



State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection

Rod Nilsestuen, Secretary

CL-10313165-5714

Dear Sir or Madam:

We recently received the attached complaint.

The issues appear to be within the authority of your agency. Therefore, we are forwarding the information to you for review and handling.

Thank you for your attention to this matter.

***The Wisconsin Department of Agriculture, Trade and Consumer Protection
Bureau of Consumer Protection***

2811 Agriculture Drive • PO Box 8911 • Madison WI 53708-8911 • Wisconsin.gov



Department of Agriculture, Trade and Consumer Protection

OCT 15 2008

Consumer Complaint

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

1. How do we contact you?

Name: (Mr. Mrs. Miss (Ms.)) [redacted] [redacted] [redacted]
 (circle one) (first) (middle) (last)
 Phone: Home [redacted] Work [redacted] ext. [redacted] Cel [redacted]
 Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Best time: Please use cell phone
 Address: [redacted] PO Box: [redacted] Apt. # [redacted]
 City: Monona State: WI Zip: [redacted] County: USA

2. What business is your complaint against?

Name of business: Saab Cars USA (Customer Assistance Center)
 Address: 4405-A International Blvd. PO Box: [redacted] Apt. # [redacted]
 City: Norcross State: GA Zip: 30093 County: USA
 Phone: (800) 955-9007 Name of person you talked to: Monica Lopez Title: Customer Assistant (?)

Information about your complaint

3. Which of the following best describes your first contact with the business: (check one)

- ☐ Person from business came to my home
☐ Person from business called me
☐ Business sent me information in the mail
☐ I attended a convention or trade show
☒ I went to the business
☒ I telephoned the business
☐ I responded to a radio or TV ad
☐ I responded to a printed advertisement

Received Milwaukee
 Consumer Protection
 Regional Office
 Internet
 OCT 17 2008

4. When did the first contact occur? month: 10/3/08 day: [redacted]
About this problem

5. How old is the person who had contact with the business? Age: (circle one) 0-17 (18-61) 62 or older

6. What product or service did you buy? (please be specific) Car repair

7. Was it advertised? (circle one) (No) Yes Date: [redacted] Where: [redacted]

8. Did you sign a contract? (circle one) (No) Yes Date: [redacted] Number on contract, policy or receipt [redacted]

9. If yes, where were you when you signed the contract? [redacted]

10. Amount paid: \$325.71 repair by: (circle one) cash check (credit card) financed other plan
+ 57.84 diagnosis = 383.56

11. Where did you pay the business: (check one)

- ☐ At my home
☐ Over the telephone by credit card
☐ By mail
☒ At the company's place of business
☐ At a convention or trade show
☐ In someone else's home
☐ Internet

12. Did you contact the business about your complaint? ☒ Yes When? 10/6/08 What happened?
☐ No

Saab said they would not pay for repair even though part had been recalled.

13. Have you filed this complaint with another agency? ☒ Yes Agency name? [redacted] What happened?
☐ No

14. Have you contacted a private attorney? ☒ Yes Have you started court action? ☒ Yes
☐ No ☐ No

IMPORTANT: More questions on the back page (over)

McGee 11/10 DT

(2000 Saab 9-5)

15. Describe your complaint in detail.

^{Madison, WI} I took my car ^A to Zimbrick Saab Service in
on 10/3/08 because the check engine light was on. They diagnosed
the problem as a failed Ignition Cassette ^(Ignition Discharge Module - IDM). My car records indicated
this part had been the subject of a National Highway Traffic Admin-
istration Safety Recall (Campaign # 05V-399) in 2005-06. My car
had been inspected on 4/17/2006 for this problem and I was
told no replacement of the ignition cassette was necessary. ~~But~~
~~But~~ But the part has now failed and Saab has indicated
they will not cover the cost of the repair. The service rep
at Zimbrick Saab Service ^{in Madison, WI} told me I was #13 in line to
get one of these parts - that many people are experiencing
the same problem. ~~I was originally told~~ ^(on 10/3/08) I was originally told they could
not predict how long it would take to get a replacement part
because they had so many back orders. But after I called Saab ~~Customer Assistance~~
^(on 10/3/08) a part suddenly appeared a week later. They
installed the new part on 10/13/08 but Saab declines to pay for it.

16. How do you feel your complaint should be resolved? (please be specific)

^{Cars USA} I believe Saab should reimburse the cost of this repair and
associated diagnosis - total is \$383.56.

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature: _____

Date: 10/13/08

Return this form and two copies of your papers to our office located nearest to the business:

NORTHWEST REGIONAL OFFICE	SOUTHEAST REGIONAL OFFICE	NORTHEAST REGIONAL OFFICE	CONSUMER INFORMATION CENTER
3610 Oakwood Hills Pkwy	10930 W Potter Rd Ste C	200 N Jefferson St Ste 146A	2811 Agriculture Dr PO Box 8911
Eau Claire WI 54701	Milwaukee WI 53226-3450	Green Bay WI 54301	Madison WI 53708-8911
FAX: (715) 839-1645	(414) 266-1231	(920) 448-5110	(608) 224-4976
	FAX: (414) 266-1235	FAX: (920) 448-5118	FAX: (608) 224-4939

If the business is located outside of Wisconsin return this form to our Consumer Information Center.

Toll free in WI: (800) 422-7128

FAX: (608) 224-4939
TDD: (608) 224-5058

EMAIL: DATCPHotline@Wisconsin.gov
WEBSITE: www.datcp.state.wi.us



*****AUTO**5-DIGIT 537
15021 401334-1 - Y

41/5/8556

Winnona, WI 53716-

Dear

Saab Automobile AB has decided that a defect, which relates to motor vehicle safety, exists in certain 2000-02 Saab 9-3/9-5 model vehicles with 4-cylinder engines and 2001 Saab 9-5 model vehicles with 6-cylinder engines. The ignition discharge module (IDM) may break down due to an electrical overload. This condition may occur during a start attempt, resulting in the engine not starting. In rare cases this condition may occur during driving.

Our records indicate that you are the current owner of a vehicle that is affected by this recall.

At your earliest convenience, please make an appointment with your authorized Saab dealer to have the ignition discharge module checked and, if necessary, replaced.

The work will take less than an hour and is, of course, free of charge for you.

If, after contacting your Saab dealer, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1.888.327.4236.

If you have sold your car, if it has been stolen or subjected to a total insurance loss, we would appreciate you notifying us about this by completing the detachable card and mailing it back in the return envelope.

If you have experienced this condition and have paid for related repairs, please complete the enclosed reimbursement form and submit all receipts to Saab Customer Assistance Center, 4405-A International Blvd., Norcross, GA 30093. Attention: IDM Recall.

Saab Automobile AB appreciates your cooperation and understanding regarding this recall and we will do our best, along with your dealer, to minimize the inconvenience. We have, however, taken this action in the interest of your continued safety and satisfaction with our products.

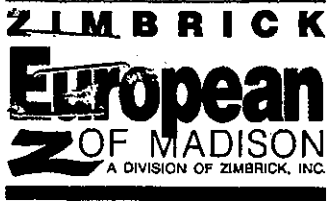
Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Yours faithfully,

