



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

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

August 8, 2017

[REDACTED]  
Marshfield, MA [REDACTED]

NEF-109 rrr  
Ref. No. 11002290

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2011 Saab 9-3 vehicle. Your correspondence was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist.

You indicate that in March 2016, you received a recall notice regarding a defective air bag in your MY 2011 Saab 9-3 vehicle. You assert making repeated phone calls over the next 13 months to find out when the back-ordered air bag would be available. You were not given any information regarding when the part would come in other than the Saab Service Center in Norwell MA would contact you when it arrives. When you called to follow up in April 2017, you were told that the air bag arrived. However, you had to contact the Service Center in Norwood MA for an appointment. It appears that the facility in Norwell had closed, which was much closer to your home. You are afraid to drive the vehicle the extra distance with the defective air bag. Furthermore, the Norwood Service Center and AAA have declined to assist you in transporting your vehicle to the repair facility. You feel this should not be your responsibility and therefore request assistance from NHTSA regarding this matter.

Your vehicle is affected by NHTSA Safety Recall Campaign No. 16V-063 and we understand your safety concerns. Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge. However, our statute does not require manufacturers to transport owner's recalled vehicles or assist owners with expenses associated with transporting recalled vehicles. Nor does the statute authorize the Federal government to assist owners with expenses and/or making transportation arrangements associated with recalled vehicles. We recommend that you continue to work with the Saab Service Center in Norwood MA for an amicable resolution regarding the best way to transport your vehicle to their facility.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Auto Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement