



STATE OF CONNECTICUT

DEPARTMENT OF CONSUMER PROTECTION

February 29, 2008

2008 MAR 10 AM 8:29

COPY

CL-10220651-7305

[REDACTED]
FAIRFIELD, CT [REDACTED]

File #

Re: GENERAL MOTORS

Dear [REDACTED]:

I wish to acknowledge receipt of your correspondence concerning the above referenced company and to thank you for thinking of this office in connection with this matter. However, the nature of your complaint appears to fall under the jurisdiction of:

**National Highway Traffic Safety Administration
Office of Public Affairs and Consumer Services
400 Seventh Street, S.W.
Washington, DC 20590
(800) 424-9393**

Please send your complaint directly to that agency and contact them if you have any questions or concerns regarding your complaint.

Sincerely,

Sonia Stewart

Sonia Stewart
Consumer Information Representative
Trade Practices Division

CC: Ref.
File

ET
03/10/08
KB



CONSUMER STATEMENT
STATE OF CONNECTICUT
DEPARTMENT OF CONSUMER PROTECTION
 165 Capitol Avenue Hartford CT 06106
 E-Mail: trade.practices@ct.gov
 Fax No. (860) 713-7239

1. Complete this form. Type or print CLEARLY.
2. Return form to Agency at address shown above.

For Official Use Only

YOUR NAME [REDACTED]		HOME PHONE (Include Area Code) [REDACTED]		BUSINESS PHONE (Include Area Code) [REDACTED]		ARE YOU 65 OR OLDER? ☐ YES ☒ NO	
STREET ADDRESS [REDACTED]		CITY Fairfield		STATE Ct.	ZIP CODE [REDACTED]	E-MAIL [REDACTED]	
PARTY/COMPANY COMPLAINED AGAINST General Motor		PERSON DEALT WITH / TELEPHONE NUMBER (Include Area Code) Danna Parker / 313-667-7153				POSITION Customer Service	
STREET ADDRESS [REDACTED]		CITY Detroit		STATE MI	ZIP CODE [REDACTED]	E-MAIL [REDACTED]	
INFORMATION WAS A CONTRACT INVOLVED ☐ YES ☐ NO		IF "YES", ENTER DATE		TYPE OF CONTRACT: ☐ ORAL ☐ WRITTEN		PRODUCT OR SERVICE INVOLVED 2001 SAAB 9-3	
DATE PURCHASED August 2007		COST \$ 10,000.00		HOW PAID (CIRCLE ONE) ☒ CASH ☐ CREDIT CARD ☐ INSTALLMENT CONTRACT ☐ LAW-AWAY			
WAS THE PRODUCT OR SERVICE ADVERTISED ☒ YES ☐ NO		HOW? Internet		DATE & PLACE OF AD (PLEASE ATTACH COPY IF POSSIBLE)			
HAVE YOU CONTACTED THE COMPANY REGARDING YOUR COMPLAINT? ☒ YES ☐ NO		IF "YES" ENTER DATE Every day		PERSON CONTACTED Robert Paradis Danna Parker		POSITION Customer Service	
HAVE YOU HIRED AN ATTORNEY ☐ YES ☒ NO		IF "YES", NAME		IS COURT ACTION PENDING? ☐ YES ☒ NO		IF "YES", IN WHAT COURT?	

NOTE: For Home Improvement and New Home Contractor complaints, we request a copy of your contract and copies of the back and front of the cancelled checks. Otherwise, **DO NOT** send any other paperwork or documentation with your complaint at this time. If further documentation is needed you will be notified. We will not be able to return or forward any material sent to this department. Please provide a detailed statement regarding the facts of your complaint below. We encourage consumers to try and resolve their issues with the company involved. More information can be obtained from our website: www.ct.gov/dcp. You may also find information on the Small Claims Court and Superior Court process at www.jud.state.ct.us.

This complaint is against General Motors Corporation.
 Purchased a used 2001 Saab 9-3 from Greenlight
 Auto in August 2007 (Greenlight Auto is in Seymour Ct)
 Price paid was \$10,000.00. Mileage was 59300.
 My son drove to car to College in Ohio.
 On the way home for holiday (12-19/2007) while driving
 on the highway the ~~engine~~ oil light went on.
 The car was maneuvered to the shoulder.
 The car would not restart.
 The car was towed to Andy's Auto body in Mansfield Ohio.
 I looked on the internet for "Saab" "oil light" and
 found hundreds of articles about about oil sludge for
 this make & model.
 I found Saab had an extended 8 year warranty for my vehicle →

SIGNATURE

DATE

Attach as many additional pages as needed to complete your statement.

Note: All complaints are public information. By submitting this complaint, you give the Department of Consumer Protection your permission to release a copy of this Consumer Statement.

I have a copy of the warranty.
I called the number on the contract.
I was told only a Saab dealership could diagnose sludge.
I had the car towed from Andys Auto body to the
nearest Saab dealer. (\$250.00 - my expense)

The dealer diagnosed the car needs a new engine & there
is sludge in the oil pan.

Saab has denied my claim stating the car was
driven after the oil light went on.

This is a lie.

There were 2 other passengers in the vehicle who will
verify that the oil light came on & they pulled over as
safely as possible as soon as possible.

They say no more than 1 minute

~~US Consumer Affairs~~
~~1-800-870-7060~~
~~PM 203-347-0646~~

→ Saab denies my claim.

I think this is a breach of warranty under
Connecticut statutes.

Can you help?

Thank-you

(cell phone: [REDACTED])

My Cox number is: [REDACTED]
(mileage when the engine seized: 61300)

SAAB WARRANTY INFORMATION

JANUARY 05

REF NO. 0250

Confidential

Subject: Additional Five Year Special Support Policy for Oil Sludge and Chain Wear Related Repairs on Fam III Engines (B205/B235)

Vehicles affected:

9-5 MY98 - MY03 with Fam III-engine (B205, B235)
9-3 MY00 - MY03 with Fam III-engine (B205, B235)
9-3 MY99 - Viggen

Background:

The five year special policy extension relates to concerns in a limited number of engines in older Saab 9-5 and 9-3 models that, under a rare combination of certain weather and driving conditions, may be subject to a build-up of 'oil sludge', where the engine oil has prematurely decomposed.

Action

With immediate effect Saab Automobile AB has introduced an additional five year special support policy to cover repairs due to oil sludge / chain wear on Fam III engines. This covers mechanical failures of base engine components (see object codes below), with unlimited mileage from the vehicle's original warranty start date. Customers are recommended to follow the stipulated service intervals and use fully synthetic oil and, if needed, increase the service frequency according to the driving conditions (refer to owner's manual). This policy extension covers repairs if oil sludge / chain wear causes an engine malfunction, provided the owner can produce documentation of oil changes carried out by a certified professional technician according to the maintenance schedule for the vehicle. It does not affect and is in addition to any other applicable warranty covering the vehicle. This extended policy does not cover normal wear and tear or engine damage due to improper / lack of maintenance.

Customer notification:

No individual customer information will be distributed related to this subject. Please observe, this is not a Recall but an extended policy initiative to assist Saab customers who may have the concern.