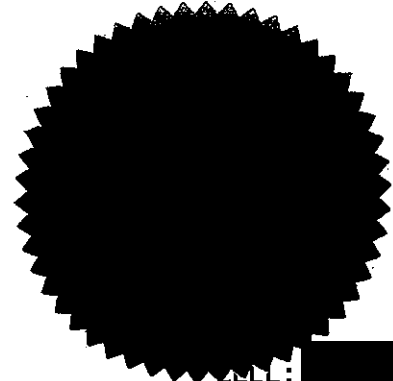
Saab Automobile USA

Enclosüre

15021/05087



320 West Beltline Hwy.
MADISON, WISCONSIN 53713
Telephone 608-258-4000
www.zimbrick.com



CUSTOMER NO.	46882	ADVISOR	JODY NELSON	8170	TAG NO.	828	INVOICE DATE	04/18/06	INVOICE NO.	SACS267331
		LABOR	97.00		MILEAGE	88,849	COLOR	BLACK/WARM	STOCK NO.	
		YEAR / MAKE / MODEL	00/SAAB/9-5/4 DOOR SEDAN				DELIVERY DATE	03/15/00		
		VEHICLE ID NO.	Y S 3 E D 4 5 E 1 Y 3				SELLING DEALER NO.	PRODUCTION DATE		
		F.T.E. NO.					P.O. NO.	sa		
							P.O. DATE	04/17/06		
COMMENTS										MO: 88853

JOB# 1 CHARGES-----
LABOR-----
1 46SAZ15021 IGNITION CASSETTE TECH(S) 8161 WARRANTY
PERFORM SAAB SAFETY RECALL 15021: INSPECT/REPLACE IGNITION
DISCHARGE MODULE (IDM).
NO REPLACEMENT NECESSARY
REMOVED, INSPECT #E005060 CORRECT STYLE

As a valued customer
Your satisfaction is our priority.
If you were not completely satisfied
With your experience please contact us
Immediately.

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX SACS JOB# 1 TOTAL 0.00

**SUPPLY / HAZARDOUS WASTE
DISPOSAL CHARGE:**
There is a charge for supplies used, and for
the legal disposal of hazardous waste, that
are not itemized on your repair order. This
will be at 4% of the total ticket to a
maximum of \$15.00.

JOB# 2 CHARGES-----
LABOR-----
2 14SAZ ENGINE DRIVEABILITY TECH(S) 8161 145.50
OWNER STATES ENGINE LOST POWER AND DIED ON HIGHWAY. TRIED
TO RESTART AND WOULD NOT.
INTERNAL FAULT W/FUEL PUMP
DIAGNOSTIC W/TECH 2- NO CODES, CHECK FOR FUEL PRESSURE.
NONE, CHECK POWER AND GROUND AT PUMP-O.K. RPEPLACED PUMP

ZIMBRICK EUROPEAN
320 West Beltline Hwy.
MADISON, WISCONSIN 53713
Telephone 608-258-4000
www.zimbrick.com

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	30-587-077	FUEL PUMP	550.82
TOTAL - PARTS				550.82

JOB# 2 TOTALS-----
LABOR 145.50
PARTS 550.82

Service Dept. Hours

Monday - Friday
7:00 AM - 6:00 PM

JOB# 2 JOURNAL PREFIX SACS JOB# 2 TOTAL 696.32
JOB# 3 CHARGES-----
LABOR-----
3 39SAZ A/C REPAIR TECH(S) 8161 145.50
OWNER STATES AC INOP.
SEE HISTORY.
MAY NEED TO REMOVED COVER FOR EVAP HOUSING AND
INSPECT EVAPORATOR
EVACUATE SYSTEM, .44LBS RECOVERED. PLACE SYSTEM INTO
VACUUM AND LEAK TEST-HELD FOR 30MIN. RECHARGE SYSTEM
1.95LBS W/DYE AND OIL RAN TO TEMP AND CHECK OUTLET TEMP
FROM CENTER VENT-O.K. 46F. PRESSURES O.K., CHECK FOR
LEAKS VISUALLY-NO SIGNS OF DYE OR SYSTEM LEAKAGE AT THIS
POINT.

Thank You!

MISC	CODE	DESCRIPTION	CONTROL NO
	SALC	SAAB LABOR COUPON	-25.00
	SAPC	SAAB PARTS COUPON	-25.00
TOTAL - MISC -50.00			

"Motor vehicle repair practices are regulated
by Chapter ATCP 132, Wis. Adm. Code,
administered by the Bureau of Consumer
Protection, Wisconsin Dept. of Agriculture,
Trade and Consumer Protection, P.O. Box
8911, Madison, Wisconsin 53708-8911."



