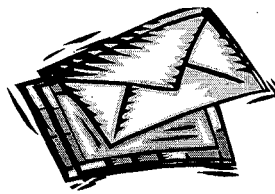


NHTSA ccmMercury Routing Slip



CL-10869933-4147

Printed: 5/12/2016

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

NHTSA #: ES16-002311	Rec'd Date: 5/12/2016	Referred By: NAD-200
XREF #:	Doc Type: CNG	Doc Date: 3/17/2016
Delivery: EML	Address To:	Due Date: 6/1/2016
S10 #:	DOT/I #:	RMP #:
Subject: LETTER FROM SENATOR KLOBUCHAR ON BEHALF OF CONSTITUENT [REDACTED] RE 2005 SAAB 9-2X RECALL NOTICE IN 2015, THAT HAS NOT BEEN RESOLVED		
Ack Date:	Ack By:	Signed For:
Sign Office: DIRECTOR, GOVERNMENTAL AFFAIRS	Signature: ALISON PASCALE	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: CBUTLER x60180	Modified By: Chris.Butler	
Most Recent Comment:		

Author:

THE HONORABLE AMY KLOBUCHAR
 UNITED STATES SENATE
 1200 WASHINGTON AVENUE SOUTH
 SUITE 250
 MINNEAPOLIS, MN 55415
 Tel: 612 727-5249 Fax: 612 727-5223 E-mail:

MAY 17 2016

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-010	SIGN	5/12/2016		
NEF-010	REPLY	5/12/2016	6/1/2016	

RR
5/17/16
SMD

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA

2016 MAY 12 P 2:40

U.S. SENATOR AMY KLOBUCHAR
1200 Washington Avenue South #250
Minneapolis, MN 55415
Phone: (612) 727-5220 Fax: (612) 727-5223
Toll Free (888) 224-9043

PRIVACY ACT RELEASE

The Privacy Act requires your written consent before a government agency will release information to our office regarding your records. To better serve you, please complete this form and return it to my Minnesota office. Please be aware that the person requesting assistance must sign this form.

Mr. _____ Mrs. _____ Ms. _____ Dr. _____

Name: _____

Mailing Address: _____

City: Rochester State: MN Zip: _____

Phone (H): _____ (W): _____ Cell: _____

Email Address: _____

Date of Birth: _____

Military or Veteran's Issues:

Social Security Number: _____

Rank/Unit: _____ Duty Station: _____

Immigration Issues:

Receipt Number: _____ Alien Number: _____

Type of Petition Filed: _____ Current Status: _____

Consulate Involved: _____

Name and Contact Information of Interpreter (if any): _____

Social Security Issues:

Social Security Number: _____

Type of Claim Filed: _____

Initial Claim:	Pending: _____	Approved: _____	Denied: _____
Reconsideration:	Pending: _____	Approved: _____	Denied: _____
ALJ Hearing:	Pending: _____	Approved: _____	Denied: _____
Appeals Council:	Pending: _____	Approved: _____	Denied: _____

Please provide a detailed account of your situation. Use a separate sheet if necessary and provide copies of any relevant correspondence regarding this issue.

See attached files

Please state how you would like Senator Klobuchar to assist you.

Have you contacted another Congressional office? Yes X No _____

If yes, which office have you contacted? Franken

Are you working with an attorney in this matter? Yes _____ No X

If yes, please provide the attorney's name and contact information. _____

Can Senator Klobuchar's office contact your attorney? Yes _____ No _____

I hereby authorize the office of U.S. Senator Amy Klobuchar to access my records and act on my behalf with any and all agencies necessary to resolve the matters listed above.

Signature: _____

Date: 3/17/2016

Situation:

We received an "Important Safety Recall" from Saab in July 2015. (see PDF)

I called the dealership where we purchased the Saab last fall and was told parts were not available so no repairs could be done. As you can see, the letter states "Until this repair is performed, the front passenger seat should NOT be occupied" and that the recall problem could have the potential in serious injury or death.

I called the same dealership again earlier this week and the response was even more disturbing. First I was told that I did not have a valid recall. When I pressed to find out why since I have a recall notice, I was told it is not considered a valid recall until parts are available to repair the vehicle. The representative then went on to tell me that Saab is in bankruptcy or bankrupt and therefore may not be required to provide the parts for the repair.

The vehicle, a 2005 Saab 9-2X was manufactured by Subaru for Saab and marketed by GM. I reached out to our local Subaru dealer thinking they might be able to do the repair since the car is identical to one of their models except for the logo/decals and the interior fabric. I was told they can not do any recall repairs on our car because they are not an official Saab service center.

We have now had 8 months of no passengers in the front seat which for us has meant no passengers at all. We have been approached by at least three people interested in buying the car, but we are not comfortable passing this problem along to someone else.

Assistance Requested:

We would like to know when or if parts will be made available for the necessary repairs.

We would like to know why the National Highway Traffic Safety Administration is allowing this situation to continue without any target date for repairs.

Bottom line – we would like our car repaired so it is fully available for us to use or to sell without passing along a problem that may cause great harm or death.

[REDACTED]
Rochester, MN [REDACTED]
[REDACTED]



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

IMPORTANT SAFETY RECALL



15442 JF4GG22645H 30 0005085

ROCHESTER, MN



July 2015

Dear

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

Subaru of America has determined that a defect which relates to motor vehicle safety exists in certain 2005 model year Saab 9-2X vehicles. These vehicles were manufactured by Subaru of America for the Saab brand and marketed by GM. As a result, GM is conducting a safety recall.

You received this notice because our records indicate that you currently own one of these vehicles.

IMPORTANT

- This notice applies to your 2005 model year Saab 9-2X, **VIN JF4GG22645H**
- Your vehicle is involved in safety recall 15040/NHTSA Recall No. 15V-323
- GM is in the process of acquiring parts necessary to perform the repair. Once there is a sufficient supply of parts to perform the repair, you will be contacted again by mail advising you to proceed with scheduling an appointment with your Saab Official Service Center (OSC).
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle is equipped with a passenger side frontal air bag that may be susceptible to moisture intrusion which, over time, could cause the inflator to rupture upon its deployment.

In the event of a crash necessitating deployment of the passenger's frontal air bag, the inflator could rupture with metal fragments striking the vehicle occupants potentially resulting in serious injury or death.

What will be done

PARTS ARE NOT CURRENTLY AVAILABLE. When parts are available, your Saab Official Service Center will replace the inflator for your front passenger air bag. This service will be performed for you at **no charge**.



The time to replace the front passenger air bag inflator is approximately 40 minutes. It may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your Saab Official Service Center flexibility in scheduling.

What should you do?

Until this repair is performed, the front passenger seat should NOT be occupied.

When parts are available, you will receive another letter asking you to take your vehicle to your Saab Official Service Center to have your vehicle serviced.

Changed your address or sold your Saab?

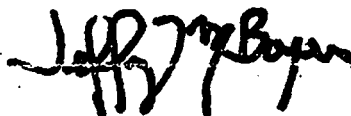
If you have moved or sold your vehicle, please contact the Saab Customer Assistance Center.

- By e-mail: contactus@saabpna.com
- By telephone: 1-800-955-9007
- By U.S. Postal mail: Write to Saab Customer Assistance, P.O.Box 1590, Troy, MI 48099

If you have questions or concerns that your Saab Official Service Center is unable to resolve, please contact the Saab Customer Assistance Center at 1-800-955-9007.

If after contacting your OSC 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>.

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

Saab Recall Number: 15040 (GM 15442)