Dealer notification:

The dealer may want to remind owners to maintain their vehicles as described in the Owner's Manual and to use fully synthetic oil.

Conditions:

Our recommendation to concerned customers is to contact a Saab Authorised Repairer for an appointment to check if there are any unusual noises in the engine. Saab Automobile will cover 100% of parts and labour costs of the following conditions.

Condition chain wear:

Rattling noise from the cam/balancer shaft transmission or the cam chain tensioner has adjusted by more than 15mm.

The following engine components may be involved

Transmission Chain	(21523)
Chain tensioner	(21522)
Chain guide	(21524)
Balancing shaft chain	(21811)
Chain tensioner	(21812)
Chain guide	(21813)

Condition oil sludge:

Low engine sound (metallic "clank") that follows the engine speed (not to be confused with the above rattling chain noise) high pitched whining noise from oil filter by pass valve or flashing or illuminated oil pressure warning lamp.

The following engine components may be involved

Oil suction pipe	(22141)
Main bearing	(21632)
Crankshaft	(21671)
Connecting Rod Bearing	(21631)
Balancing shaft bearing	(21834)
Camshaft bearing Assy	(21112)

Guidelines:

Approval process:

Normal Warranty rules apply

Checklist for approval:

- Services must have been completed according to owner's manual (copy of service history). Vehicles exceeding the service interval by up to 3 months in time or 1500 miles (whichever occurs first) will be considered.
- Confirm that the reason for request is covered by either of the two conditions described above (oil sludge / chain wear).

Claim information:

Claims should be submitted using the following codes (Normal Warranty procedures apply)

Object Code: 190 52
Failure Code: 74
Location Code: 00
Remedy Code: 01

The warranty system will be updated to accommodate these codes and will accept claims from 6th February 2005



SAAB CARS USA, INC.

June 20, 2005

Dear

Saab Automobile AB will be providing special policy coverage for internally lubricated engine components for certain model year vehicles. Our records indicate that your vehicle is within the model and year range covered by this policy change. Saab has found that a limited number of vehicles have experienced engine component problems resulting from a condition known as "oil sludge." Although the percentage of owners who may experience a problem due to this condition is small, Saab is addressing the issue in order to provide our customers relief should an engine failure occur due to oil sludge.

This special policy covers internally lubricated engine components for defects in material or workmanship. The coverage period is for 8 years/unlimited mileage beginning on the date the vehicle was first retailed or put into service.

To qualify for this special policy coverage, oil and filter changes must have been completed at the recommended intervals, which are detailed in your Saab Warranty and Records Booklet and the Saab Owner's Manual, applicable to the model year of your vehicle (see Q&A for more details). If the oil and filter changes were completed by a service facility other than a Saab dealer, properly documented business receipts must be available and verifiable.

The primary cause of engine oil sludge is premature decomposition of the oil due to a number of factors or combination of factors. These factors include: short driving trips of 5 to 10 minutes when the engine does not warm up sufficiently, driving in stop-and-go traffic, driving in dusty conditions, towing trailers, using low-grade-specification oil not recommended by Saab, or oil changes not meeting the minimum requirements as recommended in the service schedule. When these factors or combination of factors occur, the engine oil thickens making it more difficult to provide adequate engine lubrication.

Should you experience abnormal noises from the engine and or the oil pressure warning light is illuminated, you should contact your authorized Saab dealer. Saab dealers will not inspect vehicles if either of the conditions noted above are not present. If you have not experienced a problem, there are some steps you can take to help ensure trouble-free operation. Saab recommends using a full synthetic oil and considering if your driving conditions require more frequent maintenance (please see the attached Q&A or your Owner's Manual). Additionally, we also recommend using genuine Saab parts, including oil and air filters.

We are enclosing with this letter several documents that we ask you to read carefully. They include a Q&A document, a customer service documentation form and a claim reimbursement form.

If you have experienced an engine oil sludge problem and have paid for a previous engine oil sludge repair, the claim and service documentation forms are to be completed and submitted to Saab prior to December 31, 2005. Please attach copies of all maintenance receipts including oil and filter changes and detailed repair receipts with the documentation form for the recommended scheduled intervals. If someone other than an authorized Saab dealership completed the engine work caused by oil sludge, and you qualify under this special policy, the amount of reimbursement will be limited to the amount that the repair would have cost Saab if completed by an authorized Saab dealer. If your vehicle will require repair due to oil sludge in the future, the service documentation form, along with oil, filter and maintenance receipts must be provided prior to any repairs being made. All repairs covered by this special policy will be made at an authorized Saab dealer.

Should you have any questions concerning this matter, we ask that you contact your local Saab authorized dealer or contact our Customer Assistance Center at 1-800-955-9007. Saab is making this commitment in extending to you this special policy coverage to ensure your continued confidence in our products. Saab stands behind its products and is focused on our traditional values of Safety and Reliability.

Sincerely,

Saab Cars USA, Inc.



Saab Cars USA, Inc.
Claim Reimbursement Form

Date Claim Submitted: _____

Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____

Claimant Name (Please Print): _____

Street Address: _____

City, State, Zip Code: _____

Daytime Telephone Number: (____) _____

Evening Telephone Number: (____) _____

Amount of Reimbursement Requested: _____

Please mail this form and required documents to:

~~Saab Cars USA, Inc.~~
4405-A International Blvd.
Norcross, GA 30093

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair identified on the repair invoice.

Claimant's signature: _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM

Original or a clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair
- The Vehicle Identification Number (VIN) of the vehicle that was repaired
- What problem occurred, what repair was done, when it was done and who did it
- The total cost of the repair expense that is being claimed
- Payment for the repair in question and the date of payment. Copy of front and back of cancelled check or copy of credit card receipt.

All scheduled maintenance performed on the vehicle in accordance with the intervals recommended by Saab, should be completed on the attached Service Documentation chart.

If you meet all requirements detailed in the Special Policy information, submit this form and the Service Documentation form prior to December 31, 2005. Saab will contact you within 60 days of claim submission.



SAAB CARS USA, INC.

Special Policy Q&A

Internally lubricated engine components

(Excludes turbo components)

Saab Cars USA, Inc. is announcing a special policy that covers internally lubricated engine components for a total of 8 years with unlimited mileage from the date the vehicle was first purchased or put into service whichever occurred first.

Q. Which vehicles are covered under this policy?

A. 9-5 models w/4 cylinder engines for model years 1999-2003
9-3 models for model years 2000-2002
9-3 convertibles for model years 2000-2003
9-3 Vignas for model years 1999-2002

Q. How will I know if my car has this condition?

A. There may be unusual noises/rattles from the engine or flashing oil pressure warning light. Only if these conditions are present should you contact your Saab authorized dealer, otherwise no action on your part is necessary.

Q. Should I do anything if these conditions are not present?

A. Each owner should evaluate the type of driving conditions in which they normally operate their vehicle and consider more frequent maintenance as well as using full synthetic oil at each oil change. More frequent maintenance is recommended for the following conditions: short driving trips of 5 to 10 minutes when the engine does not warm up sufficiently, driving in stop and go traffic, driving in dusty conditions, and towing trailers. If you meet one or more of these conditions you should strongly consider additional service maintenance intervals and change your oil and filter every 5,000 miles.

