

NHTSA ccmMercury Routing Slip



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

NHTSA #: ES17-001989

Rec'd Date: 6/26/2017

Referred By: NAD-200

XREF #:

Doc Type: GEN

Doc Date: 6/20/2017

Delivery: CRT

Address To:

Due Date: 7/26/2017

S10 #:

DOT/I #:

RMP #:

Subject: LETTER IN RESPONSE TO THE RECALL OF A DEFECTIVE AIR BAG; SEEKING HELP FOR THIS DILEMNA (NHTSA CAMPAIGN ID NUMBER 16V063)

Ack Date:

Ack By:

Signed For:

Sign Office: AA FOR ENFORCEMENT

Signature: JEFFREY GIUSEPPE

Cleared Date:

Cleared By:

Cleared For:

File Loc:

XREF File:

Closed Date:

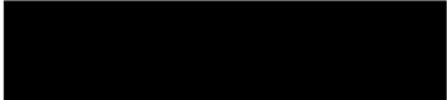
Added By: TMAPP x62870

Modified By: TAMMY.MAPP

Most Recent Comment:

Author:

JUN 28 2017



MARSHFIELD, MA

Tel: Fax: E-mail:

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA
2017 JUN 27 A 10:23

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	6/27/2017	7/26/2017	

RR
6/28/17
LD

June 20, 2017

Marshfield, MA

Safety Administration Campaign ID Number 16V063

National Highway Traffic Safety Admin:

I am writing in response to the enclosed letter regarding the recall of a defective air bag.

I was initially notified of the recall in a letter dated March 2016, almost 5 years after I purchased the 2011 SAAB 9-3 referenced in the letter. I made repeated telephone inquiries over the subsequent 13 months to find out when the back-ordered item would be in. All I was told was they didn't know when the part would be available, but I would hear from Service Center in Norwell MA when the part was in. When I called in April of 2017, I was informed that the replacement air bag was now in stock and I could call the Norwood MA Service Center for an appointment. Norwood is significantly farther than Norwell; it is a 32 mile trip and a 40-45 minute drive on the highway. It seems that the Norwell Service Center had closed and Norwood was the closest SAAB Service Center. Unfortunately, since I am a senior, I do not drive very far on the highway, just local trips, and, certainly, not on routes 128/95 which I would need to

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travel on to get to Norwood. I have no family on this side of Boston (south) who could drive the car to Norwood for me.

I spoke to the manager of the Norwood Service Center, Peter Fitz Patrick. He cannot provide transportation of the vehicle to his service station and claims there are no other service centers closer to my location to provide the purchased service. He suggested I call AAA since I am a member and request towing service.

I called AAA. They will provide towing service only if the car is disabled, which it is not. AAA recommended I call a private towing service, in which case, I would have to bear the burden of the towing expense. Again, I am a senior and on a fixed income.

I'm concerned about driving a car with a defective air bag, that could possibly deploy while I'm driving, causing injury. I'm not responsible for the manufacturer's error and delays in notification of the recall and availability of the replacement air bag.

I'd like to know if you can possibly help me out with this dilemma. Thank you for your attention in this matter.



SAAB

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

IMPORTANT SAFETY RECALL



15041 YS3FA4CY7B1 [REDACTED] 30 0003583

MARSHFIELD, MA [REDACTED]



June 2017

This notice applies to your vehicle, VIN: YS3FA4CY7B1 [REDACTED]

Dear [REDACTED]

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

Previously, you were notified that your 2011 model year Saab 9-3 was involved in GM recall 28810/15041. This letter is to inform you that parts are now available to repair your vehicle.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2011 model year 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 recall 28810/Saab 15041.
- Schedule 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?

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?

Your Saab Official Service Center will replace the driver airbag module on vehicles subject to this recall. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your Saab Official Service Center will need your vehicle longer than the actual service correction time of approximately 45 minutes.

What should you do?

You should contact your Saab Official Service Center to arrange a service appointment as soon as possible.

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

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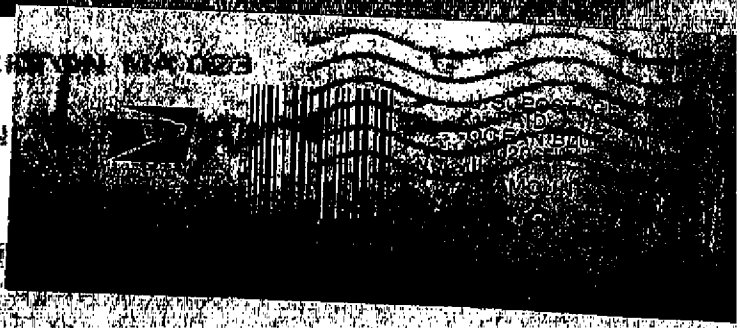


Marshfield, MA

CERTIFIED MAIL®



7015 1520 0001 6490 7617



RETURN RECEIPT
REQUESTED

W41-306

Administrator
National Highway Tr
1200 New Jersey Ave
Washington DC 205

Company Name

To: W41 - 306

Mailstop: 4 West

Department: NEC, NOA, NIA

Phone:

Purchase Order PRIORITY
(Item VarName4)

Route



70151520000164907617

RETURN RECEIPT
REQUESTED