

CL-10391938-6991

Rik Paul, Editor of Cars at Consumer Reports
Consumers Union of US, Inc.
101 Truman Ave
Yonkers, NY 10703-1057

MAR 14 2011

National Highway Transportation Safety Administration
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

March 7, 2011

***RE: CONCERNED THAT WHAT HAPPENED TO ME re MY SAAB 9-3 CONVERTIBLE
MAY HAPPEN TO OTHER SAAB OWNERS ACROSS THE COUNTRY***

Dear Mr. Paul and the NHTSA,

I wanted to send along some alarming information that caused me a lot of frustration with my 2004 Saab 9-3 convertible car and its 'repairs'. I attach my January 7, 2011 letter and backup which I sent to Saab USA and then later to Saab U.S.'s president. Saab Customer Service did call me in late January to inform me my case had been reviewed, discussed with the dealer, and discussed with the zone manager. They said they could not proceed with any reimbursement.

I was frustrated then and I'm still stewing now. Money is frankly just a small part of the issue. I've been a long time 17 year subscriber to Consumer Reports so I certainly know that 2004 Saabs are not the best for reliability, their fuel tanks, etc. They certainly are still fun cars to drive come Spring through Fall here in New England.

I'm still amazed at a car company basically telling their client "hey, you ran your fuel tank low so it shorted a sensor and it costs \$600 to get in there to replace an \$86 sensor" and "it costs \$125 to upgrade you to the newest software after that Contact Your Dealer light went off". There should be a recall or alert to every Saab driver on not running low on gas. FYI, this was on a fuel tank Saab completely replaced a few years back due to their error warnings. Warranty or no warranty, I'm amazed that getting down to your last gallon of gas has these implications for me and every other Saab owner. And Saab had no response as to how a consumer could download new software (like home computers) to avoid paying a dealer - obviously no consumer should but do they really need to pay \$125 for a dealer to plug into a car's system and take a minute to upload?

I don't know what steps and procedures your organizations may have, as I worry about current and future Saab owners who are potentially going to face these same issues, costs and frustrations on gas tanks and software upgrades.

I'd love hear your thoughts to my case on behalf of your organizations or suggest any further steps I may undertake. My contact info is below and I thank you in advance.

[REDACTED]

Medfield, MA [REDACTED]

[REDACTED]

EF
03/16/11
JW

Saab Customer Assistance
Saab Automobile USA
PO Box 033166
Detroit, MI 48232-5166

January 7, 2011

RE: VERY FRUSTRATED ABOUT \$851 AND WHAT I HAD TO GET REPAIRED THIS WEEK ON MY 9-3 CONVERTIBLE

Dear Saab,

On Tuesday January 4th I had to take my 2004 Saab 9-3 convertible into my local dealer, Cadillac Village of Norwood MA. I had no choice given the engine light went on the night before, as well as the Gearbox Malfunction light that went and stayed on, and the top that stopped working.

As I thought about and read about what was discovered/diagnosed, after I paid my attached \$852 repair bill, I found myself getting more and more frustrated. Note I don't fault Cadillac Village as they are very good service folks and the consultant Jeff Donovan I deal with is excellent. As a businessman I can appreciate they have to earn money and cover their time (though under warranties they re-bill Saab USA). Let me ask at the start that what I'm requesting from Saab USA is reimbursement of all if not a majority of this bill – for the reasons below.

Let me give you some history first. I consider myself a loyal Saab owner and I bought my then one year old 4K mile black convertible in December 2004. My family and I have loved it from Day #1, especially when the New England winters end around here. It now has 92K miles on it and I know it convinced neighbors and friends to buy Saabs and convertibles in my fairly affluent west of Boston town. With my teenage daughters approaching driving age, we certainly are leaning towards getting another Saab and maybe a convertible at that (fyi our other car is a 2008 Toyota minivan). I grew up to love convertibles. It began with a red Pontiac Firebird that my father bought new in 1969, and I drove it through high school and college as we kept in the family through 1985 until he was hit in an accident and the car was unfortunately totaled.