Q. Can you describe the problem in greater detail?

A. Degeneration of engine oil may result in premature engine noise and or damage. These conditions occur when old dirty engine oil thickens and cannot continue to provide adequate engine lubrication. This condition may occur when the vehicle is operated frequently over short driving distances, driving in heavy congested areas, dusty areas or towing trailers. Additionally the condition is also a result of using low-grade specification oil or changing oil at longer intervals than recommended in Saab's owners' service records booklet provided with each new vehicle.

Q. Should I be aware of any exclusions to this special policy?

A. Yes, Saab does not cover the following conditions:

(Note: These conditions are also detailed in the Saab Warranty Service and Records Booklet provided with each new car sold.)

- Failure or damage caused by lack of, or improper maintenance (as specified in the Saab Warranty and Service records booklet for each model year). This includes missing one or more recommended oil changes or exceeding 2,000 miles of the designated interval.
- The use of any fuel or oil or other fluids that does not meet Saab's standards as outlined in the owners manual.
- Failures due to misuse, improper adjustment or repair, modifications, accident, or competition.
- The use of other than genuine Saab parts or parts not sold by Saab Cars USA Inc.
- You should review the exclusion information provided in your Warranty and Records Booklet provided with your car.

Q. If I had my vehicle repaired for this condition and paid for the repair will I be reimbursed?

A. Saab will consider reimbursement upon presentation of documentation of the repair as well as proper servicing records. Saab has prepared a customer documentation form describing all the requirements and contact information enclosed with this letter. Reimbursement will be limited to the amount the repair would have cost Saab if completed by an authorized Saab dealer

Subject GM breach Of warranty
From [REDACTED]
Date Tuesday, January 29, 2008 9:18 pm
To Timothy.Clark@ct.gov ,

Hi Timothy,

I am gathering the paperwork to send you. In the meantime I thought you might benefit from these details.

We purchased a

Saab 2001 9-3 for \$10,000 in late August.
The car had 59300 miles on it when purchased from Greenlight auto in Seymour.

My son, [REDACTED] drove to school (in Ohio - 600 miles). While at school he put another 1800 miles on the car.
On December 19th [REDACTED] was driving himself and 2 buddies home for Christmas holiday.
About an hour into the trip the car started making the oil light went on. [REDACTED] was 70 mph in the left lane on highway 71 in Ohio. He maneuvered through traffic to the shoulder. The car would not restart.

The guys were being followed by a car of girls from the same school. The girls also pulled over. The girls drove [REDACTED] to the gas station to get oil. The car took 2 quarts of oil and would still not start.

AAA was called, the car was towed to the nearest auto shop. The kids doubled back to school to get one of the other guys car and continue their trip home. The mechanic got:

0 pressure on cylinder 1
10 lb pressure on cylinder 2
150 lb pressure on cylinder 3
100 lb pressure on cylinder 4

The mechanic said the car was not fixable. I did an internet search on "Saab Oil Light". I came across many many articles on Saab engine sludge.

I found that Saab issued an extended warranty for Sludge.

http://www.autosafety.org/uploads/phpdeyczZ_SaabOilSludgeJune2005Letter.pdf

I called Saab NA corporate. They said nothing could be done unless the car was seen by an authorized Saab dealer. I paid 250.00 to tow the car to Midwestern Auto in Dublin Ohio.

The Saab dealer in Ohio diagnosed sludge in filter and oil pan.

Base on the VIN number I found the car was serviced at JMK Saab in Springfield NJ. They faxed me the service records. The service records on this car were impeccable. The owner had every service performed as to Saab's specifications. Saab NJ said the records were great. Saab Ohio said the records were great.

Saab North America denied my claim. They said the car was driven for an extended amount of time with the oil light on.

That is a lie.

[REDACTED] had 2 guys in the car with him. They had another car they could have used if [REDACTED] car was not working. One of the kid's is [REDACTED] (His Dad owns a car dealership).

Saab further states the oil and the coolant were were "topped off". I told them the guys put oil in the engine AFTER the car died. I have no idea about the coolant.

I do know one thing - [REDACTED] is not mechanically inclined. [REDACTED] and I doubted if he even knew how to open the hood.

Saab will not speak to me anymore. Case closed.

The Phone number for Saab NA legal is: 1-800-231-1841. Our case number is [REDACTED]
The last person I spoke with at GM Executive claims was: Danna Parker.

Details:

VIN Number: YS3DF58K712 [REDACTED]
Car Purchased: (August 2007) Mileage: 59600
Greenlight Auto Sales
74 New haven Rd

Seymour, Ct. 06483
(203)888-2000

Car originally towed to:

Andy's Auto body shop(12/19/2007)Mileage with dead engine:61300
1281 S. Trimble Road
Mansfield, Oh. 44907
(419)756-6808
Contact:Andy

Car towed to:

Midwestern Auto Group(12/26/2007)
6335 Perimeter Loop Road
Dublin, Oh. 43019
(614)889-2571
Contact:Bob Croushore(Really nice guy)

All Service performed at:

JMK Saab
345 US Highway 22
Spring Field, NJ 07081
(973)671-9323
Contact:Andy or Greg Benc

GM Executive Claims

(313)667-7153

Contact:Danna ^{Parker}

Claim Number: _____

Can you email the address I should send my paperwork?

Thank you very much.

[REDACTED]
Fairfield, Ct. [REDACTED]

Home: [REDACTED]

Cell: [REDACTED]

Work: [REDACTED]

01/11/2008
16:58:35

SUMMARY HISTORY DISPLAY

3010
PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. YS3DF58K712 [REDACTED]
TOTAL R/O'S 12 TOTAL SERV. DAYS 21 MAKE SA SAAB

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	395285	03/02/2007	56047	A	872			
				T	510	1	C 00SAZ-060K	60K MAJOR SERVIC
				T	510	2	C 62SAZ-SID	SID UNIT
				T	510	3	C 65SAZ	DIAG STEREO EQUI
				T	510	4	C 34SAZ-F-ROTOR-6	FRT ROTORS 9/3
				T	510	5	C 32SAZ-ALIGNMENT	4 WHEEL ALIGNMEN
2	364393	05/08/2006	47309	A	872			
				T	539	1	C 00SAZ-050K	50K service spec
				T	539	2	W 99SAZ-15021	INSPECT/REPLACE
				T	539	3	C 34SAZ	DIAG BRAKE SYSTE
				T	539	4	C 63SAZ 6301 HEAD	HEADLITE BULBS
				T	539	5	C 36SAZ 3603 ROTA	REPLACE RIM/RIMS
				T	539	6	C 17SAZ-PULLEY	IDLER PULLEY/S
				T	539	7	W 99SAZ-15018	FUELPUMP RETAIN
3	334844	08/01/2005	36582	A	406			
				T	510	1	C 00SAZ-SPECIAL-2	SEMI/SYNTHETIC O
				T	510	2	C 04SAZ-CK-ENG-LT	CHECK ENGINE LIT
4	312849	12/20/2004	31196	A	225			
				T	585	1	W 00SAZ-LOF/FREE	free oil change
5	294970	06/15/2004	26811	A	403			
				T	343	1	W 00SAZ-030K-1	30K WARRANTY SER
				T	343	2	C 65SAZ	DIAG STEREO EQUI
				T	343	3	C 63SAZ	DIAG LIGHTS
				T	343	4	W 62SAZ-SID	SID UNIT
				T	343	5	C 41SAZ	DIAG BODY REPAIR
				T	343	6	C 34SAZ-BRK-SPECI	front brake spec
6	274008	11/10/2003	22389	A	406			
				T	583	1	C 31SAZ	DIAG FRONT AXLE
				T	583	2	W 00SAZ-020K-1	20K WARRANTY SER
				T	583	3	W 63SAZ	DIAG LIGHTS
7	244826	01/10/2003	15165	****			REPAIR ORDER PURGED FROM SYSTEM	****
8	237603	10/17/2002	13653	****			REPAIR ORDER PURGED FROM SYSTEM	****
9	214512	01/30/2002	5923	****			REPAIR ORDER PURGED FROM SYSTEM	****
10	203095	09/12/2001	1785	****			REPAIR ORDER PURGED FROM SYSTEM	****
11	197726	07/09/2001	112	****			REPAIR ORDER PURGED FROM SYSTEM	****
12	196638	06/25/2001	79	****			REPAIR ORDER PURGED FROM SYSTEM	****



01021SACS214512

CUSTOMER No.		ADVISOR GREG BENC		TAX No.	INVOICE DATE 01/30/02	INVOICE No. SACS214512	
[REDACTED] MORRISTOWN, NJ		LABOR RATE 79.00	UPPER AL.	MILEAGE 5,923	COLOR M BLUE/BEIG	STOCK No. S1-577	
		YEAR/MAKE/MODEL 01/SAAB/9-3 SAAB/9-3 SE 5DR. 2.0T				DELIVERY DATE 07/21/01	DELIVERY MILES
		VEHICLE I.D. No. Y S 3 D F 5 8 K 7 1 2				SELLING DEALER NO. 1606	PRODUCTION DATE
RESIDENCE PHONE		BUSINESS PHONE		P.O. No.	R.O. DATE 01/30/02		
COMMENTS						MO: 5923	

LABOR & PARTS-----
 J# 1 DOSAZ-LOF/FREE-10027-00-0-26-08
 CHECK AND PERFORM FREE OIL CHANGE WITH COUPON
 FROM SAAB CARS USA.
 CERT. #
 AA010706
 10027-00-0-26-08

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		91-44-445	OIL FILTER		WARRANTY
JOB # 1	1		91-32-937	SEAL WASHER		WARRANTY
JOB # 1	1		02-86-617	OILENGSM30SEMI4		WARRANTY
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

COMMENTS-----
 WAITER

TOTALS-----

DATE: / /

CHARGE [] CREDIT CARD [] CASH []

CHECK [] CHECK#

OTHER PAY METHODS []

WE AT JMK ARE CONSTANTLY WORKING TO ATTAIN AN "EXCELLENT" FROM OUR CUSTOMERS. IF FOR ANY REASON YOU CAN NOT ANSWER "EXCELLENT" ON ANY ITEM OF YOUR SERVICE VISIT, PLEASE CALL JMK AND ASK FOR THE SERVICE MANAGER. THANK YOU AGAIN.

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE



01021SACS237603

CUSTOMER No.	ADVISOR GREG BENC	TAG No. 403	INVOICE DATE 10/17/02	INVOICE No. SACS237603
	LABOR RATE 79.00	LINEAGE SL.	MILEAGE 13,653	COLOR M BLUE/BEIG
	YEAR/MAKE/MODEL 01/SAAB/9-3 SAAB/9-3 SE 5DR. 2.0T		DELIVERY DATE 07/21/01	DELIVERY MILES
MORRISTOWN, NJ	VEHICLE I.D. No. Y S 3 D F 5 8 K 7 1 2		SELLING DEALER NO. 1606	PRODUCTION DATE
	F.T.E. No.	P.O. No.	R.O. DATE 10/17/02	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		MO: 13655		

LABOR & PARTS.....

J# 1 00SAZ-010K-1 10K WARRANTY SERVICE HOURS: 1.20 TECH(S):583 WARRANTY

CS REQUEST 10,000 MILE SERVICE

PERFORM SERVICE INCLUDING OIL CHANGE & FILTER TIRE ROTATION

FULL SAFETY CHECK, BATTERY SERVICE, ALT OUT PUT, INSPECTION OF

BRAKE SYSTEM, AND SUSPENSION. TOP OFF ALL FLUIDS, AND INSPECT

COOLANT SYSTEM AND BELT AND HOSES.

11210-00-0-08-08

1121002-1.2

(2000 TO 2001)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	PKMINORW	WARR. MINOR SERV.		WARRANTY
JOB # 1	1	91-44-445	OIL FILTER		WARRANTY
JOB # 1	1	91-32-937	SEAL WASHER		WARRANTY
JOB # 1	1	02-86-617	OILENGSW30SEMI4		WARRANTY
JOB # 1	1	02-15-830	WASHER FLUID/GA		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

MISC.....

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 1	SHW	SAAB HAZARDOUS WASTE		WARRANTY
TOTAL - MISC				0.00

COMMENTS.....

WAITING

TOTALS.....

DATE: / /

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G...	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CHARGE [] CREDIT CARD [] CASH []

CHECK [] CHECK#

OTHER PAY METHODS []

//THANK YOU\\

FOR YOU PATRONAGE

WE AT JMK ARE CONSTANTLY WORKING TO ATTAIN AN "EXCELLENT"

FROM OUR CUSTOMERS .IF FOR ANY REASON YOU CAN NOT ANSWER

"EXCELLENT" ON ANY ITEM OF YOUR SERVICE VISIT ,PLEASE CALL

JMK AND ASK FOR THE SERVICE MANAGER .THANK YOU AGAIN.

CUSTOMER SIGNATURE



0102ISACS274008

CUSTOMER No.		ADVISOR JOSEPH A RUGGIERO 406		TAG No.	INVOICE DATE 11/18/03	INVOICE No. SACS274008
MORRISTOWN, NJ		LABOR RATE 84.00	LICENSE No.	MILEAGE 22,389	COLOR M BLUE/BEIG	STOCK No.
		YEAR/MAKE/MODEL 01/SAAB/9-3 SAAB/9-3 SE 5DR. 2.0T			DELIVERY DATE 07/21/01	DELIVERY MILES
		VEHICLE I.D. No. Y S 3 D F 5 8 K 7 1 2			SELLING DEALER NO. 1606	PRODUCTION DATE
		F.T.E. No.			P.O. No.	R.O. DATE 11/10/03
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				

MO: 22392

LABOR & PARTS
J# 1 31SAZ: DIAG FRONT AXLE HOURS: 3.12 TECH(S): 583 312:95

CS STATES THEY RAN OVER SOMETHING... HIT FRONT SUPSPENSION
NOW CAR SHAKES AND STEERING IS NOT RIGHT
STEERING WAY OFF CENTER...
CK AND REPORT
CK AND OVERHAUL RIGHT FRONT SUSPENSION AS PER INS.
ESTIMATE
CK AND REPLACE RIGHT FRONT RIM AND CUSTOMER TIRE AND
PERFORM 4 WHEEL ALIGNMENT AND ROAD TEST

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 1	1		46-87-257	SWIDESPOK6.5X16		338.24
JOB # 1	1		TIR-EVA-LVE	TIRE VALVE		2.50
JOB # 1	1		42-42-681	STEERING ROD RH		126.56
JOB # 1	1		42-42-731	ADJUSTMENT SCRE		23.52
JOB # 1	1		42-42-756	PWRSTGBALLJOINT		89.60
JOB # 1	2		43-45-450	SNAP RING		5.08
JOB # 1	1		46-89-923	ANG CONT BRNG		79.52
JOB # 1	1		47-78-858	HOUSESTRKNUCKLR		421.12
JOB # 1 TOTAL PARTS						1091.22

JOB # 1 TOTAL LABOR & PARTS 1404.17

J# 2 00SAZ-020K-1.4 20K WARRANTY SERVICE HOURS: 1.40 TECH(S): 583 140:00 WARRANTY

CS REQUEST 20,000 MILE SERVICE
PERFORM SERVICE INCLUDING OIL AND FILTER AND TIRE ROTATION
FULL SAFETY CHECK, BATTERY SERVICE ALT OUTPUT, INSPECTION OF
BRAKE SYSTEM AND SUSPENSION, TOPOFF ALL FLUIDS AND INSPECT
COOLANT SYSTEM AND BELT AND HOSES... ALSO CHANGE CABIN AIR
FILTER. (2000-2001 MODELS ONLY 9/3)
11220-00-0-08-08
1122004-1.4

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 2	1		PK20K93	9-3 20,000 SERVICE		WARRANTY
JOB # 2	1		91-44-445	OIL FILTER		WARRANTY
JOB # 2	1		91-32-937	SEAL WASHER		WARRANTY
JOB # 2	1		50-47-113	AIR FILTER		WARRANTY
JOB # 2	1		400-132-973	OIL5W30 4X4LTR		WARRANTY
JOB # 2	1		02-15-830	WASHER FLUID/GA		WARRANTY
JOB # 2 TOTAL PARTS						0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+63SAZ: DIAG LIGHTS HOURS: 0.20 TECH(S): 583 020:00 WARRANTY

CK AND FOUND THAT WINDOW SWITCH PAK LITE IS OUT
CK AND REPLACE BULB
36419-69-0-01-01
3641901-1
3641902-1

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 3	1		40-69-373	BULB		WARRANTY



01021SACS294970

CUSTOMER NO.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
	GREG BENC	403	06/15/04	SACS294970
	LABOR RATE	LICENSE No.	MILEAGE	COLOR
	89.00		26,811	M BLUE/BEIG
MORRISTOWN, NJ	YEAR/MAKE/MODEL	DELIVERY DATE		
	01/SAAB/9-3 SAAB/9-3 SE SDR. 2.0T	07/21/01		
	VEHICLE I.D. No.	SELLING DEALER NO.		
	Y S 3 D F 5 8 K 7 1 2	1606		
	F.T.E. No.	P.O. No.	R.O. DATE	
			06/15/04	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		MO: 26814		

LABOR & PARTS.....
 J# 1 00SAZ-030K-1 30K WARRANTY SERVICE HOURS: 2.50 TECH(S):343. WARRANTY
 CS REQUEST THE 30,000 MILE SERVICE
 PERFORM MAJOR TUNE UP SERVICE AND INCLUDING THE
 FOLLOWING, OIL CHANGE AND FILTER, REPLACE AIR FILTER, CK
 COOLANT SYSTEM AND CHECK BRAKES AND PERFORM BATTERY SERVICE
 CK AND TOP OFF ALL FLUIDS AND LUBE HINGES AND CHECK BELT
 AND HOSES AND INSPECT EXHAUST AND SUSPENSION AND ROAD TEST
 (2001 MODEL ONLY) VENT FILTER ON 9/5 MODEL ONLY
 (2001 9/3 ONLY)
 11230-00-0-08-08
 1123004-2.5

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	PK30K93HO	30K 9-3 HIGH OUTPUT		WARRANTY
JOB # 1	1	02-15-830	WASHER FLUID/GA		WARRANTY
JOB # 1	1	91-44-445	OIL FILTER		WARRANTY
JOB # 1	1	91-32-937	SEAL WASHER		WARRANTY
JOB # 1	1	48-76-074	AIR FILTER		WARRANTY
JOB # 1	1	02-21-069	FLUID TOP OFF		WARRANTY
JOB # 1	4	93-99-866	SPARK PLUG		WARRANTY
JOB # 1	4	400-132-966	OILSW30 12X1LIT		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	
J# 2 65SAZ DIAG STEREO EQUIP HOURS: TECH(S):343				0.00	
CS STATES ON-STAR "SHARK FIN" ANTENNA ON ROOF DAMAGED					
CS DECLINED REPAIRS AT THIS TIME					
PARTS.....QTY...FP-NUMBER.....DESCRIPTION.....UNIT PRICE					
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	
J# 3 63SAZ DIAG LIGHTS HOURS: 0.50 TECH(S):343				44.50	
CS STATES THIRD BRAKE LAMP ASSEMBLY HIT,,REPLACE AS					
NECESSARY					
part no. 46 76 383					
R&R THIRD BRAKE LAMP ASSEMBLY					
PARTS.....QTY...FP-NUMBER.....DESCRIPTION.....UNIT PRICE					
JOB # 3	1	46-76-383	STPLTHIMNT3/SDR	78.40	
JOB # 3 TOTAL PARTS				78.40	
JOB # 3 TOTAL LABOR & PARTS				122.90	
J# 4 62SAZ-SID SID UNIT HOURS: 0.20 TECH(S):343					WARRANTY
CS STATES THAT SID UNIT HAS SEGMENTS MISSING					
CK AND FOUND INTERNAL FAULT IN SID UNIT					
CK AND REPLACE SID UNIT AND PROGRAM TO CAR					
38138-67-0-01-01					
3813802-.2					



01021SACS312849

CUSTOMER No.		ADVISOR		TAG No.		INVOICE DATE		INVOICE No.	
[REDACTED]		ROSA		225		12/20/04		SACS312849	
[REDACTED]		LABOR RATE		MILEAGE		COLOR		STOCK No.	
[REDACTED]		89.00		31,196		M BLUE/BEIG		[REDACTED]	
MORRISTOWN, NJ		YEAR / MAKE / MODEL		01/SAAB/9-3 SAAB/9-3 SE 5DR. 2.0T		DELIVERY DATE		DELIVERY MILES	
[REDACTED]		VEHICLE I.D. No.		Y S 3 D F 5 8 K 7 1 2		07/21/01		[REDACTED]	
[REDACTED]		P.T.E. No.		P.O. No.		SELLING DEALER NO.		PRODUCTION DATE	
[REDACTED]		[REDACTED]		[REDACTED]		1606		[REDACTED]	
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS		R.O. DATE		[REDACTED]	
[REDACTED]		[REDACTED]		[REDACTED]		12/20/04		[REDACTED]	

MO: 31196

LABOR & PARTS

1 00SAZ-LOF/FREE OIL CHANGE WITH COUPON
 CHECK AND PERFORM FREE OIL CHANGE WITH COUPON
 FROM SAAB CARS USA.
 CERT. #
 AG022290
 10043-00-0-26-08

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	PK4455	SEMI-SYN OIL CHANGE		WARRANTY
JOB # 1	1	30-548-485	OIL FILTER		WARRANTY
JOB # 1	5	02-94-272	5W30 DRIVECLEAN		WARRANTY
JOB # 1	1	91-32-937	SEAL WASHER		WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS

WAITER

TOTALS

DATE: / /

CHARGE [] CREDIT CARD [] CASH []

CHECK [] CHECK#

OTHER PAY METHODS []

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

//THANK YOU\\
FOR YOU PATRONAGE

WE AT JMK ARE CONSTANTLY WORKING TO ATTAIN AN "EXCELLENT"
 FROM OUR CUSTOMERS. IF FOR ANY REASON YOU CAN NOT ANSWER
 "EXCELLENT" ON ANY ITEM OF YOUR SERVICE VISIT, PLEASE CALL
 JMK AND ASK FOR THE SERVICE MANAGER, THANK YOU AGAIN.

CUSTOMER SIGNATURE



01021SACS334844

CUSTOMER No.		ADVISOR JOSEPH A RUGGIERO		TAG No.	INVOICE DATE 08/01/05	INVOICE No. SACS334844
MORRISTOWN, NJ		LABOR RATE 95.00	LICENSE No.	MILEAGE 36,582	COLOR M BLUE/BEIG	STOCK No.
		YEAR / MAKE / MODEL 01/SAAB/9-3 SAAB/9-3 SE 5DR. 2.0T			DELIVERY DATE 07/21/01	DELIVERY MILES
		VEHICLE I.D. No. Y S 3 D F 5 8 K 7 1 2			SELLING DEALER NO. 1606	PRODUCTION DATE
		P. T. E. No.			P.O. No.	R.O. DATE 08/01/05
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				
MO: 36584						

LABOR & PARTS-----

J# 1 00SAZ-SPECIAL-2 SEMI/SYNTHETIC OIL HOURS: TECH(S):510 11.95

CS REQUEST OIL AND FILTER CHANGE

PERFORM OIL AND FILTER CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK445S	SEMI-SYN OIL CHANGE	19.00	19.00
JOB # 1	1	30-548-485	OIL FILTER	****	****
JOB # 1	5	02-21-291	OIL SEMISYN WTY	****	****
JOB # 1	1	91-32-937	SEAL WASHER	****	****
JOB # 1 TOTAL PARTS					19.00

JOB # 1 TOTAL LABOR & PARTS 30.95

J# 2 04SAZ-CK-ENG-LT CHECK ENGINE LITE HOURS: 1.00 TECH(S):510 95.00

CS STATES CHECK ENGINE LITE IS ON

CK AND REPORT

FIRST CHECK FOR ANY FAULT CODES. CODE # P0455 WAS PRESENT

NEEDED TO PERFORM SMOKE TEST TO THE EVAP SYSTEM...NO LEAKS

NOTED::NEEDED TO REPLACE THE PURGE VALVE/HOSE...THE CLEAR

CODE AND RE-TEST INCLUDING ROAD TESTING, OK.

23463-67-0-01-01

23463601-.4

2346302-.7

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	49-60-001	VENT HOSE ELCD	164.64	164.64
JOB # 2 TOTAL PARTS					164.64
JOB # 2 TOTAL LABOR & PARTS					259.64

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	SHW	SAAB HAZARDOUS WASTE		1.00
JOB # 2	SMSL	10% SERVICE/PARTS DISCOUNT		-25.96
TOTAL - MISC				-24.96

COMMENTS-----

DROP OFF

DISC GIVEN AS PER COUPON ATTACHED.



0102ISACS364393

CUSTOMER No.		ADVISOR		FA# No.	INVOICE DATE	INVOICE No.
[REDACTED]		RICH KRUEGER		872	05/08/06	SACS364393
[REDACTED]		LABOR RATE	LIFE RATE No.	MILEAGE	COLOR	STOCK No.
MORRISTOWN, NJ [REDACTED]		95.00		47,309	M BLUE/BEIG	
		YEAR/MAKE/MODEL			DELIVERY DATE	DELIVERY MILES
		01/SAAB/9-3 SAAB/9-3 SE 5DR. 2.0T			07/21/01	
		VEHICLE I.D. No.			SELLING DEALER NO.	PRODUCTION DATE
		Y S 3 D F 5 8 K 7 1 2 [REDACTED]			1606	
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS	R.O. DATE	REPRINT# 1
[REDACTED]		[REDACTED]			05/08/06	
						MO: 47310

LABOR & PARTS

J# 1 00SAZ-050K 50K service special HOURS: 0.30 TECH(S): 539 152.18
 CS REQUEST 50,000 MILE SERVICE
 PERFORM SERVICE INCLUDING OIL CHANGE & FILTER TIRE ROTATION
 FULL SAFETY CHECK, BATTERY SERVICE, ALT OUTPUT, INSPECTION OF
 BRAKE SYSTEM, AND SUSPENSION. TOP OFF ALL FLUIDS, AND INSPECT
 COOLANT SYSTEM AND BELT AND HOSES.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PKMINOR4S	MINOR SERVICE	****	****
JOB # 1	1	02-15-830	WASHER FLUID/GA	4.73	4.73
JOB # 1	1	93-186-554	OIL FILTER	9.30	9.30
JOB # 1	5	02-21-291	OIL SEMISYN WTY	4.87	24.35
JOB # 1	1	91-32-937	SEAL WASHER	2.80	2.80
JOB # 1 TOTAL PARTS				41.18	

JOB # 1 TOTAL LABOR & PARTS 152.18

J# 2 99SAZ-15021 INSPECT/REPLACE IDM HOURS: 0.30 TECH(S): 539 WARRANTY
 CS REQUESTS PERFORM RECALL CAMPAIGN #15021
 PERFORM RECALL CAMPAIGN# 15021
 PERFORM RECALL CAMPAIGN# 15021
 INSPECTION AND REPLACEMENT
 15021-08-0-05-01
 1502101-.3
 (4 CYLINDER)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	55-562-588	IGN CASSETTE		WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3 34SAZ DIAG BRAKE SYSTEM HOURS: 0.30 TECH(S): 539 0.00
 CUSTOMER REQUEST THAT WE CHECK BRAKE PAD THICKNESS
 AND REPORT
 ALL BRAKES ARE OK
 FRONT 7MM REAR 9MM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

J# 4 63SAZ-6301 HEAD HEADLITE BULBS HOURS: 0.30 TECH(S): 539 0.00
 CS STATES HEADLITE FAILURE IS ON
 REPLACED BOTH FRONT HEADLIGHT BULBS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	2	51-41-775	BULBHEADLIGHT	13.44	26.88
JOB # 4 TOTAL PARTS				26.88	
JOB # 4 TOTAL LABOR & PARTS				26.88	



01021SACS395285

CELL: 862-812-0669

CUSTOMER No.	ADVISOR	TAX No.	INVOICE DATE	INVOICE No.
	RICH KRUEGER	872	03/05/07	SACS395285
	LABOR RATE	LIQUID MILEAGE	COLOR	STOCK No.
	102.50	56,045	M BLUE/BEIG	
	YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES	
	01/SAAB/9-3 SAAB/9-3 SE 5DR. 2.0T	07/21/01		
	VEHICLE I.D. No.	SELLING DEALER NO.	PRODUCTION DATE	
	Y S 3 D F 5 8 K 7 1 2	1606		
	F.T.E. No.	P.O. No.	R.O. DATE	REPRINT# 1
			03/02/07	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 56047	

LABOR & PARTS
 J# 1 00SAZ-060K 60K MAJOR SERVICE HOURS: TECH(S):510 360.00
 CS REQUESTS PERFORM 60,000 MILE SERVICE
 PERFORM MAJOR TUNE UP AND INCLUDING THE FOLLOWING
 FOLLOWING, OIL AND FILTER CHANGE, REPLACEMENT OF ALL FILTERS
 CK TRANS FLUID, CHANGE COOLANT AND FLUSH BRAKE FLUID AND
 PERFORM BATTERY SERVICE
 ALSO FULL SAFETY CHECK OF LITES,HOSES EXHAUST,SUSPENSION
 BRAKE SYSTEM AND ROTATE TIRES AND ROAD TEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	PK35C	MAJOR SERVICE	****	****
JOB # 1	1	02-68-177	ANTIFREEZE	15.00	15.00
JOB # 1	1	93-186-554	OIL FILTER	11.04	11.04
JOB # 1	1	41-63-853	FUEL FILTER	59.16	59.16
JOB # 1	1	50-47-113	FILTER AIR	63.60	63.60
JOB # 1	1	91-32-937	SEAL WASHER	4.03	4.03
JOB # 1	4	93-99-866	SPARK PLUG	15.84	63.36
JOB # 1	1	48-76-074	FILTER AIR	39.84	39.84
JOB # 1	2	41-61-162	WASHER	6.48	12.96
JOB # 1	2	44-43-883	SEAL	6.48	12.96
JOB # 1	5	02-21-291	OIL SEMISYN WTY	5.15	25.75
JOB # 1	1	02-15-830	WASHER FLUID/GA	4.73	4.73
JOB # 1	1	91-32-929	DRAINPLUG	10.56	10.56
JOB # 1 TOTAL PARTS				322.99	
JOB # 1 TOTAL LABOR & PARTS				682.99	

J# 2 62SAZ-SID SID UNIT HOURS: TECH(S):510 0.00
 CS STATES THAT SID UNIT HAS SEGMENTS MISSING
 CK AND FOUND INTERNAL FAULT IN SID UNIT
 CUSTOMER ADVISED AND DECLINED AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3 65SAZ DIAG STEREO EQUIP HOURS: TECH(S):510 0.00
 CUST STATES THE ON STAR ANTENNA IS BROKEN. CAN IT BE
 SEALED?
 CUSTOMER DECLINED REPLACEMENT AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

J# 4+34SAZ-F-ROTOR-6 FRT ROTORS 9/3 HOURS: TECH(S):510 153.75
 CK AND FOUND FRONT ROTORS UNDER SPECS
 AND PADS WORN
 NECESSARY TO REPLACE FRONT BRAKE ROTORS AND PADS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 4	2	32-025-723	BRKEDISCFT	144.00	288.00

VIN: YS3DF58K712**Warranty Information**

Wty Start Date: 07/21/01
 Expiration Date: 07/21/05
 Expiration Mileage: 50000

Branded Title: NO
 No Charge Maint: YES
 Wty Status Code:

Vehicle Information

Model Year: 2001
 Model: 9-3SET 5DR/355:355
 Ext Color: MIDNIGHT BLUE METALLIC PAINT:257
 Int Color: SAND BEIGE CLASSIC LEATHER:L04

Selling Dealer: 1606
 Key Code: 2S0409
 Engine #: B205RDA001059299
 Transmission: 4-SPEED AUTOMATIC

Certified Pre-Owned (CPO) Information

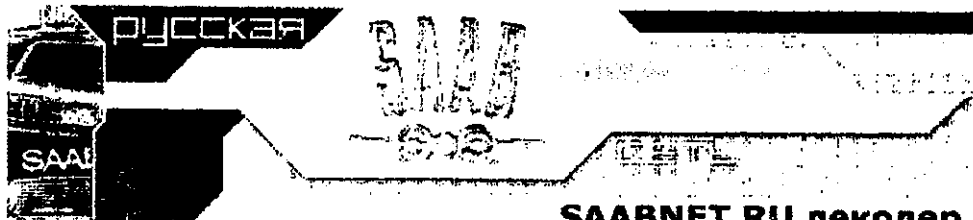
CPO Vehicle: NO

Recall/Service Campaign History

Campaign #	Campaign Description	Complete	Campaign Expires	Repair Dealer	Claim #
15018 SR	RECALL 16018 FIT RETAINING CLIP AND SCREW	YES		1606	8643932
15021 SR	RECALL 15021-IDM	YES		1606	8643931
15200 SR	REPLACEMENT OF AIRBAG STICKER ON SUNVISORS	YES		1606	1030952

Warranty Claim History

Repair Date	Mileage	Claim #	Part	Failed Part Description	Repair Dealer
05/08/06	47310	6643931	15021	RECALL 15021- INSPECT/REPLACE IDM	1606
05/08/06	47310	6643932	15018	RECALL 16018 - FIT RETAINING CLIP AND SCREW	1606
12/20/04	31196	4128491	10043	2004 3RD QUARTER FREE OIL AND FILTER PROMOTION	1606
06/15/04	26814	4949701	11230	SERVICE 30,000 MILES/48,000 KM	1606
06/15/04	26814	4949702	38138	INFO DISPLAY	1606
06/15/04	26814	4949703	11700	GOODWILL CAR RENTAL	1606
11/18/03	22392	3740081	11220	SERVICE 20,000 MILES/32,000 KM	1606
11/18/03	22392	3740082	38419	BULB, SWITCH	1606
01/10/03	15166	3448261	37110	WIRING HARNESS, FRONT	1606
10/17/02	13655	2376031	11210	SERVICE 10,000 MILES/16,000 KM	1606
01/30/02	5923	2145121	10027	SPECIAL PARTS PROMOTION 4TH QTR 2001 OIL & FILTER	1606
09/12/01	1785	1030951	11001	30-DAY INSPECTION SERVICE (2001-)	1606
09/12/01	1785	1030952	15200	RECALL 200 REPLACE AIRBAG STICKERS ON SUNVISORS	1606



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Enter VIN **YS3DF58K712036088**

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The Official SAABNET.RU SAAB VIN Decoder by Ded-Kiley

