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

4/20/16

Administrator Jeffrey Boyer VP  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington, DC, 20590

[REDACTED]  
Lakewood, NJ [REDACTED]  
[REDACTED]

MAY 23 2016

Mr. Boyer,

I received your IMPORTANT SAFETY RECALL letter in March 2016 and was extremely alarmed to learn that the SAAB my son is driving could put his life in danger. 28810/SAAB recall 15041 VIN YS3FD49Y871 [REDACTED]

I immediately called the SAAB customer assistance center at 800-955-9007 that you recommended in your letter and was told that they have no idea how long it could take to get this recall resolved, maybe up to a year. I was alarmed and insulted to hear this. I called again today and spoke to Stephanie who told me that they are still waiting to hear from GM and Takata. I refuse to allow this to continue and I will be consulting legal advise.

I also called the Vehicle Safety Hotline at 888-327-4236 that you suggested in your letter and was only able to listen to a recording that did not tell me anything more.

Since you are responsible for Global Vehicle safety, I am telling you that if this is not addressed in the very near future and ANYTHING happens to my son, I will hold you and your agency personally responsible.

Sincerely,

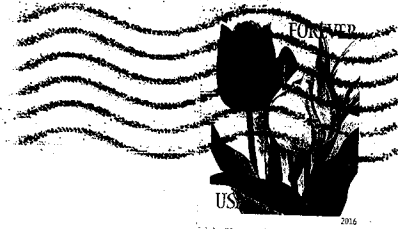
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