



U.S. Department of Transportation
National Highway Traffic Safety Administration

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

DATE ONLY 100148
Date Received: 02-MAY-2014
Repository:
Reference No.: 10586152

OWNER INFORMATION (Type or Print)
Name: [REDACTED]
Address: [REDACTED]
City: ELLICOTT State: MD Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [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: YS3ED49A343 [REDACTED]
Make: SAAB Model: 9-5 Model Year: 2004
Date Purchased: 10-2-2004 Dealer's Name and Telephone Number: Hunt Valley Saab
Engine: Turbo Fuel Type: High Test
No: Cylinders: 4
Original Owner: Dealer's City: Hunt Valley, MD 21030 State: MD Zip Code: 21030
Transmission Type: Automatic ARC
 Antilock Brakes Powertrain: Front Wheel
 Cruise Control
Multiple Failure: YES
1 Check Engine light
2 ABS stall at highway speeds
Incident Date(s): 11-MAY-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM
Failure Mileage: 64000 Failure Speed: 75

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): na Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

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: 0 Number of Deaths: 0 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 SABB 9-5. THE CONTACT STATED THAT WHILE DRIVING 75 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT WAS ABLE TO RESTART THE VEHICLE AND TOOK IT TO THE DEALER FOR INSPECTION OF THE FAILURE WHERE THE TECHNICIAN REPLACED THE IGNITION MODULE. THE CONTACT WAS MADE AWARE OF A MANUFACTURER'S RECALL FOR THE IGNITION SWITCH BUT WAS ADVISED THAT THE VEHICLE WAS NOT INCLUDED. THE MANUFACTURER WAS CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 64,000.
Also The Check Engine Light goes on frequently. Many trips to Service Stations & Authorized Repair Shops could not correct this completely, even early on. The dash lights go on frequently showing no automatic brakes while driving at low speeds. Must pull over & stop & turn off engine & restart the vehicle.

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 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.

ODI 10586152

[REDACTED]
Ellicott City, MD [REDACTED]

Oct 8, 2014

NHTSA

1200 N. Jersey St East
West Bldg - ODI office
Washington, DC 20590

Gentlemen:

I have very concerned about my SAAB
2004 9-5 Arc Vehicle, after ^{hearing} about the vehicle
ignition turn-offs and resulting accidents + deaths.
It is an eerie reminder of a similar
near-fatal turn-off of this vehicle, on route
via Rt 95 to Florida, without any warning.
Our lives were saved, because we were in the
right lane and were able to steer off to
the shoulder via the momentum of the built-up
speed of the car.

We have had the ignition module
changed, but we have never ^{again} felt comfortable
taking this car on a highway. (Please see attached
repair receipts) We have also had the check
engine light come on frequently when driving.
We also have the dashboard light up frequently
driving at 35-45 mph speeds telling us that we
no longer have the ABS system working.

We visited Win Kelly (Jack-Service Manager)
in Clarksville, MD to check on the turn-off problem
GM # [REDACTED] He said that our problem

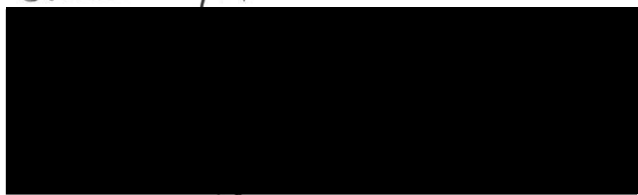
did not seem to be the same as the recalled vehicles, because our key is not by the steering wheel, but by the center console between the driver + passenger's seat,

yet despite this, we do not feel we can trust what GM says.

We have the moral dilemma of needing to sell this vehicle, as my husband does not drive anymore, but we do not want anyone to have a problem on the road, despite GM's denials.

Any help you can give us will be appreciated.

Sincerely,



P.S. Enclosed are some repair receipts for the problems we've had. Never were we advised, that our ignition module problem could make the car turn off suddenly, as it did.

ODI 10586152

duplicate

CUSTOMER #: [REDACTED]

[REDACTED]

SAAB OF TAMPA

11608 North Florida Ave
Tampa, FL 33612
(813) 769-7222

INVOICE
DUPLICATE 1
PAGE 1

Internet address: www.saaboftampa.com
MV# 62389

ELLICOTT CITY, MD [REDACTED]
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 488 JOE ASHMORE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	04	SAAB 95	YS3ED49A343 [REDACTED]		63990/63990	T2837	
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
05DEC03 DD			17:30 26FEB10		105.00	CASH	26FEB10
R.O. OPENED	READY	OPTIONS: ENG:2.3 Liter					
13:28 26FEB10	15:08 26FEB10						

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

A CUST STATES VEH HAS CHECK ENGINE LIGHT ON ADVISE
129 DRIVABILITY
487 WESTON, WILLIAM LIC#: 487
CPSS 157.50 157.50
1 55559955 IGN CASSETTE 346.94 346.94 346.94
DISC 10% DISCOUNT
9999 CPSS -15.75 -15.75
PARTS: 346.94 LABOR: 141.75 OTHER: 0.00 TOTAL LINE A: 488.69

63990 DTCS SET, SCAN FOR CODES-P1312/P1334/P0340 IDM CODES, CHECK
AND REPLACE IGNITION MODULE AND CLEAR CODES AND RECHECK OPERATION

B CUST STATES OTHER WARNING LIGHTS CAME ON ONCE ADVISE
NC NO CHARGE
487 WESTON, WILLIAM LIC#: 487
CPSS 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

63990 COULD NOT DUPLICATE, AS CHECKING CODES NO OTHER CODES THAT
WOULD CAUSE ALL LIGHTS TO COME ON

C CUST REQUESTS CHECK HOSES, FLUID LEVELS & TIRE PRESSURE
NC NO CHARGE
487 WESTON, WILLIAM LIC#: 487
CPSS 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

63990 REQUEST, CHECK AND FILL ALL FLUIDS AND SET TIRE PRESSURES
COMPLETED

<p>ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE</p> <p>SUPPLIES / WASTE DISPOSAL: This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. The charge is equivalent to 6% of the labor charge up to a maximum of \$15.00.</p>	LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with the estimates are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles whichever comes first. Seller does not guarantee that the work performed in accordance with the estimate will correct any problem specified on the description of the complaint. CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #:

INVOICE

11608 North Florida Ave
Tampa, FL 33612
(813) 769-7222

Internet address: www.saaboftampa.com
MV# 62389

DUPLICATE 1
PAGE 2

ELLICOTT CITY, MD

HOME: CONT:N/A

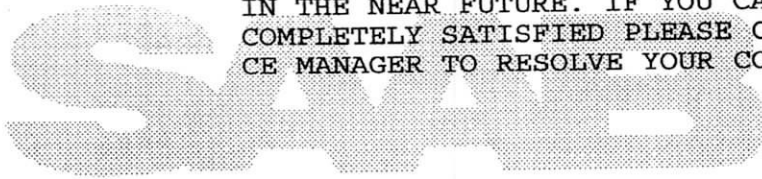
BUS: CELL:

SERVICE ADVISOR: 488 JOE ASHMORE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	04	SAAB 95	YS3ED49A343		63990/63990	T2837	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC03 DD			17:30 26FEB10		105.00	CASH	26FEB10
R.O. OPENED	READY	OPTIONS: ENG:2.3_Liter					
13:28 26FEB10	15:08 26FEB10						

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

ARE YOU COMPLETELY SATISFIED? PLEASE LET YOUR SERVICE CONSULTANT KNOW BEFORE YOU LEAVE TODAY OUR MISSION IS TO ENSURE YOU ARE COMPLETELY SATISFIED. YOU MAY RECEIVE A SURVEY FROM GM IN THE NEAR FUTURE. IF YOU CANNOT GRADE US AS COMPLETELY SATISFIED PLEASE CONTACT OUR SERVICE MANAGER TO RESOLVE YOUR CONCERNS. THANK YOU



ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

SUPPLIES / WASTE DISPOSAL: This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. The charge is equivalent to 6% of the labor charge up to a maximum of \$15.00.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with the estimates are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles whichever comes first. Seller does not guarantee that the work performed in accordance with the estimate will correct any problem specified on the description of the complaint.
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	141.75
PARTS AMOUNT	346.94
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	488.69
LESS INSURANCE	0.00
SALES TAX	34.22
PLEASE PAY THIS AMOUNT	522.91

CUSTOMER COPY

ODI 10586152

duplicate

Fitzgerald AUTO MALLS

FitzMall.com SINCE 1966



SUZUKI

114 Baughmans Lane
FREDERICK, MD 21702
301-696-9200 • 1-800-4AUTOMALL



MAZDA

SAAB



Visit us at our website: www.FitzMall.com

CUSTOMER NO. [REDACTED]	ADVISOR MARY ANN LONG	96 TAG NO. 774	INVOICE DATE 04/21/10	[REDACTED]
[REDACTED]	LABOR RATE 99.00	LICENSE NO.	MILEAGE 66,120	STOCK NO.
[REDACTED]	YEAR MAKE MODEL 04/SAAB/95 2.3T		DELIVERY DATE	DELIVERY MILES
ELLICOTT CITY, MD	VEHICLE ID NO. YS3ED49A343	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
NONE	F.T.E. NO.	P.O. NO.	R.O. DATE 04/19/10	
RE [REDACTED]	COMMENTS			MO: [REDACTED]

TOTALS

VISIT US AT www.FitzMall.com TO SEE OUR CURRENT SERVICE SPECIALS

Please note that while your vehicle is on premises, we will not be responsible for any damage to your vehicle under certain circumstances. Please ask one of our representatives about the extent of our responsibility, including our insurance coverage.

THANK YOU FOR VISITING FITZGERALD AUTO MALL
You may receive a factory survey about this visit, if you have any reason not to give us the highest score possible.
PLEASE CONTACT
Lester Abel - Service Manager (301)696-9200 ext 14310 or by e-mail to abel@fitzmall.com

TOTAL LABOR....	447.50
TOTAL PARTS....	573.99
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	19.95
TOTAL MISC DISC	-102.15
TOTAL TAX.....	32.20
TOTAL INVOICE \$	971.49

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES

PAYMENT TERMS: We only accept cash, check, Visa, Master Card, Discover or American Express Bank Cards for payment. No credit will be extended.

Full payment is due immediately upon completion of work.

We reserve the right to require a reasonable deposit for parts and labor.

We charge interest at .04% per day on amounts past due more than 30 days under this repair order. You agree to pay a storage charge of \$45.00 per day beginning 48 hours after completion of work.

You agree to pay all costs of collecting any amounts due under this repair order including reasonable attorney fees.

Unless full payment is received within 30 days from completion of work your vehicle may be sold under the Uniform Commercial Code of this State to pay any charges due.

You consent to reasonable use of the vehicle for the purpose of inspecting, testing, and repairing it.

NOTICE TO OUR CUSTOMERS

Please note that we are not liable to you for any casualty loss you may sustain when it is in for service should it be stolen or damaged by persons not employed by this dealership.

We commit to you to deliver the highest quality repairs and service to your vehicle and commit to take the required level of care to ensure the safekeeping of your vehicle and protection thereof from the damaging acts of third parties not employed by us. Should your vehicle be damaged despite our best efforts, your resort will be to your own vehicle insurance provider. Should you wish to know the extent of our insurance coverage for these facilities and our repair operations ask your service sales representative or his/her supervisor. You agree to be bound by the Fitzgerald Loaner Car Program Agreement and the Vehicle Use Agreement if you or your agent accepts a Loaner Car to use while we are repairing your vehicle.

We warrant that the parts and labor provided under this Repair Order will be free of defects in material and workmanship for 90 days or 4000 miles from when we return your vehicle to you. Any defects in parts or labor covered by this warranty shall only be corrected at this location and is limited to repair or replacement of the defective parts and labor. No other express warranties are provided.

By signing below you waive the requirement to test drive the vehicle.

Labor is charged by flat rate manual unless you agree that labor will be charged by clock hour.

