-4236

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

The report you provided concerning the manufacturer's failure to reimburse your repair costs in accordance with the instructions detailed in the safety recall is an important source of information. We have provided a copy of your report to ODI's Recall Management Division's Consumer Safety Officer, Mr. Richard Willard. For further information, please contact Mr. Willard at 1-800-986-9678, ext. 66544.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cynthia Glass', written in a cursive style.

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement