U.S. Department of Transportation

National Highway Traffic Safety Administration

2009 DEC 30 AM 10:20

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148	
Date Received: 04-DEC-2009	Repository ☐
	Reference No.: 10294498

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number: [redacted]	E-mail Address: [redacted]
Address	[redacted]	Evening Telephone Number:	
City PILOT MOUNTAIN	**State** NC	**Zip Code** [redacted]	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
YS3EF48Z3Y3[redacted]	SAAB	9-5	2000

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
SEPT 26, 2003	MOUNTAINEER AUTO			6	GAS.
Original Owner ☐	Dealer's City: BECKLEY	State: WV	Zip Code: 25801		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTO	☐ Antilock Brakes ☐ Cruise Control			22-NOV-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE	Failure Mileage	Failure Speed
	190708	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2000 SAAB 9-5. THERE WAS A STRONG FUEL ODOR LEAKING FROM THE VEHICLE. THE CONTACT OBSERVED THAT FUEL WAS LEAKING FROM THE GAS TANK. THE VEHICLE WAS TOWED TO A REPAIR FACILITY THE FOLLOWING DAY SINCE ALL OF THE FUEL LEAKED OUT OF THE VEHICLE. A MECHANIC ADVISED HIM THAT RECALL 07V087000, FUEL WAS RELATED TO THE FAILURE; HOWEVER, HIS VIN WAS NOT INCLUDED. THE VEHICLE WAS REPAIRED AT THE OWNERS EXPENSE. THE MANUFACTURER ALSO CONFIRMED THAT HIS VIN WAS NOT A PART OF THE RECALL. THE CURRENT MILEAGE WAS 191,535 AND THE FAILURE MILEAGE WAS 190,708.

LOST TANK FULL OF GAS $41.00
REPAIR BILL → 105.91
TOW BILL → 70.00
$216.91

→ OVER

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

WHY WAS MY VEHICLE NOT IN RECALL?
PART # FUEL PUMP > 30558077 FOR 1999-2005
SAME PART 9-5 SAAB
SAME FUEL PUMP - 2000 9-5 - NOT
IN SAFETY RECALL - WHY NOT!

THANK YOU!

[redacted]

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use $300

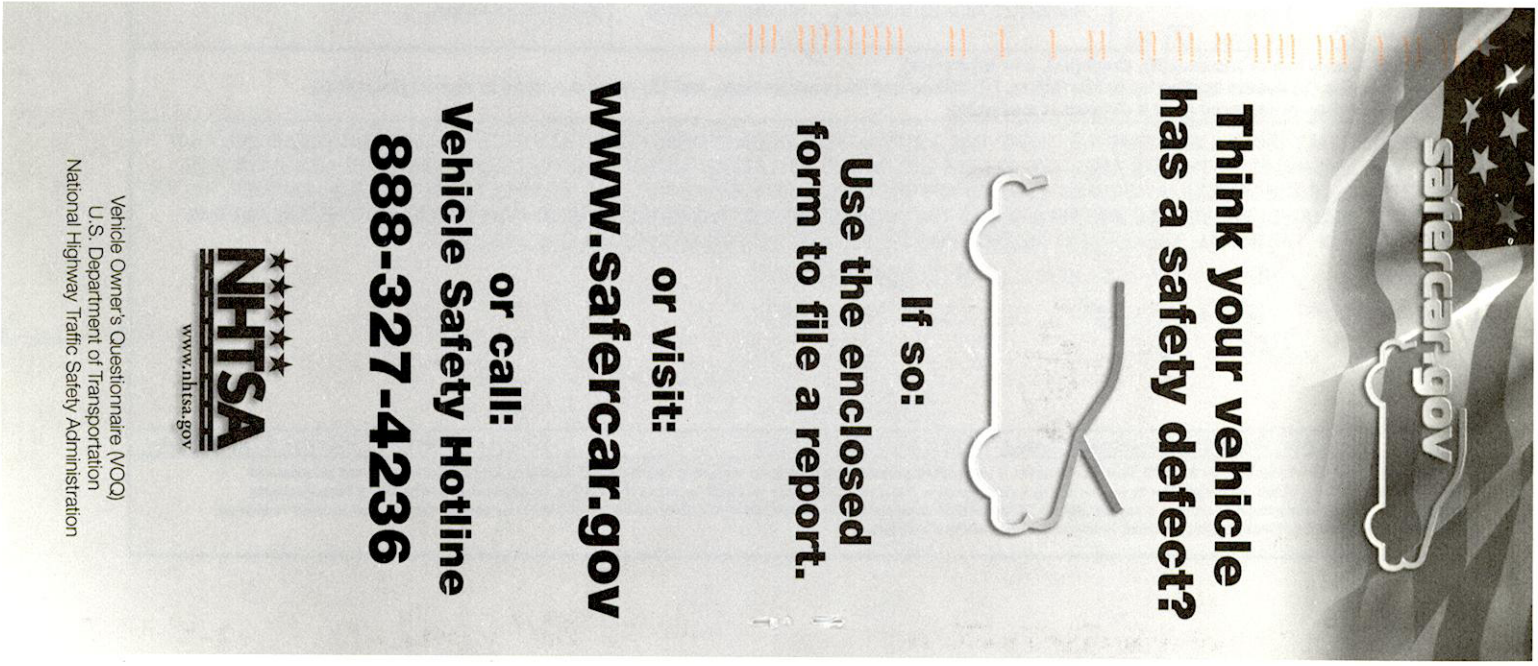
GREENSBORO NC 270
PIEDMONT TRIAD AREA
14 DEC 2000 PM 2

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STA

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Pilot Mtn. Rapid Lube
Here For All Of Your Automotive Needs
117 Foothill Drive
Pilot Mtn., N.C. 27041
336-368-8800

190708

Road Service

DATE	TIME	REQUESTED BY	P.O. NO.
11/23/09	A.M. P.M.		

NAM[redacted] PHONE

ADDRESS [redacted]

CITY Pilot Mtn. STATE NC [redacted]

LOCATION OF VEHICLE Stone Drive Pilot Mtn.

YEAR, MAKE, MODEL	COLOR	DRIVER
00 Saab 95	BK	

STATE	LIC. PLATE NO.	VEHICLE I.D. NO.	REGISTERED OWNER
NC	[redacted]	YS3EF48Z0Y3[redacted]	

MILEAGE	SERVICE TIME	EXTRA PERSON
FINISH	FINISH	FINISH
START	START	START
TOTAL	TOTAL	TOTAL

REASON FOR TOW

- ☐ ACCIDENT
- ☐ ARREST
- ☐ UNREGISTERED
- ☐ TOW ZONE
- ☐ SNOW REMOVAL
- ☐ ABANDONED
- ☐ STOLEN CAR
- ☐ BREAK DOWN
- ☐ LOCK OUT
- ☐ START
- ☐ FLAT TIRE
- ☐ OUT OF GAS
- ☐ IMPOUNDED
- ☐
- ☐

SPECIAL EQUIPMENT

- ☐ SINGLE LINE WINCHING
- ☐ DUAL LINE WINCHING
- ☐ SNATCH BLOCKS
- ☐ SCOTCH BLOCKS
- ☐ DOLLY

TYPE OF TOW

- ☐ SLING/ HOIST TOW
- ☐ FLAT BED/ RAMP
- ☐ WHEEL LIFT
- ☐

TOWED PER ORDER OF

- ☐ STATE POLICE
- ☐ LOCAL POLICE
- ☐ OWNER
- ☐ DEALER

VEHICLE TOWED TO

FIRST TOW

SECOND TOW

STORAGE FROM

_____ TO _____ ____ DAYS @ $ _____

PAID BY

☐ CASH ☐ CHECK DRIVERS LIC. NO. _____

☐ CREDIT CARD ☐ MC ☐ VISA ☐ AMEX EXP. DATE _____

CC NO. _____

OP[redacted] DATE

TRUCK NO.

AUTHORIZED SIGNATURE DATE

VEHICLE RELEASED TO DATE

TOWING CHARGE	50 00
MILEAGE CHARGE	20 00
EXTRA PERSON	
SPECIAL EQUIPMENT	
LABOR CHARGE	
STORAGE	
SUB-TOTAL	
TAX	
TOTAL	70 00

1162

Not responsible for loss or damage to vehicle in case of fire, theft or any other cause beyond our control.

Thank You

PRODUCT 2525

I hereby authorize the repair work listed hereon, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for purposes of testing, inspection or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer agrees to pay all collection costs and/or attorney's fees in the event default is made in any payment due. If automobile is returned to customer without repair service being performed, a diagnostic and handling charge (including reassembling) will be made. A 1.5% monthly interest charge, plus a $25 per day storage charge, will be applied to all jobs, beginning one week after completion.

X

CUSTOMER SIGNATURE

NORTH POINT MOTORS, INC.

4518 N CHERRY STREET
WINSTON SALEM, NC 27105
PHONE (336) 661-0530
SAAB-VOLVO SPCLST

VIN # YS3EF48Z3Y3[redacted] ENG(L)/TRAN(A/M) B308/A

NAME, ADDRESS, CITY, STATE, ZIP CODE
[redacted]
PILOT MT NC [redacted]

HOME PHONE [redacted] WORK PHONE [redacted]

YEAR/MAKE	MILEAGE	PURCHASE ORDER
00 SAAB	190708	
LICENSE NUMBER [redacted]	CUSTOMER CODE:	AD CODE / W/R/F: R
MODEL: 9-5	COLOR: BLACK	WRITTEN BY: RH

VEHICLE PROBLEM STATEMENTS
CHECK FUEL LEAK

RECOMMENDED SERVICE
AMSOIL

FLAT RATE	MECH. NO.	LABOR OPERATIONS	PRICE
	ND	CHECK FUEL LEAK AND REPLACE	70.00
		FUEL LINE RETAINER CLIP AT	0
		FUEL PUMP ASSEMBLY. REPLACE	0
		O-RINGS FOR FUEL SUPPLY AND	0
		RETURN LINES.	0

ESTIMATE OF REPAIRS: Includes all parts, labor, handling and diagnosis. If on closer analysis it is found that additional repairs are necessary, you will be contacted for authorization.

TOTAL LABOR 70.00

Parts installed are not warranted beyond that given by respective manufacturers. No other warranties are made except as listed on this invoice.

C	QTY.	PART NUMBER	PART DESCRIPTION	AMOUNT
N	1	12806113	FUEL LINE RETAINER	3.70
N	4	7974546	FUEL LINE O-RING	27.60

C	QTY.	PART NUMBER	PART DESCRIPTION	AMOUNT

C=CODE N=NEW R=REBUILT U=USED C=REFUNDABLE CORE DEPOSIT

I acknowledge notice and oral approval of an increase in the original estimated price

SIGNATURE OR INITIALS

PHONE AUTHORIZATION 1: 2:
DATE 1: 2:
EMPLOYEE NO. /

TIME
AMOUNT OF NEW ESTIMATE 1: 0 2: 0

23430 11/23/09

DONE ☐ CALLED ☐
SAVE PARTS: YES ☐ NO ☐

SUBLET	0
SUPPLIES	2.03
DATE	11/23/09
R.O. NUMBER	23465

LABOR	70.00
PARTS	31.30
TOTAL TAX	2.58
TOTAL	105.91

CUSTOMER COPY