

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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	Repository <input type="checkbox"/>
14-JUL-2015	Reference No. 10734065

OWNER INFORMATION (Type or Print)

Name	[Redacted]		Daytime Telephone Number	E-mail Address
Address	[Redacted]		[Redacted]	[Redacted]
City	State	Zip Code	Evening Telephone Number	
SAN JOSE	CA	[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 YS3FH47R29-[Redacted]	Make SAAB	Model 9-3 AWD	Model Year 2009
Date Purchased	Dealer's Name and Telephone Number B+B SAAB (408) 246-6388	Engine: No: Cylinders V6	Fuel Type: gas
Original Owner <input type="checkbox"/>	Dealer's City Sunnyvale, CA	State CA	Zip Code 94087
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain AWD	Multiple Failure:	Incident Date(s) 06-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: ENGINE (PWS), FUEL/PROPULSION SYSTEM (PWS)	Failure Mileage 33000	Failure Speed 65
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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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2009 SAAB 9-3. WHILE DRIVING AT 65 MPH, THE VEHICLE STALLED AND THE CHECK ENGINE WARNING LIGHT ILLUMINATED. THE VEHICLE WAS NOT ABLE TO RESTART AND WAS TOWED TO THE CONTACT'S RESIDENCE. THE CONTACT STATED THAT THE CHECK ENGINE WARNING LIGHT ILLUMINATED INTERMITTENTLY. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 33,000.

NHTSA CAMPAIGN #: 11E009000 implicates TI Automotive pumps P/N TU456 and TU303. My AWD SAAB 9-3 uses a TI Automotive TU323 Fuel pump very similar to the other models, but because there were fewer AWD cars made, it didn't make the recall.

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.

From: [Williams, Maritza CTR \(NHTSA\)](#) on behalf of [DataQuality, DataQuality \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#)
Subject: FW: 2009 Saab 9-3 AWD Fuel Pump Problem/Recall
Date: Tuesday, September 15, 2015 2:19:25 PM
Attachments: [Pump Recall.pdf](#)

Questionnaire.

Maritza L. Marshall-Williams
BLF Technologies Inc.
on assignment with National Highway Traffic Safety Administration,
Dept. Of Transportation
W48-204

From: [REDACTED]
Sent: Tuesday, September 15, 2015 1:15 AM
To: DataQuality, DataQuality (NHTSA)
Subject: 2009 Saab 9-3 AWD Fuel Pump Problem/Recall

Attached is my updated form. Please follow up and make a record of this incident. Hopefully there is enough other incidents to implicate the AWD model Saab 9-3's

Thanks,

[REDACTED]



The Center for Auto Safety

NHTSA Recall: 11E009000 (FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP, TI GROUP AUTOMOTIVE SYSTEMS, LLC)

NHTSA Campaign Number:

11E009000

Component:

FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

Manufacturer Involved:

TI GROUP AUTOMOTIVE SYSTEMS, LLC

Potential Number of Units Affected:

4887

Defect Summary:

TI AUTOMOTIVE IS RECALLING CERTAIN FUEL PUMPS, PART NUMBERS TU456 AND TU303, SOLD UNDER VARIOUS BRAND NAMES AS AFTERMARKET AND REPLACEMENT EQUIPMENT FOR THE MOTOR VEHICLES LISTED ABOVE. THE DEFECTIVE FUEL PUMP MAY SEIZE, STOPPING THE FUEL FLOW TO THE ENGINE CREATING A STALLING CONDITION.

Consequence Summary:

A VEHICLE CRASH COULD OCCUR SHOULD THE ENGINE STALL WHILE IN USE.

Corrective Summary:

TI AUTOMOTIVE WILL NOTIFY OWNERS OF RECORD AND WILL REPLACE ANY DEFECTIVE FUEL PUMP WITH A NEW OR REWORKED FUEL PUMP FREE OF CHARGE. THE SAFETY RECALL BEGAN ON FEBRUARY 22, 2011. OWNERS MAY CONTACT TI AUTOMOTIVE AT 1-866-867-3759 OR LOG ON TO WWW.RECALLRESPONSE.COM.

