



State of Wisconsin
Governor Scott Walker

CI-106 22671-6053

Department of Agriculture, Trade and Consumer Protection

Ben Brancel, Secretary

July 28, 2014

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

[Redacted]
CEDARBURG WI [Redacted]

RE: File 572159 (Refer to this number when contacting our agency)
SAAB CARS NORTH AMERICA
2101 L ST NW
WASHINGTON DC 20037

AUG -5 2014

Dear [Redacted]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Saab Cars North America.

The issues in your complaint may be within the authority of the agency listed below, so we are forwarding your complaint directly to them:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

If you have additional information or wish to follow-up on your complaint, please contact them at the telephone number or address listed above.

Sincerely,

Steve M. Farmer
Consumer Protection Investigator
Complaint Administration
Bureau of Consumer Protection
FAX: 608 224-4677
E-mail: Steven.Farmer@wisconsin.gov
 www.facebook.com/wiconsumer

Agriculture generates \$59 billion for Wisconsin

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DATCP Hotline

From: [REDACTED]
Sent: Thursday, July 24, 2014 1:57 PM
To: DATCP Hotline
Subject: DATCP Web: Online Consumer Complaint Form

Complaint or inquiry received via email/Internet by the Wisconsin Department of Agriculture, Trade, and Consumer Protection. This complaint and the information provided will be used in efforts to resolve the 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, Wis. Stats. sec. 19.31, this complaint will be available for public review upon request.

Today's Date:	7/24/2014
Your information:	
Title:	
First name:	[REDACTED]
Middle initial:	[REDACTED]
Last name:	[REDACTED]
Email address:	[REDACTED]
Verify email address:	[REDACTED]
Street address:	[REDACTED]
Address line 2, or Apt #:	
PO Box:	
City:	Cedarburg
State:	WI
ZIP code:	[REDACTED]
County:	Ozaukee
Home phone:	[REDACTED]
Work phone:	
Cell phone:	[REDACTED]
Phone me between 8:00 a.m. and 4:00 p.m. at:	
Best time to call:	2pm-6pm
Information about the business your complaint is against:	
Business name:	Saab Cars North America

Business address:	2101 L Street NW
Address line 2, or Suite #:	
PO Box:	
City:	Washington
State:	DC
ZIP code:	20037
County:	
Business email address:	contactus@saabpna.com
Business website address:	http://www.saabgroup.com/en/Markets/Saab-North-America/
Telephone:	1 703 406 7900
Name of the person you talked to:	
Title of the person you talked to:	
What product or service did you buy?	Saab 9-3 convertible ignition switch
Information about your complaint:	
Which of the following best describes your first contact with the business?	I went to the business
When did your first contact with the business occur?	07/15/2014
How old is the person who had contact with the business?	18-61
Was the item advertised?	No
When?	
Where?	
Did you sign a contract/agreement?	No
Date you signed the contract/agreement:	
Contract/agreement number:	
Where were you when you signed the contract/agreement?	
Amount paid:	536.48
Payment method:	Credit Card
Where did you pay the business?	At the place of business
Did you contact the business about your	Yes

complaint?	
Date you contacted the business:	7/17/2014
What happened?	No response
Have you filed this complaint with another agency?	No
Agency name:	
What happened?	
Have you contacted a private attorney?	No
Have you started court action?	No
Please describe your complaint.	
<p>The ignition switch in my 2007 Saab 9-3 convertible suffered a catastrophic failure, as so many GM manufactured cars have in recent months (30 million cars recalled over faulty ignition switches). The car was completely shut down as a result. We delivered it to Frank Boucher Saab in Racine, where it was for a week, while the ignition switch was replaced.</p>	
How do you feel this complaint should be resolved?	
<p>The cost of the repair was \$536.48. We believe this is the responsibility of Saab/GM. We expect a full refund of this amount, paid to us as reimbursement. The repair order from Frank Boucher Saab is available upon request. (The file is too large to attach here.)</p>	

By submitting this form, I state that the information contained is true and accurate to the best of my knowledge.



**Department of Agriculture,
Trade & Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

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***MXD MAD 537 07-30-14



Defects
PM

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