

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

15-SEP-2010

Repository Reference No.
10355728

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City RALEIGH

State NC

Zip Code [REDACTED]

Daytime Telephone Number
[REDACTED]E-mail Address
[REDACTED]

Evening Telephone Number

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

YS3EB55E043 [REDACTED]

Make

SAAB

Model

9-5

Model Year

2004

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

 Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

22-NOV-2009

 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 116100 ELECTRICAL SYSTEM: IGNITION: SWITCH

Failure Mileage
60000Failure Speed
60

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

 Yes No

Fire

 Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

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 2004 SAAB 9-5. THE CONTACT STATED THAT WHEN DRIVING ON THE HIGHWAY, THE VEHICLE WOULD SUDDENLY SHUT DOWN COMPLETELY. THE ENGINE AND ELECTRICAL SYSTEMS WOULD TURN OFF COMPLETELY. THE FAILURE OCCURRED SEVERAL TIMES. THE VEHICLE WAS ABLE TO BE IMMEDIATELY RESTARTED WHEN THE FAILURE OCCURRED. THE VEHICLE WAS INSPECTED BY AN INDEPENDENT MECHANIC WHO STATED THAT THE IGNITION SWITCH WAS MOST LIKELY THE CAUSE FOR FAILURE. THE VEHICLE HAD NOT BEEN REPAIRED. THE CONTACT CALLED THE MANUFACTURER WHO OFFERED NO ASSISTANCE. THE CURRENT MILEAGE WAS APPROXIMATELY 74,000. THE FAILURE MILEAGE WAS APPROXIMATELY 60,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Attachments: [10355728.pdf](#)

-----Original Message-----

From: [REDACTED]
Sent: Saturday, December 18, 2010 10:33 AM
To: DataQuality, DataQuality (NHTSA)
Subject: follow up to ODI complaint

To Whom It May Concern:

The attached report states the problem with my vehicle accurately. I do not know for sure, however, that the failed component is the ignition switch, that is simply a theory. Please let me know if you have any other questions.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Raleigh, NC [REDACTED]