A charge equivalent to 10% of total repair order is included for environmental, disposal and misc. charges used on your vehicle.

Manufacturer Special Policy Adjustment Programs

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the Manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

X
CUSTOMER'S SIGNATURE
NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

CUSTOMER PAYMENT

() CASH () CHECK NO.
() CHARGE () CREDIT CARD

CASHIER SIGNATURE _____

PAYMENT DATE ____ / ____ / ____

CUSTOMER CALLED: BY _____

DATE _____ TIME _____ SF634839 Q (08/06)

CUSTOMER SIGNATURE _____

FITZGERALD AUTO MALL FRED
114 BAUGHMAN'S LANE
FREDERICK, MD 21702

Merchant ID: 5300

Ref #: 0017

Sale

MAST

Entry Method: Swiped

Total:

\$ 971.49

04/22/10

16:03:56

Inv #:

Appr Code: 00699P

Apprvd: OnLine

Batch#: 000136

Customer Copy

THANK YOU!

Fitzgerald AUTO MALLS

FitzMall.com SINCE 1966



SUZUKI

114 Baughmans Lane
 FREDERICK, MD 21702
 301-696-9200 • 1-800-4AUTOMALL



MAZDA

SAAB



Visit us at our website: www.FitzMall.com

CUSTOMER NO. [REDACTED]	ADVISOR MARY ANN LONG	96	TAG NO. 774	INVOICE DATE 04/21/10	[REDACTED]
[REDACTED]	LABOR RATE 99.00	LICENSE NO.	MILEAGE 66,120	COLOR GREY/	STOCK NO.
ELLICOTT CITY, MD	YEAR MAKE / MODEL 04/SAAB/95 2.3T			DELIVERY DATE	DELIVERY MILES
NONE	VEHICLE I.D. NO. YS3ED49A343			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/19/10		
RE [REDACTED]	COMMENTS				MO: [REDACTED]

LABOR & PARTS

J# 1 31CVZ BODY INTERIOR UNITS: TECH(S):56776 198.00
 C.S 40-45MILES AND ALL THE LITES ON DASH CAME ON-- DINGING--
 MUST PULL OVER AND TURN OFF AND ALL THE LITES ARE TURN
 OFF
 DIAG AND REPL RT REAR WHEEL SENSOR/HUB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	50-58-185	WHLHUB RR W/BRN	197.54	197.54
				JOB # 1 TOTAL PARTS	197.54
				JOB # 1 TOTAL LABOR & PARTS	395.54

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES

PAYMENT TERMS: We only accept cash, check, Visa, Master Card, Discover or American Express Bank Cards for payment. No credit will be extended.

Full payment is due immediately upon completion of work.

We reserve the right to require a reasonable deposit for parts and labor.

We charge interest at .04% per day on amounts past due more than 30 days under this repair order. You agree to pay a storage charge of \$45.00 per day beginning 48 hours after completion of work.

You agree to pay all costs of collecting any amounts due under this repair order including reasonable attorney fees.

Unless full payment is received within 30 days from completion of work your vehicle may be sold under the Uniform Commercial Code of this State to pay any charges due.

You consent to reasonable use of the vehicle for the purpose of inspecting, testing, and repairing it.

NOTICE TO OUR CUSTOMERS

Please note that we are not liable to you for any casualty loss you may sustain when it is in for service should it be stolen or damaged by persons not employed by this dealership.

We commit to you to deliver the highest quality repairs and service to your vehicle and commit to take the required level of care to ensure the safekeeping of your vehicle and protections thereof from the damaging acts of third parties not employed by us. Should your vehicle be damaged despite our best efforts, your resort will be to your own vehicle insurance provider. Should you wish to know the extent of our insurance coverage for these facilities and our repair operations ask your service sales representative or his/her supervisor. You agree to be bound by the Fitzgerald Loaner Car Program Agreement and the Vehicle Use Agreement if you or your agent accepts a Loaner Car to use while we are repairing your vehicle.