I give you this background for two reasons. First, I know that convertible tops are very temperamental items - many moving parts, levers and motors. I'm aware that over time things will need replacing and I expect and can deal with it. To me it's the price you pay to put the top down for years on nice days! **I don't mind having paid the \$188 to fix the top this week – every convertible owner knows the risks.** Second, my dad loved his convertible and his cars, but I've lived through the experience several times of running out of gas in a car. They were not pleasant, but then again I had no control as one of four young children with a father who didn't always show common sense or get to a gas station.

I state this second point as I'm just frustrated and amazed at the assessment by Cadillac Village of what diagnostics showed and what needed replacement for \$523. **By running my Saab "low on fuel", it shorted the fuel sensor. This \$86 sensor had to be replaced, but that meant \$438 in labor to take out the entire fuel tank for the job.** I asked if I can skip the fix and live with knowing how much I think I have in my gas tank, but was told it had to be fixed/replaced or would never pass an upcoming state inspection and each year's inspection!

So it got me thinking – are you telling me Saabs aren't built to bring a gas level down to the last gallon or two before refueling? Thus every Saab in this country has to replace a fuel sensor/gauge because gas is low or worse when an owner runs out of gas? A gas tank and it's fuel gauge/sensor should work the same whether you have 440 miles left on its full tank (what my car usually gets) or if its down to the last 20 miles left on a near empty tank (which I recall it was in late December as I commute 40 miles total a day to work). Want to use an analogy? That's like saying it's great to buy a nice thermometer to see how cold it is outside...but please don't put it outside on really cold days when the mercury gets near the bottom of it because it may make the mercury stick at the bottom, or break, or cease to read properly and the fix is taking the entire thermometer apart! .

And here's the irony circa 2005 in the other two attached old invoices I dealt with. I had just bought my great used Saab in Connecticut, got a license plate and brought it in to my Massachusetts dealer to get its initial inspection sticker. The car failed inspection on a few fronts. One of the fixes was the dealer had to replace the fuel pump because the check engine light went on (January 2005). Then came the greatest irony and a reason for this letter. **See the June 2005 attached invoice – another check engine light as the dealer literally replaced the ENTIRE fuel tank** on my October 2003 built Saab that I bought used in December 2004 to resolve the issue (obviously under warranty so billed to Saab USA). How ironic this Saab replaced fuel tank rears its ugly head five years later.

I'd like your assessment if Cadillac Village identified the correct problems. If it's really true, it's infuriating. **I feel like sending this letter to Consumer Reports or some government agency to alert them that there's obviously some risk to every Saab owner in America that if they're running low on gas it may create \$600 replacement issues with their gas tanks and sensors!** I can't recall ever seeing that type of warning from any car.

And let me also comment on the \$125 item on my bill that is almost as frustrating. The "Gearbox Malfunction light/Contact Your Dealer" went on January 3rd. The diagnostics by the technician then stated my car "isn't running the latest software"? So they had to perform SPS Software Reprogramming of the transmission control module to update the newest software. That's unbelievable given the regular maintenance I've perform at two Saab dealers since I bought the car. So how do Saab and the car industry ensure the latest software is running cars out on the roads? You can't download it yourself as a car owner! **Thus I'd like that \$125 labor cost reimbursed to me as well.** An analogy would be your home computer gives an error message and you have to take it in to the Apple or Best Buy store so they can update your software and charge you for their time. That just doesn't happen, would be very embarrassing for the industry as well, and cars should not break down because of software upgrades delivered only by dealers.

Please let me know your responses to the above and my requests so that I know what my next action steps may be. My contact info is below and I thank you in advance.

