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2008 JAN -3 AM 8:42

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December 16, 2007

GM Processing Center
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Dear GM, SAAB and National Highway Traffic Safety Administration Staff:

Listed below are a number of serious problems with my 2006 SAAB 9-5. Below is a detailed summary of some of the serious problems and some examples of a few minor problems. I hope you will respond to this and provide me with a SAAB that is safe and functional.

SAAB 9-5 2006 Problems

My SAAB 9-5 2006 that I leased has had more problems than all the 8 SAABs that I and my family have owned. It has been a danger to use this car because of safety problems.

Throttle broke while driving (Nov. 2006)

While driving on a main highway, a sudden noise and a small amount of smoke filled the car. At the same time and emergency light signal opened. I open the windows of the car and brought it to a halt along the shoulder of the highway US I287. The signal stated that I should not use the car. However, since I was on the shoulder late at night, I called the SAAB service number where the assistants told me to drive slowly, then bring the car to the SAAB service center as soon as possible. Because the SAAB service center told me to drive slowly, I exited the main highway and drove home through side roads that would not have cars driving fast. It took me over two hours to reach home, a drive that usually takes about one hour.

I brought the SAAB to the dealership the next morning. I was told the problem was a broken Throttle. The throttle was fixed in about three days since the dealer could not obtain the proper throttle for about two days.

The service group informed me that a Throttle problem is rare.

Car Suddenly Stopped while Driving on Highway I287 in New Jersey on August 31, 2007

When I left my office, the gauge indicated 101 miles fo fuel left. I therefore I began to drive home, that was a 45 mile trip. When I drove about 35 miles, I noticed that the fuel gauge indicated 26 miles were left. This was not the first time that the gauge changed precipitously. Nevertheless, since I would get off the highway in about five minutes, I continued on North US I287.

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Driving North on I287, I turned onto East US I80 on the exit ramp. As soon as I turned onto the exit ramp to East US I80, the car suddenly slowed down and the battery gauge lit. There was no shoulder on the ramp and cars were speeding behind me. Although I put my emergency flasher on, cars behind me might not be able to see me as the exit ramp curved; I also moved as close to the right of the ramp to provide as much room as possible for a car to pass. While my car was continuing to slow down, I pressed on the accelerator several times, but there was no acceleration. There was a fork on the ramp to another exit, so I moved the car to the right where it was still slowing down and it stopped on the end of the short exit ramp. I hoped no car would smash into me while the emergency flasher was on. When the car stopped, I tried to start the car, but to no avail. After about 3 minutes while the car was stopped, I pressed on the accelerator a few times and tried to start the car. It started and I was able to move forward. I drove onto Route 46 that was at the end of the ramp and stopped at the first gas station about three miles away believing I was out of fuel. Although I thought that I was out of gas, the car was moving smoothly as if nothing happened. When I filled the tank, it would only add 16.8 gallons so that it was evident that over 1.7 gallons was in the car when it stopped. After the gas tank was filled, it seemed to move smoothly. I called the SAAB service in the morning (a Saturday) and was told to come in on Tuesday since they would only be open to 12 on Saturday and Monday was a holiday. It was a freighting experience and a potentially serious dangerous event.

This is the fourth SAABs I have had and my son also has had four SAABs. This is the only one with problems. I am worried that this is a faulty car. The SAAB Service Center group told me they could not find anything wrong.

As the Throttle problem is rare, this also was a rare and dangerous event.

Other relatively minor problems that the SAAB Service Center could not fix

The radio cannot be clicked to some numbers until another number is clicked first. The SAAB Service Center could find no problems.

The grill for the radio on the front right of the car popped up the first day I received the SAAB. The service people popped it back down and said all was well. By the time I got home (15 miles away), it had already popped out. They next day, the service people put it in again. It popped out the same day. When I had the car serviced a few months later, they said they would obtain a new grill. A few weeks later they obtained a new grill that they installed. This one lasted for one week before it popped out. When I called them, they said they could not fix it. They stated that there was something else wrong, but they would need to carry out some long term changes in the car to fix this and it would take quite a while. I did not bother to have that fixed.

The heat in the car goes on in the summer quite often. In the winter, a cold flow often starts and cools the car. The SAAB Service Center could not find anything wrong so it just continues to be cold or warm at the wrong times.

Summary

My 2006 SAAB 9-5 is the worst car I have ever had. My previous SAABs were all excellent. I am concerned that some of the problems have never been fixed and I feel that the car has serious and potentially dangerous flaws. This SAAB was one of the first new 2006 SAAB 9-5's produced. You should not be waiting until hundreds of others have serious damages before you fix the 2006 SAAB 9-5. The problems I

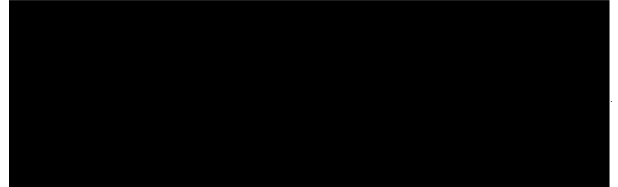
encountered are potentially lethal.

I am also concerned, that when I return the 2006 SAAB 9-5, I will be asked to fix these problem and asked to pay for them.

It would be my wish that I get a new 2006 SAAB 9-5 (or 2007 SAAB 9-5) to replace this horrible 2006 SAAB 9-5. After my current experience, my son no longer has a SAAB after he saw what I was going through; he tested my 2006 SAAB 9-5 and decided he did not want a new 2006 SAAB 9-5.

I still like the SAAB systems, however, my current 2006 SAAB 9-5 is flawed in many ways.

Sincerely yours,



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