

CL-10213895-8208

MEMORANDUM TO CC RECEIPIENTS OF SAAB LETTER

2007 DEC 28 AM 9: 28

To: National Transportation & Safety Board
National Highway Traffic Safety Ad.-Office of Defects Investigations
Maryland Attorney General-Consumer Protection
Virginia Office of Attorney General-Consumer Affairs
AARP-Legal Network Division #309258681
SAAB Auto-USA, Detroit

From: Consumer [REDACTED]

Date: December 11, 2007

Re: Senior, Disabled Consumer Rights, Protection and Safety from **Fraudulent, Lemon Purchase**

Counselor/Advisor,

Enclosed are a copy of my revised letter and other documentation of my grave and desperate concern(s) that my certified pre-owned Saab was fraudulently (intentional) perpetuated upon me. Knowledge of engine, fuel pump and brake defects were **known** and placed back on the market.

Please note on the summary history repairs (pg. 2) that engine and brake repairs and or replacements were attempted on 11/06/03, prior to my purchase on 11/29/03. Also note that another fuel pump was reportedly replaced in the spring of 2003, per verbal report. Again prior to my purchase!

Please advise. I'm expecting resolution of replacement or preferably a compensation of the balance due (about 5k) to purchase a safer, reliable, and cheaper to keep Toyota. Isn't this an equitable resolution? I am a 64 yr old, single Speech/Language Pathologist managing clinical depression with medications, expected to enroll in a lateral career change and training 12/15/07, with hopes of earning a lucrative salary to save, invest and live on beyond my retirement.

As indicated in the letter I am afraid to drive the car and will be home awaiting your response. Phone number [REDACTED]; [REDACTED].
(internet not consistently available)

Thank you so much

[REDACTED]

ET
12/28/07
LSB

[REDACTED]
Fort Washington, Md
[REDACTED]

November 19, 2007

Revision: December 10, 2007

11/27-Email message
11/28-Email attach.
12/3-Certified letter-a
12/3-Engine diag.pm
12/6-Call to Saab
12/6-Call T. Whalen
12/11-Faxes I Mots.

SAAB-USA
4405-A International Blvd.
Norcross, Ga. 30093

Attention Regional Manager
Eric Wolfe(?)

Dear Mr. Wolfe

Re: 2001 Saab 9-5 – YS3EF48Z913 [REDACTED]

Please be advised that I have been a Saab enthusiast and owner from 1985 to date. Saab's had been reliable, sturdy and performed above my expectations. This purchase was made November 29, 2003 with mileage at 23k. My 1999 9-3 had to be sold because it was not as easily accessible to enter for my 90 yr old father.

After taking care of Dad for 10 yrs, he passed at the age of 97 and I was so looking forward to moving forward to returning to work, begin a new career and live to 98 with a reliable and dependable vehicle. Since retiring on disability in 2000 my plans were to get another reliable Saab and cruise into 98 with at least no more car payments or major maintenance costs .

From 2003 to date I've had early problems beginning, I believe, after my 2k mileage added. Other than the routine maintenance, minor and major, this Saab has presented consistent and regular issues with engine cutting off while driving and fuel pump replacements. The fuel pump was replaced in September 2003 and again November 16, 2007. In my history with Saab's I've **never** had to replace any engine or fuel parts. One of my Saab's gave me no issues until over 250K. That was replacement of a starter. I sold that car, after the replacement of new starter and that car continued to operate and function even years after I sold it.

Having pulled up this model's recall history, it's **apparent** that both the engine and fuel issues have been **acknowledged by the manufacturer**. Since my maintenance records are not before me at this time. I know there has been another major issue regarding the engine that was, fortunately, covered under my warranty, last year. I was informed that repair and parts costs well exceeded the cost of my extended warranty. (several thousands of dollars) . There had been **more than one repair on each part**. This is, indeed, consistent with the lemon law, particularly, when one repair creates another. The time frame between each causes questionable material and or manufacturing defects.

Please review my repair and maintenance records with your experts. Will include upon your requests though available through International Motors of Springfield, Va(703) 440-6890.

I'm a Speech-Language Pathologist expecting to contract therapy and evaluation services for some of our returning traumatic brain injured veteran's. I'm also beginning another career doing captioning services for the deaf and hard of hearing populations. This also involves commuting between assignments with the purposes of offering each of these populations an opportunity to restore and/or to open hearing communication into written text.

Please have the **regional manager** contact me within the next week. I'm sure we can work this out. I am now a 62 yr old single young lady without the support or luxury of a 2-car household. Just hoping to continue working for my total retirement in the manner and style I've become accustomed to...independently and in reasonably good health. Thank you for your fair and equitable response

11/26/07

Since my most recent repair on Wednesday (11/15/07), I went to church yesterday and the engine light remains illuminated. Thank God, the car brought me to and from church without stopping on me and running hot. I called Rex Rooker(service mgr) and he instructed me to tighten my gas cap and the light should go off in a few days. International Motors of Springfield, Va. has *always done excellent repairs and maintenance*. I Motors of Falls Church replaced my brakes prior to these recent continuous defects. I questioned their replacement since the invoice only indicated a single brake part v.s a pair. . That service was performed 8/31/07 based on my complaint of hearing **a loud roaring noise from the left rear upon braking**.

Revision 12/5/07

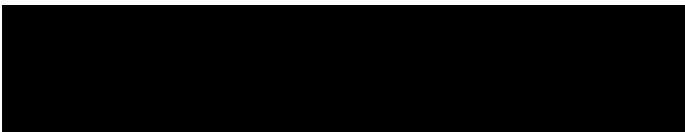
Since my engine light did not go off after suggestion, I went to I.Motors(Springfield) to find the diagnostic outcome, again indicated **,yet another engine problem on 12/4!** This issue resulted in codes P0101 and P0300 which resulted in another test revealing Brake Booster Fault which Rex said a leak requires **replacement of Brake Booster at estimated costs of [REDACTED]** Now, as Rex predicted, my gas mileage is severely **Reduced. This should not be!** When questioned further he said my brakes are not

effected.

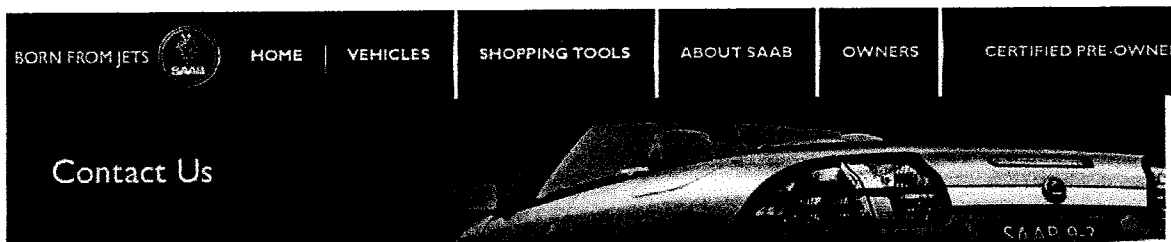
NOW **less than a week of the latest diagnosis**, the roaring noise from the left rear of my car **has returned upon applying the brakes**. This is a grave and urgent concern for **my safety and emotional health** as I continuously worry that this car was *fraudulently* placed **back** on the market and *the fraud* perpetuated upon me. The first week of driving this car I told Kevin Johnson(former employee) the “car doesn’t quite feel right”. He asked me to bring it back into International Motors of Fall Church, Va. I had assumed it was an adjustment **I** had to make from driving the 5 speed to the automatic. Please note, I do not hold Kevin or International Motors of Springfield, Va .responsible for what has become repeated traumatic experiences. Now I am afraid I have become **house-bound**, even though I’ve cautiously limited my driving to 2 trips since 12/04/07

Please forward this letter to the regional manager. I expect a resolution *expeditiously*. Not only is my safety at risk but the continued health of our veterans and continued education of our deaf will also suffer if we can’t get to them and provide them the services they so desperately need.