B&B Saab

Your Saab Source

BAR # AA002330
EPA # CAD-982-328-445

1011 E. El Camino Real, Sunnyvale, CA 94087
www.bbsaab.com

SERVICE DEPARTMENT HOURS
Monday thru Friday 7:30 AM to 6:00 PM

Retail (408) 246-6388 Wholesale (408) 249-8261 Fax (408) 248-5233
REPAIR INVOICE

CUSTOMER NO.	ADVISOR ARMANO	1032	TAG NO. G213	INVOICE DATE 02/09/11	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 10,444	COLOR 170/B09	STOCK NO.
SAN JOSE, CA	YEAR / MAKE / MODEL 09/SAAB/9-3/4DR SDN AERO			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. Y S 3 F H 4 7 R 2 9 1			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 02/07/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 10444

JOB# 1 CHARGES

LABOR-----
J# 1 09SAZ ENGINE REPAIR TECH(S):2408 WARRANTY
CUST REQUESTS TO CHECK ENGINE LIGHT WAS ON.
FOUND CODES P0089
FUEL PRESSURE PUMP PROBLEM
REPLACE THE COMPLETE FUEL PUMP UNIT

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE-	WARRANTY
	1	22-682-111	GASKET			WARRANTY
	3	13-324-897	SCREW			WARRANTY
	1	12-780-869	FUEL PUMP			WARRANTY
					TOTAL - PARTS	0.00

SUBLET-----	PO#-----	VEND INV#-----	INV.DATE-----	DESCRIPTION-----	WARRANTY	
	24953		02/09/11	RENTAL TWO DAYS	0.00	
					TOTAL - SUBLET	0.00

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

COMMENTS-----
G213

TOTALS-----

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	0.00
*		
*****	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

walbro TU323

European Auto Factory

1170 Martin Ave.
 Santa Clara, CA 95050
 Shop Phone: (408) 241-7222
 Fax: (408) 217-2077
 Email: servicemgr@swedishautofactory.com
 Web Address: www.europeanautofactory.com

Invoice

Estimate Ref # [REDACTED]
 Date Printed: 08/06/2015
 Printed Time: 5:38 pm
 BAR # AA220035
 EPA ID: CAL000214451

Hat/Ref:

Time Promised:

[REDACTED]

2009 SAAB 9-3 AERO XWD V6 2.8L 2792CC 170CID FI GAS T R B284R

VIN: YS3FH47R291 [REDACTED]

San Jose, CA [REDACTED]
 Home: [REDACTED] Work: [REDACTED]
 Cell: [REDACTED]

License: 6JLL651

Mileage In: 33,533

Date Written: 08/05/2015

Unit #:

Mileage Out: 33,533

Written By: DAN

DOM: 09/08

Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
Job #1	FUEL PUMP INSTAL	DAN			
Labor Rate	Work Requested - FUEL PUMP INSTAL				500.00
Work Performed - THE CUSTOMER SAYS THE CAR IS SETTING A CODE FOR THE FUEL PUMP AND IS LOOSING POWER. DOUBLE CHECK CODE, AND IF CORRECT THE CUSTOMER HAS PURCHASED A NEW FUEL PUMP TO INSTAL. CODE IN SYSTEM FOR FUEL PUMP PERFORMANCE.					
REPLACE FUEL PUMP, CLEAR DTC'S AND TEST DRIVE. CODES HAVE NOT COME BACK.					
REPLACE PROP SHAFT REAR BOLTS AS OLD WERE WARPED.					
Part 13324897	Bolt Prop Shaft		6.00	13.43	80.58
				Discount:	10.00
				Job Total:	570.58

Revision History

Revision#	Date	Authorized By	Phone # / In Person
122	8/6/2015 2:59:16 PM	[REDACTED]	[REDACTED]
Reason: PROP SHAFT BOLTS			Additional Cost \$ 87.32
Original Estimate: \$ 125.00		Total Revisions: \$ 87.32	Current Estimate: \$ 587.32

Payment Date	Type	Method	Amount
Payment Totals:			

Parts: \$80.58
 Labor: \$500.00
 Sublet: \$0.00
 Misc: \$0.00
 Discount: \$10.00
 Hazmat: * \$0.00
 Supplies: * \$0.00

Tax Total: \$5.90

Invoice Total: \$576.48


I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized By _____ Date _____ Time _____

Subject: Thank you for your eEuroparts.com order ([REDACTED])
From: CustomerService@eEuroparts.com (CustomerService@eEuroparts.com)
To: [REDACTED]
Date: Sunday, July 26, 2015 8:20 PM

Call Us: (800) 467-9769

eEuroparts dot COM
Your Parts, Fast! TM

 **NEED HELP?**
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FREE SHIPPING
OVER \$99

IN STOCK PARTS
READY TO SHIP TODAY

Dear [REDACTED]

We have received your order number [REDACTED] and it is being processed. Please print this order summary for your records. It may take up to one business day before you are able to see your order's status on our web site.

Item Detail:

SKU: TU323 - Qty Ordered: 1 - Price (ea): \$374.99
Item: Fuel Pump Assembly

Order Totals:

Item Subtotal: \$374.99
Discount: \$(7.50)
Shipping Total: \$0.00 Weight (4.35 lbs)
=====

Grand Total:	\$367.49
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Shipping Info:

Selected Shipping Method: Economy Flat-rate (Arrives Thu Aug 6)
Your order is estimated to ship on: Tuesday Jul 28. This is only an estimate. Most orders are shipped on or before this date.