[REDACTED]

[REDACTED] Medfield, MA [REDACTED]

[REDACTED]

RAY CICCOLO'S



CADILLAC VILLAGE
of Norwood
700 Providence Hgwy
Norwood, MA 02062

HUMMER VILLAGE
of Norwood
700 Providence Hgwy
Norwood, MA 02062

HUMMER

TEL: 781-762-5900
Toll Free: 1-888-762-5900

CUSTOMER NO. 608178	ADVISOR JEFF	TAG NO. 4639 5866	INVOICE DATE 01/04/11	INVOICE NO. SACS345748
	LABOR RATE	LICENSE NO.	MILEAGE 91,500	COLOR BLACK/
	YEAR / MAKE / MODEL 04/SAAB/9-3 ARC/2DR CONV		DELIVERY DATE 10/11/03	STOCK NO.
MEDFIELD, MA	VEHICLE I.D. NO. Y S 3 F D 7 9 Y 0 4 6		SELLING DEALER NO. 2049	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/04/11	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 2.0_LITER_TURBO		

MO: 91500

JOB# 1 CHARGES

LABOR
J# 1 23SAN420 FUEL LEVEL TRANSMITTER TECH(S): 4426 437.50

THE CUSTOMER STATES THAT THE ENGINE LIGHT AND GEARBOX LIGHT ARE COMING ON. ENGINE LIGHT IS OFF NOW, BUT GEARBOX WARNING HAS STAYED ON.

THE TECHNICIAN INSPECTED THE VEHICLE TO VERIFY THE CUSTOMER CONCERN. CONNECTED TECH2 AND RETRIEVED FAULT CODES P0300 00, P0461 00 AND P0826 06. CARRIED OUT DIAGNOSTIC AND DETERMINED THAT THE FUEL LEVEL SENSOR IS SHORTED IN THE GAS TANK. REMOVED GAS TANK AND REPLACED THE FUEL LEVEL SENSOR. CLEARED FAULT CODES AND RETESTED, OKAY.

NOTE: SUSPECT MISFIRE CODE WAS CAUSED BY CAR BEING RUN LOW ON FUEL DUE TO INCORRECT FUEL GAUGE READING. NO OTHER OBVIOUS ISSUES FOUND AT THIS TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
	1		22-672-171	SENSOR FUEL GAUGE		85.78
TOTAL - PARTS						85.78

JOB# 1 TOTALS

LABOR	437.50
PARTS	85.78

JOB# 1 JOURNAL PREFIX SACS JOB# 1 TOTAL 523.28

JOB# 2 CHARGES

LABOR
J# 2 36SAZF42603 ADJ SWITCH POWER WIN TECH(S): 4426 0.00

THE CUSTOMER STATES THAT THE DRIVERS WINDOW KICKS BACK OPEN.

REPROGRAMMED THE ANTI-PINCH FUNCTION AND TESTED THE WINDOW OPERATION.

JOB# 2 TOTALS

LABOR	0.00
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JOB# 2 JOURNAL PREFIX SACS JOB# 2 TOTAL 0.00

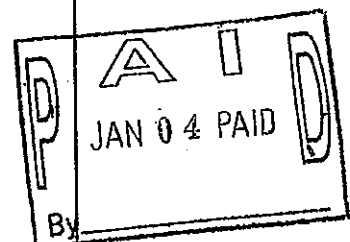
JOB# 3 CHARGES

LABOR
J# 3 81SAB107 PROGRAM CV TOP 94 98 TECH(S): 4426 187.50

THE CUSTOMER STATES THAT THE CONVERTIBLE TOP IS NOT WORKING PROPERLY. WARNING MESSAGE ON DASH.

THE TECHNICIAN INSPECTED THE VEHICLE TO VERIFY THE CUSTOMER CONCERN. UPON INSPECTION THE TECHNICIAN FOUND THAT THE CONVERTIBLE TOP AND 5TH BOW SWITCH ARE OUT OF ADJUSTMENT. CARRIED OUT CONVERTIBLE TOP AND 5TH BOW ADJUSTMENT PROCEDURE AND REPROGRAMMING OF CONVERTIBLE. TESTED OPERATION, OKAY.

NOTE: DO NOT OPERATE CONVERTIBLE TOP IN COLD WEATHER.



RAY CICCOLO'S



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of Norwood
700 Providence Hgwy
Norwood, MA 02062

HUMMER VILLAGE
of Norwood
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Norwood, MA 02062

HUMMER

TEL: 781-762-5900
Toll Free: 1-888-762-5900

CELL: [REDACTED]

CUSTOMER NO. 608178	ADVISOR JEFF	TAG NO. 4639	INVOICE DATE 01/04/11	INVOICE NO. SACS345748
[REDACTED]	LABOR RATE	MILEAGE 91,500	COLOR BLACK	STOCK NO.
MEDFIELD, MA	YEAR / MAKE / MODEL 04/SAAB/9-3 ARC/2DR CONV	DELIVERY DATE 10/11/03	DELIVERY MILES	
[REDACTED]	VEHICLE I.D. NO. Y S 3 F D 7 9 Y 0 4 6	SELLING DEALER NO. 2049	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/04/11	
RECEIVED PHONE	BUSINESS PHONE	COMMENTS E# 2.0_LITER_TURBO		
			MO: 91500	

JOB# 3 TOTALS-----
LABOR 187.50
JOB# 3 JOURNAL PREFIX SACS JOB# 3 TOTAL 187.50

JOB# 4 CHARGES-----
LABOR-----
J# 4+44SAZF53102 ADJ ECM SERVICE PROG TECH(S):4426 125.00
GEARBOX MALFUNCTION LIGHT.
RETRIEVED FAULT CODE AND DETERMINED THAT THE TRANSMISSION
CONTROL MODULE(TCM) IS NOT RUNNING LATEST SOFTWARE.
PERFORMED SPS SOFTWARE REPROGRAMMING OF THE TCM TO UPDATE
TO THE LATEST SOFTWARE VERSION. CLEARED FAULT CODE AND
ROADTESTED THE CAR.

JOB# 4 TOTALS-----
LABOR 125.00
JOB# 4 JOURNAL PREFIX SACS JOB# 4 TOTAL 125.00

JOB# 5 CHARGES-----
LABOR-----
J# 5+03SARRENTAL ENTERPRISE RENTAL TECH(S):4141 INTERNAL

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
345748 274043 01/04/11 COURTESY CAR 274043
TOTAL - SUBLET INTERNAL 0.00

JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX SACS JOB# 5 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A CDSS SHOP SUPPLIES-CADDY 345748 10.00
TOTAL - MISC 10.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$857.50 (+TAX)
RECOMMENDATIONS-----
WISHING YOU A HAPPY AND HEALTHY NEW YEAR!!!
THANKS FOR SERVICING AT SAAB OF NORWOOD!
ANY QUESTIONS OR CONCERNS CONTACT JEFF, 781-948-4609.

RAY CICCOLO'S



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of Norwood
700 Providence Hgwy
Norwood, MA 02062

HUMMER VILLAGE
of Norwood
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Norwood, MA 02062

HUMMER

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CUSTOMER NO. 608178	ADVISOR JEFF	TAG NO. 4639 5866	INVOICE DATE 01/04/11	INVOICE NO. SACS345748
[REDACTED] MEDFIELD, MA [REDACTED] [REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 91,500	COLOR BLACK/
	YEAR / MAKE / MODEL 04/SAAB/9-3 ARC/2DR CONV		DELIVERY DATE 10/11/03	STOCK NO.
	VEHICLE I.D. NO. Y S 3 F D 7 9 Y 0 4 6		SELLING DEALER NO. 2049	DELIVERY MILES
	P.T.E. NO.		P.O. NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS E# 2.0_LITER_TURBO		
			MO: 91500	

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

SERVICE & PARTS DEPARTMENT HOURS
MON- FRIDAY 8:00AM-6:00PM
SATURDAY 8:00AM-1:00PM

TOTAL LABOR....	750.00
TOTAL PARTS....	85.78
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	10.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	5.99

TOTAL INVOICE \$ 851.77

THE SERVICE TEAM WOULD LIKE TO THANK YOU
FOR YOUR BUSINESS!!!!!!

OUR GOAL IS YOUR COMPLETE SATISFACTION
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED
PLEASE CONTACT RALPH DONARUMA, SERVICE MANAGER
DIRECT 781-948-4602 OR RDONARUMA@CADILLACNORWOOD.COM

CUSTOMER SIGNATURE

5 1 5 2 9

* INVOICE*

CENTRAL SAAB

70 Providence Hwy. (Rte.1)

Norwood, MA 02062

Telephone: (781) 762-8100

Toll Free: (800) 345-9991

Internet: centralautogroup.com



MEDFIELD, MA

HOME :

BUS

PAGE 1

SERVICE ADVISOR: 3407 QUIANA N WILSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	04	SAAB 93	YS3FD79Y046		12601/12601	T1458
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT
11OCT03 IS		11OCT2007	17:00 20JUN05		91.00	CASH
R.O. OPENED	READY	OPTIONS: DLR:01096 ENG:2.0_Liter_Turbo				
20JUN05	21JUN05					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A LOANER VEHICLE WHILE BEING SERVICED.							
LOANER LOANER VEHICLE WHILE BEING SERVICED.							
	4414	CPS				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B TECH 4414 - NEEDS MORE DIAG TIME TO FIND GAS LEAK FOR CK ENGINE LIGHT
CAUSE: FUEL TANK LEAKING

2341103F SCANNED FOR CODES. SMOKE TEST. LEAKING
FROM TOP OF FUEL TANK. OVERNIGHT FUEL TANK.
R/R FUEL TANK.

4414 WS

1 12804945 FUEL TANK

FC: 23411 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

IMPORTANT : you may receive a satisfaction survey from GM/SAAB, this is our report card. If for any reason you cannot rate us 100% or completely satisfied, please call our service department. Your complete satisfaction is our ultimate goal. NOTE : please rate our performance not your vehicles. THANK YOU SERVICE

THANK YOU FOR BRINGING YOUR
VEHICLE TO CENTRAL SAAB

COMPLETE BODYSHOP AND PAINT FACILITY
CALL CENTRAL COLLISION CENTER (781) 762-8444

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freezer, etc.) must be disposed of by a licensed contractor in an environmentally safe manner.

Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DISCLAIMER OF WARRANTIES

ALL warranties on these parts are made by the manufacturer's. The Seller, Central Saab, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Central Saab, neither assumes nor authorizes any other person to assume for it these warranties with which the Seller, Central Saab, is not authorized to do so. This disclaimer by the Seller, Central Saab, in no way affects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of income, or any other incidental damages.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

FAX TO: Nick Saccomanno, Nick Slater and Tommy K.

FROM: [REDACTED]

1/6/2005

Nick, Nick and Tommy,

Happy New Year to each of you and hope you had a safe and enjoyable holiday.

May I request if ZeeAuto can cut me a reimbursement check for \$59.66? Per the attached, this is the cost I incurred yesterday at Central Saab in Norwood Mass in dealing with the issues the car had in my first 20 days of ownership:

- It failed inspection 12/23/04 as I took it in upon getting the registration & plates. I paid \$29 which is not refundable and unless I took it back to that same gas station I had to pay another \$29 for inspection. I had faxed Patrick in your office to discuss my alarm at buying a car and failing inspection a week later...;

- On 12/30/04 Central Saab told me the fuel pump had to be ordered and replaced as this caused the Check Engine Light historical issue in the car's computer history. They also said they had to replace brake pads to stop the squeaking I heard, saying this was a common issue when this model first came out in Fall 2003. Seems the front brake pads were already replaced in the past so the rear needed replacement now;

- Yesterday 1/5/05 they gave me a loaner and replaced the fuel pump, rear brake pads, did the inspection (which passed) and had to install brackets and provide screws to mount the front license plate in order to pass inspection.

Thus guys, I don't mind paying for one \$29 inspection, but don't feel I should pay for a second due to the issues above. Or the cost to mount a front plate on the car as nothing came with it to allow me to do it. And in my first 3 weeks of owning a certified pre-owned car, it's been three mornings into work late to deal with failed inspections, pumps and brakes.

I'm hoping this is not indicative of the future servicing of what I still think is a great car, sold to me at a good value, by a great dealership and team at ZeeAuto. I will remain the optimist and thank you in advance for the reimbursement check.

[REDACTED]
Medfield, MA [REDACTED]

5083591707

9 8 3 2 0

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INVOICE

PAGE 1

MEDFIELD, MA

HOME:

BUS:

CELL:

SERVICE ADVISOR: 683 JOHN ZIMMERMAN

CELL: [REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
COLOR	YEAR	MAKE/MODEL			VIN		LICENSE		MILEAGE IN/OUT		TAG
BLACK	04	SAAB 93			YS3FD79Y046 [REDACTED]				5253 / 5253		T1180
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. DATE		
11OCT03 IS		11OCT2007	17:00 05JAN05				80.00	CASH	05JAN2005		
R.O. OPENED		READY		OPTIONS: DLR:01096 ENG:2.0_Liter_Turbo							
05JAN05		05JAN05									

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S CAR FAILED EMISSION TEST.

CAUSE: CHECK ENGINE LIGHT ON

25 TEST AND EXTRACT CODE P0461. R/R FUEL PUMP.

213 WS

1 12805467 FUEL PUMP

FC: 23420 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

S BRAKES SQUEAK. NOISE FROM REAR

CAUSE: NOISE

14 R/R REAR PADS

213 WS

1 93183140 BRAKEPADS

FC: 51720 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C INSPECTION STICKER

28 INSPECTION STICKER

213 CPS

1 12786338 BRACKETLICPLT

4 7977390 SCREW

4 7970601 SCREW

	29.00	29.00
12.00	12.00	12.00
2.00	2.00	8.00
2.30	2.30	9.20

PARTS: 29.20 LABOR: 29.00 OTHER: 0.00 TOTAL LINE C: 58.20

THANK YOU FOR BRINGING YOUR
VEHICLE TO CENTRAL SAAB

COMPLETE BODYSHOP AND PAINT FACILITY
CALL CENTRAL COLLISION CENTER (781) 762-8444

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner.

Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DISCLAIMER OF WARRANTIES

All warranties on these parts are the manufacturer's. The Seller, Central Saab, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Central Saab, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, Central Saab, in no way affects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./ENVIRONMENTAL	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

5083591707

9 8 3 2 0

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INVOICE

PAGE 2

MEDFIELD, MA

HOME:

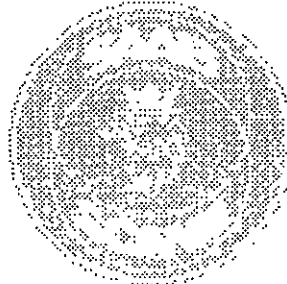
CELL:

BUS:

SERVICE ADVISOR: 683 JOHN ZIMMERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	04	SAAB 93	YS3FD79Y046		5253/5253	T1180	
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	
11OCT03 IS		11OCT2007	17:00 05JAN05		80.00	CASH	
B.O. OPENED		READY	OPTIONS: DLR:01096 ENG:2.0_Liter_Turbo				
05JAN05		05JAN05					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	29.00
PARTS AMOUNT	29.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIRONMENTAL	0.00
TOTAL CHARGES	58.20
LESS	0.00
SALES TAX	1.46
PLEASE PAY THIS AMOUNT	59.66

CUSTOMER COPY

[REDACTED]
MEDFIELD, MA [REDACTED]

DEC 14 2011

UNITV OF



NH75A

1200 NEW JERSEY AVE, SE

WEJ7 BUILDING

WASHINGTON, DC 20590