Sincerely,



cc: National Transportation & Safety Board
National Highway Traffic Safety Ad..-Office of Defects Investigations
International Motors-Falls Church, Va.
International Motors-Springfield, Va.
Md. Attorney General-Consumer Protection
Va. Office of Attorney General-Consumer Affairs
AARP-legal network division



E-mail Saab Form

Step one: How can we help you?

I am considering a new vehicle purchase and:

- I would like to know what incentives are currently available
- I would like to request vehicle information
- I am interested in an alternative fuel vehicle, fuel economy, etc
- I have a product question
- I have a promotion or incentive question

I have a question on a specific Saab vehicle that I currently own and:

- I would like to make a product suggestion
- I would like to report a problem that I am experiencing
- I have a question on my current vehicle

I have a question or comment not related to the other categories:

- I have experienced difficulties with your website
- I have a comment about your advertisements
- Other question or comment

Step two: Tell us about yourself:

* = required fields

First Name *
Joanne

Last Name *
Barnes

Address *
7528 Blanford Drive
Fort Washington,

City & State *
Md.

Zip code *
20744-3318

E-mail *

May we contact you via phone? (It may be necessary based on the nature of your concern.)
 Yes No

Phone
301 248 4716

Message
Sending a letter of problems experienced and resolution sought. Need to contact regional manager to expedite this process. Currently on public computer. Will send e-mail address from my home computer. Re: Engine and fuel pump

RESET SEND

Contact Information



Saab Customer Assistance Center:
Saab Automobile USA
PO BOX 33166
Detroit, MI 48232-5166
Phone: 800-955-9007

Saab Product Information
For information regarding Saab products, current incentives or promotions, please contact us at: 1-800-SAAB USA (1-800-722-2872)

Our hours of operation are: 8:00am -11:00pm, Eastern Time, 7 days a week.

Roadside Assistance
The Saab Roadside Assistance Center is open 24 hours a day, 7 days a week for assistance.

You may contact us at: 1-800-852-9001

Customer Assistance
To contact the Customer Assistance Center on topics related to vehicle or dealer concerns, product information, and other ownership issues please use the e-mail form above or contact us at: 1-800-955-9007

The Customer Assistance Center is open 24 hours a day, 7 days a week.

DEALER LOCATOR

Enter Zip Code



12/04/2007

SUMMARY HISTORY DISPLAY

3651

12:53:38

PAGE 1

CUSTOMER NAME [REDACTED]

SERIAL NO. YS3EF48Z [REDACTED]

TOTAL R/O'S 17

TOTAL SERV. DAYS 8

MAKE SA SAAB

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	11992	11/15/2007	80527	A	7461			
				T	SP00	1	C 09SAZ	FUEL SYSTEM
				T			278	
				T			311	
2	11238	10/25/2007	79709	A	7461			
				T	SP00	1	W 62SAZ-018	FUEL CONN RECALL
				T			278	
				T			311	
3	9133	08/31/2007	77172	A	183			
				T	GT00	1	C 40SAZ07	BRAKE NOISE
				T			324	
				T			315	
				T			114	
				T	GT00	2	C 01SAZ	OIL & FILTER CHA
4	4997	06/05/2007	73450	A	274			
				T	SP00	1	C 01SAZ070	70000 MILE SERVI
				T			278	
				T			311	
				T	SP00	2	C 51SAZ05	HEADLIGHTS
				T			278	
				T			311	
				T	SP00	3	C 51SAZ	BODY ELECTRICAL
5	52767	01/24/2007	64679	A	274			
				T	SP00	1	W 12SAZ	ENGINE MAJOR
				T			278	
				T			311	
				T	SP00	2	C 01SAZ	OIL & FILTER CHA
				T			278	
				T			311	
				T	SP00	3	C 51SAZ05	HEADLIGHTS
				T			278	
				T			311	
6	51762	09/01/2006	61209	A	274			
				T	SP00	1	C 50SAZ	ENGINE ELECTRIC
				T			123	
				T			278	
				T			311	
				T	SP00	2	C 50SAZ07	BATTERY
				T			123	
				T			278	
				T			311	
7	51213	06/29/2006	59197	A	274			
				T	SP00	1	W 10SAZ06	CHECK ENGINE LIG
				T			123	
				T			278	
				T			311	
				T	SP00	2	W 51SAZ	BODY ELECTRICAL
				T			123	
				T			278	
				T			311	