Zimbrick Saab
1809 W. Beltline Hwy.
Madison, WI 53713
Telephone 608-270-7757
www.zimbrick.com



CELL: [REDACTED]

CUSTOMER NO	500853	ADVISOR	BRYAN R KUFALK	835	TAG NO	864	INVOICE DATE	10/03/08	INVOICE NO	SACS398722
[REDACTED]		LABOR RATE	[REDACTED]	MILEAGE		114,078	COLOR	BLACK/WARM	STOCK NO	
MONONA, WI		YEAR / MAKE / MODEL					DELIVERY DATE		DELIVERY MILES	
		00/SAAB/9-5/4 DOOR SEDAN					03/15/00			
		VEHICLE ID NO					SELLING DEALER NO.		PRODUCTION DATE	
		Y 5 3 E D 4 5 E 1 Y 3								
		PTE NO		P O NO		SP		10/03/08		
COMMENTS										

LABOR & PARTS
J# 1 14SAZCKENG CHECK ENGINE LIGHT TECH(S):1188 52.00
OWNER REPORTS THE CHECK ENGINE LIGHT HAS COME ON.
SEE NOTE...
P1312 COMBUSTION DETECTION CYL 1+2 OPEN CIRCUIT/SHORT TO B+
P1334 COMBUSTION DETECTION CYL 3+4 OPEN CIRCUIT/SHORT TO B+
CAR NEEDS AN IGNITION CASSETTE.ON BACK ORDER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	0	55-562-588	IGN CASSETTE	406.60
PART ON SPECIAL ORDER				
** QUANTITY 1 IS SPECIAL ORDERED **				

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 52.00

J# 2 43SAZ7 REPLACE BULB TECH(S):1188 12.00
OWNER STATES THE REAR BULB FAILURE IS ON.... ADVISE
REAR BRAKE BULB IS OUT
REPLACED BULB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	43-20-594	BULBRRLAMP 752B	6.70

JOB # 2 TOTAL PARTS 6.70

JOB # 2 TOTAL LABOR & PARTS 18.70

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SASS	SHOP SUPPLIES	
TOTAL - MISC			2.83

TOTALS

[] CASH [] CHECK #
[] CHARGE

THANK YOU FOR CHOOSING ZIMBRICK SAAB SERVICE !!!
PLEASE SIGN FOR RECEIPT OF VEHICLE.
IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR EXPERIENCE,
PLEASE CALL OR SEE YOUR SERVICE CONSULTANT.
HAVE A GREAT DAY!
HAVE YOU THOUGHT ABOUT A DETAIL PACKAGE FOR YOUR CAR?
VISIT US ONLINE @ zimbrick.com

TOTAL LABOR...	64.00
TOTAL PARTS...	6.70
TOTAL SUBLET...	0.00
TOTAL G.O.G...	0.00
TOTAL MISC CHG.	2.83
TOTAL MISC DISC	0.00
TOTAL TAX.....	4.05

TOTAL INVOICE \$ 77.58

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Immediately.

**SUPPLY / HAZARDOUS WASTE
DISPOSAL CHARGE:**
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the legal disposal of hazardous waste, that
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maximum of \$15.00.

ZIMBRICK SAAB
1809 W. Beltline Hwy.
MADISON, WISCONSIN 53713
Telephone 608-270-7757
www.zimbrick.com

Service Dept. Hours

Monday - Friday
7:00 AM - 6:00 PM

Thank You!

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CELL: [REDACTED]

CUSTOMER NO.	500853	ADVISOR	BRYAN R KUFALK	835	TAG NO.	961	INVOICE DATE	10/13/08	INVOICE NO.	SACS400757
[REDACTED]		LABOR RATE	[REDACTED]	MILEAGE		114,770	COLOR	BLACK/WARM	STOCK NO.	
MONONA, WI [REDACTED]		YEAR / MAKE / MODEL					DELIVERY DATE		DELIVERY MILES	
		00/SAAB/9-5/4 DOOR SEDAN					03/15/00			
		VEHICLE I.D. NO.					SELLING DEALER NO.		PRODUCTION DATE	
		Y S 3 E D 4 5 E 1 Y 3 [REDACTED]								
		P.T.E. NO.		P.O. NO.		SP		10/13/08		
COMMENTS										

LABOR & PARTS
J# 1 13SAZ ENGINE-ELECTRICAL TECH(S):792 20.80
OWNER REQUESTS A NEW D.I. CASSETTE.... NOTE DIAG TIME WAS
PAID FOR ON LAST RO
REPLACED DI CASSETTE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	55-559-955	IGN CASSETTE	276.06
JOB # 1 TOTAL PARTS				276.06
JOB # 1 TOTAL LABOR & PARTS				296.86

J# 2 43SAZ BODY-ELECTRICAL TECH(S):792
THE SECOND BULB FROM THE RIGHT ON THE HIGH MOUNT STOP LIGHT
COMES AND GOES
HAVE TO ORDER LIGHT BAR

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

MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # A	SASS	SHOP SUPPLIES	
TOTAL - MISC			11.87

COMMENTS--
WAIT

TOTALS

[] CASH	[] CHECK #	TOTAL LABOR....	20.80
[] CHARGE		TOTAL PARTS....	276.06
		TOTAL SUBLET...	0.00
		TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	11.87
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	16.98

THANK YOU FOR CHOOSING ZIMBRICK SAAB SERVICE !!!
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PLEASE CALL OR SEE YOUR SERVICE CONSULTANT.
HAVE A GREAT DAY!
HAVE YOU THOUGHT ABOUT A DETAIL PACKAGE FOR YOUR CAR?
VISIT US ONLINE @ zimbrick.com

TOTAL INVOICE \$ 325.71

CUSTOMER SIGNATURE

As a valued customer
Your satisfaction is our priority.
If you were not completely satisfied
With your experience please contact us
Immediately.

**SUPPLY / HAZARDOUS WASTE
DISPOSAL CHARGE:**
There is a charge for supplies used, and for
the legal disposal of hazardous waste, that
are not itemized on your repair order. This
will be at 4% of the total ticket to a
maximum of \$15.00.

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Thank You!

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State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection
Rod Nilsestuen, Secretary
Division of Trade and Consumer Protection

November 7, 2008

SAAB CARS USA INC
STE A
4405 INTERNATIONAL BLVD
ATLANTA GA 30093

RE: File 505562 (Refer to this number when contacting our agency)

[REDACTED]
MADISON W [REDACTED]

Dear Sir/Madam:

I received a complaint from [REDACTED] concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to [REDACTED] and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

COPY

Nicole D. Campbell
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Fax: 414-266-1235
E-mail: Nicole.Campbell@wisconsin.gov

Agriculture generates \$51.5 billion for Wisconsin



State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection
Rod Nilsestuen, Secretary
Division of Trade and Consumer Protection

November 7, 2008

[REDACTED]
MADISON WI [REDACTED]

RE: **File 505562** (*Refer to this number when contacting our agency*)
SAAB CARS USA INC
STE A
4405 INTERNATIONAL BLVD
ATLANTA GA 30093

Dear Ms [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Saab Cars USA Inc. I have written to the business to try and assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.

Your patience is appreciated during this process. It is not possible to tell exactly how long the mediation process will take. Some situations can be handled within a few weeks, but complicated matters may take many months. I will advise you, in writing, of the disposition of your complaint once I have received and thoroughly reviewed the written response from the company.

If you wish to pursue this matter outside of our mediation efforts, please contact a private attorney to discuss your legal remedies or file in small claims court.

Thank you again for bringing your complaint to our attention.

Sincerely,

COPY

Nicole D. Campbell
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Fax: 414-266-1235
E-mail: Nicole.Campbell@wisconsin.gov

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