

CL-10186842-6883

NK5700

Diane Newell

Argyle, Texas

March 4, 2007

Administrator, National Highway
Traffic Safety Administration
400 Seventh Street
SW, Washington, DC 210590

Dear Sir or Madam:

I am writing this letter because I am not satisfied with the remedy that the SAAB Dealer provided regarding a situation with the SAAB Automobile AB defect that relates to motor vehicle safety, existing in certain 2003, 2004, and 2005 model year SAAB 9-3 vehicles. The brake booster vacuum pipe check valve can fail prematurely, especially in warmer climate areas. If this were to occur, it could result in reduced or loss of brake assist. This reduction or loss of brake assist would require greater brake pedal force and a longer distance to stop the vehicle. If stopping distance is limited, a vehicle crash could occur.

Well, the brakes on our SAAB (see attachment 1 for VIN No. claim for reimbursement from SAAB) failed completely and were not working, with the exception of extreme hard pressure. We were very hesitant to drive because the brakes were so bad so we took it to the closest local Goodyear Shop for repair (10-15 min away from our home where the car was located) versus trying to drive a car without brakes to the nearest SAAB Dealership (40-50 min away from our home where the car was located). It was too dangerous to drive to the Dealership because the brakes were so bad.

My husband drove the car on December 1, 2006 to the closest Goodyear Shop to have the brakes fixed because they were in such bad shape as mentioned previously. Goodyear informed us that SAAB had recalled the part needed to fix the brakes. We had not received any notification from SAAB that this part was being recalled or we certainly would have had it fixed before the car became too dangerous to drive. The total cost we spent at Goodyear to fix the part was \$147.98.

\$107.98 OPBR Vacuum Line

40.0 066100 Install Vacuum Line

\$147.98 Total Cost Paid for Repair of Recalled Part (See Attachment 2 for Receipts)

We filed the paperwork with SAAB as required to request reimbursement for our out-of-pocket expense (see Attachments for SAAB requirements and what we filed with SAAB). SAAB only reimbursed us \$46.00 (See Attachment 3 for a copy of the SAAB Check) which does not come close to our out-of-pocket expense. SAAB called my husband and said the check was to cover the recalled part. Well it does not cover the recalled part cost that we had to expend to fix a very dangerous situation. SAAB is encouraging SAAB owners to drive cars that are dangerous to the SAAB Dealership when they have no working brakes. SAAB should be ashamed. We did what we thought was in the best interest for the safety of the public and our family. We took the car to the nearest shop we could so we would not endanger the Public or our family and SAAB is penalizing us and not reimbursing for our total out-of-pocket expense.

Sincerely Disappointed Wife of a SAAB Owner,

Attachments

mc
3/19/07
cc

[REDACTED]
Argyle, Texas [REDACTED]

March 4, 2007

TO THE President
SAAB Customer Assistance Center
4005A International BLVD
Norcross, GA 30090

Dear Sir or Madam:

It is with great regret that I have to write this letter. SAAB should be ashamed!

See attached for letter sent to Administrator, National Highway and earlier request for Reimbursement that was sent to SAAB and handled very poorly.

SAAB should be ASHAMED for the way they have handled this situation. I must ask SAAB, would they rather my husband drive a car with no brakes and risk his life and the life of someone out in the Public and drive a car where the brake are failing to the SAAB Dealership (40-50 min away) or would they have him do what is right and drive to the nearest place to have them repaired? SAAB should be ashamed. I will not hesitate to tell anyone I meet how SAAB has handled this very dangerous situation. The brakes on my husband's car were failing and we had to have them repaired by the closest place. SAAB never notified us of the recall.

SAAB SHOULD BE ASHAMED. SAAB IS PROMOTING SAAB OWNERS TO DRIVE VEHICLES WITH FAILING BRAKES TO THE DEALERSHIP IF THEY ARE TO GET 100% REIMBURSED. THAT IS SHAMEFUL. WE DID WHAT WAS IN THE BEST INTEREST OF OUR FAMILY'S AND THE PUBLIC SAFETY AND SAAB LET US DOWN BY NOT REIMBURSING FOR THE TOTAL OUT OF POCKET EXPENSE WE INCURRED FOR A PROBLEM THAT WAS CREATED BY SAAB AND WAS NO FAULT OF OUR OWN OTHER THAT WE CHOSE TO BE A SAAB OWNER. THIS HAS REALLY MADE US RE-THINK EVER BUYING ANOTHER SAAB.

Sincerely Disappointed Wife of a SAAB Owner,

[REDACTED]
Attachments

SAAB

Customer Reimbursement Claim Form
Required Documentation

1. The name and address of the person who paid for the repair –

██████████
██████████
Argyle Texas, ██████████

2. The Vehicle Identification Number (VIN) of the vehicle that was repaired

XS3FB 498X 4/
5

3. What problem occurred, what repair was done, when it was done, and who did it?

The brakes worked only with extreme hard pressure put on them, thus making the car extremely dangerous to drive. We were very hesitant to drive because the brakes were so bad so we took it to the closest local Goodyear Shop for repair. It was too risky to try to drive the car to the SAAB Dealership that is many miles from our home.

On December 1, 2006 a Goodyear Shop fixed the brakes and advised us that SAAB had recalled the part needed to fix the brakes. We did not know the brake part was being recalled until Goodyear informed us. The Address for the shop that fixed the brakes and other problems on the car follows:

Goodyear
TAS of Denton #1
521 West University Drive
Denton, Texas 76201

4. Total Cost for the Brake Repair being claimed –

\$107.98 OPBR Vacuum Line
40.0 066100 Install Vacuum Line
\$147.98 TOTAL COST being claimed.

5. Payment for the repair in question and the date of payment

Payment was made by Credit Card on 12-1-2006, Receipt is enclosed.

Attachment 1

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).