We warrant that the parts and labor provided under this Repair Order will be free of defects in material and workmanship for 90 days or 4000 miles from when we return your vehicle to you. Any defects in parts or labor covered by this warranty shall only be corrected at this location and is limited to repair or replacement of the defective parts and labor. No other express warranties are provided.

By signing below you waive the requirement to test drive the vehicle.

Labor is charged by flat rate manual unless you agree that labor will be charged by clock hour.

A charge equivalent to 10% of total repair order is included for environmental, disposal and misc. charges used on your vehicle.

Manufacturer Special Policy Adjustment Programs

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the Manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

J# 2 05CVZBRK3 REPL.BRK PADS/ROTORS UNITS: TECH(S):56776 150.00
 BRAKE INSPECTION
 REPL FRT PADS AND ROTORS
 REAR AT 5/32

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	1	55-33-518	BRAKE PAD KIT	106.00	106.00
JOB # 2	2	91-84-405	BRAKEDISCFRT16	125.00	250.00
				JOB # 2 TOTAL PARTS	356.00
				JOB # 2 TOTAL LABOR & PARTS	506.00

J# 3+80CVZBGBF13 BRAKE FLUID SERVICE UNITS: TECH(S):56776 99.50
 PERFORM BRAKE FLUID EXCHANGE FLUSH SERVICE
 RECOMMENDED MAINTENANCE SERVICE
 PERFORMED COMPLETE BRAKE FLUID EXCHANGE SERVICE, FLUSH OUT ALL LINES, MASTER CYLINDER AND ABS COMPONENTS IF EQUIPPED, BLEED AND TEST BRAKE HYDRAULIC SYSTEM AND ROAD TEST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 3	1	84032	BRAKE FLU	20.45	20.45
				JOB # 3 TOTAL PARTS	20.45
				JOB # 3 TOTAL LABOR & PARTS	119.95

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES/ENVIRONMENTAL CHG		19.95
JOB # 1	10CP	10 PERCENT OFF PARTS		-19.75
JOB # 1	10CS	10 PERCENT OFF SERVICE		-19.80
JOB # 2	10CP	10 PERCENT OFF PARTS		-35.60
JOB # 2	10CS	10 PERCENT OFF SERVICE		-15.00
JOB # 3	10CP	10 PERCENT OFF PARTS		-2.05
JOB # 3	10CS	10 PERCENT OFF SERVICE		-9.95
TOTAL - MISC				-82.20

RECOMMENDATIONS
 FUEL FILTER
 SERVICE INJECTORS AND THROTTLE BODY
 MIST AND POLLEN FITLER

X

CUSTOMER'S SIGNATURE
 NO CLAIMS WITHOUT THIS INVOICE
 THANK YOU

CUSTOMER PAYMENT

() CASH () CHECK NO.
 () CHARGE () CREDIT CARD

CASHIER SIGNATURE _____

PAYMENT DATE ____ / ____ / ____

CUSTOMER CALLED: BY _____

DATE _____ TIME _____

The Reynolds and Reynolds Company F2001 REV. 11.24.08 CC219280 Q (10/08) EPLAZHINVE

Fitzgerald AUTO MALLS

FitzMall.com SINCE 1966



SUZUKI

114 Baughmans Lane
 FREDERICK, MD 21702
 301-696-9200 • 1-800-4AUTOMALL



MAZDA

SAAB



Visit us at our website: www.FitzMall.com

CUSTOMER NO. [REDACTED]	ADVISOR ARTHUR LINEBERRY 121013	TAG NO. 921	INVOICE DATE 06/04/09	INVOICE NO. [REDACTED]	
[REDACTED] ELLICOTT CITY, MD [REDACTED]	LABOR RATE 99.00	LICENSE NO.	MILEAGE 56,833	COLOR GREY/	
	YEAR / MAKE / MODEL 04/SAAB/95 2.3T			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. Y S 3 E D 4 9 A 3 4 3			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.		R.O. DATE 06/04/09
NONE	REFERENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: [REDACTED]

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 1 55CVCAMPAIGN CAMPAIGN UNITS: TECH(S):73454 WARRANTY RECALL 15204 REPLACE BOTH A PILLAR TRIM MOLDINGS.					
JOB # 1	1	12-842-651	PLATE		WARRANTY WARRANTY 0.00
JOB # 1	1	12-842-652	PLATE		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 09CVZCHECKENG CHECK ENGINE LIGHT UNITS: TECH(S):73454 175.00 CUSTOMER STATES THE VEHICLE CHECK ENGINE LIGHT IS ON PLEASE CHECK AND ADVISE PERFORM DIAGNOSTIC SCAN OF THE VEHICLE ENGINE AND OR POWERTRAIN RETRIEVE CODES IN THE SYSTEM FOUND CODE P1312 FOR COMBUSTION FAULT.CHECK SYSTEM AND FOUND PLUGS ARE WORN AND THE IDM HAS AND INTERNAL FAULT.CONNECTIONS TO THE IDM ARE TIGHT.TUNE THE ENGINE AS THE FIRST COURSE OF ACTION=CUSTOMER ADVISED					
JOB # 2	4	30-520-467	SPARK PLUG	9.02	36.08 36.08
				JOB # 2 TOTAL PARTS	
				JOB # 2 TOTAL LABOR & PARTS	211.08
MISC - CODE - DESCRIPTION - CONTROL NO - JOB # A SS SHOP SUPPLIES/ENVIRONMENTAL CHG					
				TOTAL - MISC	21.11 21.11
COMMENTS - DELETED OPERATION(S) - 34CVZW/BLADES WIPER BLADES					

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES

PAYMENT TERMS: We only accept cash, check, Visa, Master Card, Discover or American Express Bank Cards for payment. No credit will be extended.

Full payment is due immediately upon completion of work.

We reserve the right to require a reasonable deposit for parts and labor.

We charge interest at .04% per day on amounts past due more than 30 days under this repair order. You agree to pay a storage charge of \$45.00 per day beginning 48 hours after completion of work.

You agree to pay all costs of collecting any amounts due under this repair order including reasonable attorney fees.

Unless full payment is received within 30 days from completion of work your vehicle may be sold under the Uniform Commercial Code of this State to pay any charges due.

You consent to reasonable use of the vehicle for the purpose of inspecting, testing, and repairing it.

NOTICE TO OUR CUSTOMERS

Please note that we are not liable to you for any casualty loss you may sustain when it is in for service should it be stolen or damaged by persons not employed by this dealership.

We commit to you to deliver the highest quality repairs and service to your vehicle and commit to take the required level of care to ensure the safekeeping of your vehicle and protections thereof from the damaging acts of third parties not employed by us. Should your vehicle be damaged despite our best efforts, your resort will be to your own vehicle insurance provider. Should you wish to know the extent of our insurance coverage for these facilities and our repair operations ask your service sales representative or his/her supervisor. You agree to be bound by the Fitzgerald Loaner Car Program Agreement and the Vehicle Use Agreement if you or your agent accepts a Loaner Car to use while we are repairing your vehicle.

We warrant that the parts and labor provided under this Repair Order will be free of defects in material and workmanship for 90 days or 4000 miles from when we return your vehicle to you. Any defects in parts or labor covered by this warranty shall only be corrected at this location and is limited to repair or replacement of the defective parts and labor. No other express warranties are provided.

By signing below you waive the requirement to test drive the vehicle.

Labor is charged by flat rate manual unless you agree that labor will be charged by clock hour.

A charge equivalent to 10% of total repair order is included for environmental, disposal and misc. charges used on your vehicle.

Manufacturer Special Policy Adjustment Programs

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the Manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

X CUSTOMER'S SIGNATURE NO CLAIMS WITHOUT THIS INVOICE THANK YOU
CUSTOMER PAYMENT () CASH () CHECK NO. () CHARGE () CREDIT CARD
CASHIER SIGNATURE _____ PAYMENT DATE ____/____/____ CUSTOMER CALLED: BY _____ DATE _____ TIME _____

The Reynolds and Reynolds Company, FPO4 ZRNVE F2001 rev. 11.24.08 ccc110200 c (12/08)

Fitzgerald AUTO MALLS

FitzMall.com SINCE 1966



SUZUKI

114 Baughmans Lane
FREDERICK, MD 21702
301-696-9200 • 1-800-4AUTOMALL



MAZDA

SAAB



Visit us at our website: www.FitzMall.com

CUSTOMER NO. [REDACTED]	ADVISOR ARTHUR LINEBERRY 121013	TAG NO. 921	INVOICE DATE 06/04/09	INVOICE NO. [REDACTED]
ELLICOTT CITY, MD [REDACTED]	LABOR RATE 99.00	LICENSE NO.	MILEAGE 56,833	COLOR GREY/
	YEAR / MAKE / MODEL 04/SAAB/95 2.3T			DELIVERY DATE
	VEHICLE I.D. NO. Y S 3 E D 4 9 A 3 4 3			DELIVERY MILES
NONE	F.T.E. NO.	P.O. NO.	R.O. DATE 06/04/09	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			

MO: [REDACTED]

TOTALS

VISIT US AT www.FitzMall.com TO SEE OUR CURRENT SERVICE SPECIALS

Please note that while your vehicle is on premises, we will not be responsible for any damage to your vehicle under certain circumstances. Please ask one of our representatives about the extent of our responsibility, including our insurance coverage.

THANK YOU FOR VISITING FITZGERALD AUTO MALL
You may receive a factory survey about this visit, if you have any reason not to give us the highest score possible.
PLEASE CONTACT

Brett Davis - Service Manager (301)696-9200 ext. 14310
Lester Abel - Service Manager (301)696-9200 ext. 14344

TOTAL LABOR.... 175.00
TOTAL PARTS.... 36.08
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 21.11
TOTAL MISC DISC 0.00
TOTAL TAX..... 3.44

TOTAL INVOICE \$ 235.63

PAID

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES

PAYMENT TERMS: We only accept cash, check, Visa, Master Card, Discover or American Express Bank Cards for payment. No credit will be extended.

Full payment is due immediately upon completion of work.

We reserve the right to require a reasonable deposit for parts and labor.

We charge interest at .04% per day on amounts past due more than 30 days under this repair order. You agree to pay a storage charge of \$20.00 per day beginning 48 hours after completion of work.

You agree to pay all costs of collecting any amounts due under this repair order including reasonable attorney fees.

Unless full payment is received within 30 days from completion of work your vehicle may be sold under the Uniform Commercial Code of this State to pay any charges due.

You consent to reasonable use of the vehicle for the purpose of inspecting, testing, and repairing it.

NOTICE TO OUR CUSTOMERS

Please note that we are not liable to you for any casualty loss you may sustain when it is in for service should it be stolen or damaged by persons not employed by this dealership.

We commit to you to deliver the highest quality repairs and service to your vehicle and commit to take the required level of care to ensure the safekeeping of your vehicle and protections thereof from the damaging acts of third parties not employed by us. Should your vehicle be damaged despite our best efforts, your resort will be to your own vehicle insurance provider. Should you wish to know the extent of our insurance coverage for these facilities and our repair operations ask your service sales representative or higher supervisor. You agree to be bound by the Fitzgerald Loaner Car Program Agreement and the Vehicle Use Agreement if you or your agent accepts a Loaner Car to use while we are repairing your vehicle.

We warrant that the parts and labor provided under this Repair Order will be free of defects in material and workmanship for 90 days or 4000 miles from when we return your vehicle to you. Any defects in parts or labor covered by this warranty shall only be corrected at this location and is limited to repair or replacement of the defective parts and labor. No other express warranties are provided.

By signing below you waive the requirement to test drive the vehicle.

Labor is charged by flat rate manual unless you agree that labor will be charged by clock hour.

A charge equivalent to 10% of total repair order is included for environmental, disposal and misc. charges used on your vehicle.