04/2007

SUMMARY HISTORY DISPLAY

3651

2:53:38

PAGE 2

CUSTOMER NAME [REDACTED] SERIAL NO. YS3EF48 [REDACTED]
 TOTAL R/O'S 17 TOTAL SERV. DAYS 8 MAKE SA SAAB

N#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
8	51004	06/05/2006	58211	A			274	
				T	SP00	1 C	01SAZ	OIL & FILTER CHA
				T			123	
				T			278	
				T			311	
9	4327C	01/03/2006	51749	A			274	
				T	311	1 W	10SAZ	DRIVEABILITY
				T			274	
				T			278	
				T	311	2 W	10SAZ	DRIVEABILITY
				T			274	
				T			278	
10	3910C	10/31/2005	49383	A			274	
				T	311	1 C	01SAZ	OIL & FILTER CHA
				T			274	
				T			278	
				T	311	2 W	51SAZ	BODY ELECTRICAL
				T			274	
				T			278	
11	3829C	10/19/2005	49381	A			274	
				T	311	1 W	50SAZ	ENGINE ELECTRICA
				T			274	
				T			278	
12	3660C	09/28/2005	48742	A			274	
				T	311	1 W	10SAZ	DRIVEABILITY
				T			274	
				T			278	
				T	311	2 C	40SAZ	BRAKES
				T			274	
				T			278	
13	2065C	03/16/2005	40988	A			274	
				T	311	1 C	01SAZ	OIL & FILTER CHA
				T			274	
				T			278	
				T	311	2 W	51SAZ	BODY ELECTRICAL
				T			274	
				T			278	
14	528C	08/10/2004	34428	A			274	
				T	274	1 C	01SAZ	OIL & FILTER CHA
				T	274	2 C	51SAZ	BODY ELECTRICAL
15	108856C	03/05/2004	27877	A			274	
				T	278	1 W	12SAZ	ENGINE MAJOR
16	103174C	11/06/2003	23637	A			324	
				T	249	1 I	80SAZ	PRE PURCHASE INS
				T	249	2 I	61SAZ	EXTERIOR TRIM
				T	249	3 W	11SAZ04	FLUID LEAK-ENGIN*
				T	249	4 I	40SAZ	BRAKES
				T	249	5 I	61SAZ	EXTERIOR TRIM
				T	324	6 I	03SAZ03	EMISSION/SMOG IN
17	102227C	10/20/2003	23620	A			147	

JE BAENES purchased & certified 11/29/03

Also note that another fuel pump was replaced in spring of 2003 (customer reported) AGAIN per to my purchase

under previous owner's name

12/04/2007

SUMMARY HISTORY DISPLAY

3651

12:53:38

PAGE 3

CUSTOMER NAME [REDACTED] SERIAL NO. YS3EF48 [REDACTED]
TOTAL R/O'S 17 TOTAL SERV. DAYS 8 MAKE SA SAAB

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	323	1	W 00SAZ	NON DISPATCHING
				T	323	2	W 00SAZ	NON DISPATCHING
				T	323	3	W 52SAZ	TRIM ELECTRICAL
				T	323	4	W 50SAZ	ENGINE ELECTRICA

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).