

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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

FOR AGENCY USE ONLY 100148

Date Received

31-MAR-2016

Repository ☐

Reference No.
10852769

OWNER INFORMATION (Type or Print)

Name

Address

City MEDFORD

State NJ

Zip Code

Daytime Telephone Number

E-mail Address

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
YS3FA4CYXA1

Make
SAAB

Model
9-3

Model Year
2010

Date Purchased

10-2010

Dealer's Name and Telephone Number

Cherry Hill Classic Cars

Engine:

No. Cylinders

4

Fuel Type:

gas

Original Owner

☒

Dealer's City

Cherry Hill

State

NJ

Zip Code

08003

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FWD

Multiple Failure:

Incident Date(s)

31-MAR-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

66000

Failure Speed

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

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 2010 SAAB 9.3. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V063000 (AIR BAGS); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE FAILURE MILEAGE WAS 66,000.

The car is UNSAFE TO DRIVE AND we have no repair date
no access to public transportation for work. Also, like many
other brands and dealerships with the same issue we have not been offered
a rental car for the time being.

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 to 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.



SAAB
P.O. Box 909970
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED

28810 YS3FA4CYXA1 30 0012759

MEDFORD, NJ



March 2016

This notice applies to your vehicle, VIN: YS3FA4CYXA1

Dear :

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010 model year Saab SAAB 9-3 vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 28810/Saab safety recall 15041.

Why is your vehicle being recalled?

In some vehicles, the driver airbag inflator may experience an alteration over time, which could lead to overaggressive combustion in the event of an air bag deployment. This condition could create excessive internal pressure when the air bag is deployed, which could result in the body of the inflator rupturing upon deployment. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, which may result in injury or death to vehicle occupants.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your Saab Official Service Center (OSC) will replace the driver airbag inflator on vehicles subject to this recall. This service will be performed for you at no charge.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Saab Official Service Center to have your vehicle serviced. You can also check the status of this recall at www.my.gm.com/recalls.

Do you have questions?

If you have questions or concerns that your Saab Official Service Center is unable to resolve, please contact the Saab Customer Assistance Center at 800-955-9007.



If after contacting your Saab Official Service Center and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V063.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #28810/Saab Recall #15041

Ann

Reference # 10852769
office of defects

State Attorney's office of New Jersey
Consumer rights and
protection division
609 292 4925

Stephanie
Saab Parts
N.A.

LISA

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