Manufacturer Special Policy Adjustment Programs

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the Manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

X
CUSTOMER'S SIGNATURE
NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

CUSTOMER PAYMENT
() CASH () CHECK NO.
() CHARGE () CREDIT CARD

CASHIER SIGNATURE _____

PAYMENT DATE ____ / ____ / ____

CUSTOMER CALLED BY: _____

DATE ____ TIME ____

CUSTOMER SIGNATURE

FITZGERALD AUTO MALL FRED
114 BAUGHMAN'S LANE
FREDERICK, MD 21702

Merchant ID: 5300

Ref #: 0012

Sale



Entry Method: Swiped

Total: \$ 235.63

06/04/09 14:55:25

Inv #: [REDACTED] Appr Code: [REDACTED]

Apprvd: Online Batch#: 000005

Customer Copy

CUSTOMER COPY

[END OF INVOICE] 03:39pm

SF634639 Q (08/06)

ODI 10586152

Handwritten note: ~~Not checked~~
duplicate



Neubauer's Auto Repair
3515 South Chevrolet Drive, Ellicott City, MD
 Tel: (410)465-4636
 Website:
 e-mail: jim@neubauers.com



Customer Information	Vehicle Information	Test Information
Name [REDACTED]	VIN YS3ED49A343 [REDACTED]	R.O. # [REDACTED]
Address [REDACTED]	Mileage [REDACTED] Year 2004	Inspector 1 - Jim Neubauer
City [REDACTED]	Make SAAB	Date <u>5/15/2009</u> 1:41:49 PM
State [REDACTED]	Model 9-5/ARC	
Zip [REDACTED]	Engine Type L4/2.3//GAS/T/B235L/	
Home Phone [REDACTED]	Color [REDACTED]	
	License [REDACTED]	

On-Board Vehicle Monitors			Diagnostic Trouble Codes
Comprehensive Component	Vehicle	Test Status	
Misfire	Test Supported	Test Completed	P1312/Current Please refer to the manufacturer's service information to get the description for this DTC code. <i>Ignition Module fault.</i> <i>Possible corrosion, loose wire.</i> <i>Possible module replacement</i>
Fuel System	Test Supported	Test Completed	
EGR System	Not Applicable	Not Applicable	
Evaporative System	Not Applicable	Not Applicable	
Oxygen Sensor	Test Supported	Test Completed	
Oxygen Sensor Heater	Test Supported	Test Completed	
Secondary Air Injection	Not Applicable	Not Applicable	
Catalyst	Test Supported	Test Completed	
Catalyst Heater (42 Volt)	Not Applicable	Not Applicable	
A/C Refrigerant System	Not Applicable	Not Applicable	

Data Parameters			
Parameter ID	Value	Parameter ID	Value
Malfunction Indicator Lamp Status	N/A	Long Term Fuel Trim - Bank 1	5.47 %
Engine Speed	837 RPM	Short Term Fuel Trim - Bank 1	0.00 %
Engine Coolant Temperature	91 °C	O2 Sensor Voltage (B1S1)	80 mV
Fuel System Status	Closed loop	O2 Sensor (Post-Catalyst) (B1S2)	625 mV
Intake Air Temperature	62 °C	O2 Sensor (Post-Catalyst) (B1S3)	Not Equipped
Manifold Absolute Pressure	32.00 kPaA	O2 Sensor (Post-Catalyst) (B1S4)	Not Equipped
Mass Air Flow	3.91 gm/s	Long Term Fuel Trim - Bank 2	N/A
Throttle Angle	15.7 %	Short Term Fuel Trim - Bank 2	N/A
Vehicle Speed	0 km/h	O2 Sensor Voltage (B2S1)	Not Equipped
Spark Advance	8.0 Deg	O2 Sensor (Post-Catalyst) (B2S2)	Not Equipped
		O2 Sensor (Post-Catalyst) (B2S3)	Not Equipped
		O2 Sensor (Post-Catalyst) (B2S4)	Not Equipped

Overall Result FAIL

Reason:
 There are current Diagnostic Trouble Codes (DTC's) stored in the Engine Management System. See SBQC Help for more information.

Ellicott City, MD



NHTSA
1200 N. Jersey South East
West Bldg - ODI Office
Washington, DC 20590

ODI 10586152