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Объявления
Сан Саныч
МММ

Инфа
Декодер VIN SAAB
Чтиво
Советы Dok'a
Хроники
Лирика
Картинки
Баяны

Контакты

VIN: YS3DF58K712

Manufacturer: Saab Automobile AB

Product line: SAAB 9-3

Body type: 5-door Hatchback

Gear box: 4-Speed Automatic

Engine type: 2.0 Turbo, 205 hp

Model year: 2001

Assembly plant: Trollhattan, Sweden, line A or B

Serial number: 036088

Control symbol: Passed

SRS: Dual Airbags, 9-3SE



SAAB WARRANTY INFORMATION

JANUARY 05

REF NO. 0250

Confidential

Subject: Additional Five Year Special Support Policy for Oil Sludge and Chain Wear Related Repairs on Fam III Engines (B205/B235)

Vehicles affected:

9-5 MY98 - MY03 with Fam III engine (B205, B235)
9-3 MY00 - MY03 with Fam III engine (B205, B235)
9-3 MY99 - Vigen

Background:

The five year special policy extension relates to concerns in a limited number of engines in older Saab 9-5 and 9-3 models that under a rare combination of certain weather and driving conditions, may be subject to a build-up of 'oil sludge', where the engine oil has prematurely decomposed.

Action:

With immediate effect Saab Automobile AB has introduced an additional five year special support policy to cover repairs due to oil sludge / chain wear on Fam III engines. This covers mechanical failures of base engine components (see object codes below), with unlimited mileage from the vehicle's original warranty start date. Customers are recommended to follow the stipulated service intervals and use fully synthetic oil, and, if needed, increase the service frequency according to the driving conditions (refer to owner's manual). This policy extension covers repairs if oil sludge / chain wear causes an engine malfunction, provided the owner can produce documentation of oil changes carried out by a certified professional technician according to the maintenance schedule for the vehicle. It does not affect, and is in addition to, any other applicable warranty covering the vehicle. This extended policy does not cover normal wear and tear or engine damage due to improper / lack of maintenance.

Customer notification:

No individual customer information will be distributed related to this subject. Please observe this is not a Recall but an extended policy initiative to assist Saab customers who may have the concern.

Dealer notification:

The dealer may want to remind owners to maintain their vehicles as described in the Owner's Manual and to use fully synthetic oil.

Conditions:

Our recommendation to concerned customers is to contact a Saab Authorised Repairer for an appointment to check if there are any unusual noises in the engine. Saab Automobile will cover 100% of parts and labour costs of the following conditions:

Condition chain wear:

Rattling noise from the cam/balancer shaft transmission or the cam chain tensioner has adjusted by more than 15mm.

The following engine components may be involved:

Transmission Chain	(21521)
Chain tensioner	(21522)
Chain guide	(21524)
Balancing shaft chain	(21811)
Chain tensioner (21812)	
Chain guide	(21813)

Condition oil sludge:

Low engine sound (metallic "clunk") that follows the engine speed (not to be confused with the above rattling chain noise), high pitched whining noise from oil filter by pass valve or flashing or illuminated oil pressure warning lamp.

The following engine components may be involved:

Oil suction pipe	(22141)
Main bearing	(21632)
Crankshaft	(21611)
Connecting Rod Bearing	(21631)
Balancer shaft bearing	(21834)
Camshaft bearing assy	(2112)

Guidelines:

Approval process:

Normal Warranty rules apply

Checklist for approval:

- 1) Services must have been completed according to owner's manual (copy of service history). (Vehicles exceeding the service interval by up to 3 months in time or 1500 miles (whichever occurs first) will be considered).
- 2) Confirm that the reason for request is covered by either of the two conditions described above (oil sludge / chain wear).

Claim information:

Claims should be submitted using the following codes (Normal Warranty procedures apply):

Object Code: 190 52
Failure Code: 74
Location Code: 00
Remedy Code: 01

The warranty system will be updated to accommodate these codes and will accept claims from 5th February 2005.



CARFAX® Vehicle History Report™

An independent company established in 1986

2001 SAAB 9-3 SE

YS3DF58K712036088

HATCHBACK 4 DR

2.0L I4 FI DOHC / FRONT WHEEL

DRIVE

Standard Equipment | Safety Options



Hi-I'm the CARFAX Xpert™. I'm here to help you better understand the data in this CARFAX Report. Did you know...

- We checked over 4 billion records from thousands of data sources for this vehicle
- This vehicle qualifies for the CARFAX Buyback Guarantee
- The last reported odometer reading was 59,203

SUMMARY

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

OWNERSHIP HISTORY	OWNER 1	OWNER 2
The number of owners is estimated by CARFAX		
Year purchased	2001	2007
Type of owner	Personal	—
Estimated length of ownership	5 yrs. 11 mo.	1 month
Owned in the following states/provinces	New Jersey	New Jersey
Estimated miles driven per year	—	—
Last reported odometer reading	116	59,203

TITLE PROBLEMS	OWNER 1	OWNER 2
CARFAX guarantees the information in this section		
Salvage Junk Rebuilt	Guaranteed No Problem	Guaranteed No Problem
Fire/Flood Hull Damage Buyback/Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back.  Register View Terms		

OTHER INFORMATION	OWNER 1	OWNER 2
Not all accidents or other issues are reported to CARFAX		
Total Loss Check No total loss reported to CARFAX.	☒ No Issues Reported	☒ No Issues Reported
Frame Damage Check No frame damage reported to CARFAX.	☒ No Issues Reported	☒ No Issues Reported
Airbag Deployment Check No airbag deployment reported to CARFAX.	☒ No Issues Reported	☒ No Issues Reported
Odometer Rollback Check No indication of an odometer rollback.	☒ No Issues Indicated	☒ No Issues Indicated
Accident Check No accidents reported to CARFAX.	☒ No Issues Reported	☒ No Issues Reported
Manufacturer Recall Check Check with an authorized Saab dealer for any open recalls.	☒ No Recalls Reported	☒ No Recalls Reported

DETAILS[Glossary](#)

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. CARFAX checked over 4 billion vehicle history events and found **4 record(s)** for this 2001 SAAB 9-3 SE (YS3DF58K712)

OWNER 1		Date:	Mileage:	Source:	Comments:
Purchased:	2001	02/09/2001		US Customs	Vehicle exported from Germany and imported to Newark, NJ
Type:	Personal				
Where:	New Jersey				
Est. miles/year:	---	07/26/2001		New Jersey Motor Vehicle Dept. Morristown, NJ	Registered as personal vehicle
Est. length owned:	7/26/01 - 7/2/07 (5 yrs. 11 mo.)	07/26/2001	115	New Jersey Motor Vehicle Dept. Morristown, NJ Title	Title issued or updated First owner reported

OWNER 2		Date:	Mileage:	Source:	Comments:
Purchased:	2007	07/02/2007	59,203	New Jersey Motor Vehicle Dept. Morristown, NJ Title	Title issued or updated New owner reported
Where:	New Jersey				
Est. miles/year:	---				
Est. length owned:	7/2/07 - present (1 month)				

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

GLOSSARY[View Full Glossary](#)

- **First Owner**
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.
- **New Owner Reported**
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.
- **Ownership History**
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.
- **Title Issued**
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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