

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

14-JUL-2015

Repository ☐

Reference No.
10734065

OWNER INFORMATION (Type or Print)

Name				Daytime Telephone Number	E-mail Address
Address					
City	SAN JOSE	State	CA	Zip Code	
				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 YS3FH47R29		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 ☐	Dealer's City Sunnyvale, CA	State CA	Zip Code 94087	
Transmission Type	☐ Antilock Brakes	Powertrain AWD	Multiple Failure:	Incident Date(s) 06-JUL-2015
	☐ Cruise Control			

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)	☐ 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 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

[REDACTED]
[REDACTED]
[REDACTED]

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.

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.
	YEAR / MAKE / MODEL 09/SAAB/9-3/4DR SDN AERO			DELIVERY DATE	DELIVERY MILES
SAN JOSE, CA	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-----	ENGINE REPAIR	TECH(S):2408	WARRANTY
J# 1 09SAZ	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-	
	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
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COMMENTS
G213

TOTALS:

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

License: 6JJL651

Mileage In: 33,533

Date Written: 08/05/2015

San Jose, CA [REDACTED]

Home: [REDACTED] Work: [REDACTED]

Unit #:

Mileage Out: 33,533

Written By: DAN

Cell: [REDACTED]

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			Current Estimate: \$ 587.32
Total Revisions: \$ 87.32			

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?
800-467-9769

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.

