

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

CL-11029632-3752

7/19/2017

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Clifton Park NY

AUG -4 2017

Dr. Mark R. Rosekind  
Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington DC 20590

Dear Sir:

We are writing to respectfully request your assistance in rectifying our unfortunate, expensive experience with the Takada airbag recall (Campaign ID Number: 16V-063) for our 2010 SAAB 9-3, VIN: YS3FA4BY8A1.

After receiving notification of parts availability for the recall, we immediately made an appointment with the closest SAAB Official Service Center who had parts and was willing to perform the recall. This was Performance Automotive, 413 Parker St., Pittsfield, MA 01201, owned and operated by Mr. John Fiorini. This service center is well over an hour's drive from our home. On Wednesday 12 July 2017 I drove the car to the center for the appointment and waited while the work was accomplished. Note there were no known issues with the car at this point in time, and the car was driven into the service center with no problem.

The initial work took 15 minutes. After replacing the airbag, Mr. Fiorini was unable to start the car. The key was physically inhibited from turning in the ignition. Over the next couple of hours, Mr. Fiorini tried in vain to identify and solve the issue. He tried replacing multiple parts, but in the end determined that other parts, such as the Column Integrated Module (CIM), would be needed. He did not have these in stock, and found they were on back-order. Since Mr. Fiorini did not have any loaner cars, I had the option of calling a rental company or calling my wife to drive from home to pick me up with our second vehicle. We chose the latter. This was an additional 100+ mile trip that was not planned.

On Saturday 15 July 2017 the car remained at the service center, and we were forced to rent a car so my wife could drive to work on Monday. Note that the rental agencies were closed Sunday. We called at least four different rental companies in the area, and the lowest price on available cars was from Hertz.

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NM  
9-21-17  
60

[REDACTED]

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We were able to return the rental car on the afternoon of Tuesday 18 July 2017. The charge for the rental was \$357.16. See enclosure 1 for Hertz invoice. We then drove our other vehicle to the service center to pick up the SAAB. This was effectively the third trip to the service center, bringing the total to over 300 miles between our two vehicles. If we assume one round trip was expected, the other two trips would total over 200 miles. At the current GSA rate of \$0.535/mile, the unplanned cost is over \$107. The cost to us at this point is over \$464, not including our time and frustration, for what was supposed to be a cost free safety recall.

Mr. Fiorini replaced the CIM with a used part and had to program two new keys. The total cost for this was \$645.76. See enclosure 2, service invoice [REDACTED]. To Mr. Fiorini's credit, he did not charge us for this cost. He plans to pursue SAAB and GM for reimbursement. He was extremely professional and went out of his way to help us. He spent considerable time and effort for a repair that should've taken only 15 minutes. I encourage your support for his efforts to be reimbursed for his cost. Note that while the car was in his shop, he found a broken front coil spring and recommended both front springs be replaced. We authorized this work, and the cost of \$383.31 is reflected on the invoice. This work and cost is not part of our complaint, but I wanted to explain its presence on the invoice.

In summary, we respectfully request your assistance in recouping our unplanned costs of \$464 for the airbag safety recall. Any help you could offer would be greatly appreciated. Please feel free to contact me at the address and/or phone number above if you have any questions.

Thank you very much for your time.

Very Respectfully,

[REDACTED]

Enc.



SAAB recall  
issue.pdf

#01 RN RR  
RES

CC

**INITIAL CHARGES**

RENT RT \$ 316.07 /WEEK @ 1 /WEEKS \$ 316.07  
SUBTOTAL T\$ 316.07

**CHARGES ADDED DURING RENTAL**

LDW DECLINED  
LIS DECLINED  
PAI, PEC DECLINED  
PREM RD SVC DECLINED

\* ADDITIONAL CHARGES

**SERVICE CHARGES/TAXES**

TAX 13.000% ON TAXABLE TTL OF \$ 316.07 \$ 41.09  
TOTAL AMOUNT DUE \$ 357.16  
CHARGED ON VISA XXXXXXXXXXXXX

**FOR EXPLANATION OF THE ABOVE CHARGES,  
PLEASE ASK A REPRESENTATIVE OR GO TO  
WWW.HERTZ.COM/CHARGEEXPLAINED**

VEHICLE: 17 SIR OPTIMA 4CYN  
LICENSE:  
FUEL: FULL 8/8 OUT 8/8 IN  
MILEAGE IN: 13242 TR-X MILES:  
MILEAGE OUT: 13154 MILES ALLOWED:  
MILES DRIVEN: 88 MILES CHARGED:  
CDP: 00099

RENTED: CLIFTON PARK HLE  
RENTAL: 07/15/17 12:21  
RETURN: 07/18/17 15:22  
RETURNED: CLIFTON PARK HLE  
COMPLETED BY: 0128/NYCLI01

**\*RENTAL CHARGES ARE CALCULATED FROM ORIGINALLY STATED  
RETURN ON 07/22/17 BY 12:30 TO CLIFTON PARK HLE  
AN ALTERNATE RATE WOULD BE HIGHER.**

PLAN IN: OAUW7 RATE CLASS: F  
PLAN OUT: OAUW7

**STATEMENT OF CHARGES - NOT VALID FOR RENTAL**

# Performance Automotive Inc.

## Service Invoice

|         |                |            |            |            |            |           |        |
|---------|----------------|------------|------------|------------|------------|-----------|--------|
| Name    |                | Company    |            | Created    | 07/17/17   | Year      | 2010   |
| Address |                | Address 2  |            | Time       | 2:12 PM    | Make      | SAAB   |
|         |                |            |            | Invoiced   | 07/18/2017 | Model     | 9-3    |
| Home    | Clifton Pk, NY | Hat#       |            | Advisor    | JOHN       | Lic #     |        |
| Work    |                | V.I.N. #   | YS3FA4BY8A | Division   | DM         | Fleet#    |        |
| Fax     |                | Eng./Trans |            | PO#        |            | Color     | WHITE  |
|         |                |            |            | Checked By | John       | Miles In  | 70,002 |
|         |                |            |            | Page#      | 1 of 1     | Miles Out | 70,002 |

### Job Description

Car would not start. After AIR BAG replacement Tech found faulty CIM and replaced with a good used Part. tech programmed 2 new keys

| Part Number  | Description | QTY | List   | Each | Total |
|--------------|-------------|-----|--------|------|-------|
| 12 78 3781   | TRANSPONDER | 2   | 77.92  | 0.00 | 0.00  |
| 12 84 7563 S | CIM         | 1   | 567.84 | 0.00 | 0.00  |

Customer ok,s replace front coil springs

Line Total

364.15

| Part Number | Description    | QTY | List   | Each   | Total  |
|-------------|----------------|-----|--------|--------|--------|
| 12 79 4486  | ZINC SPACERS   | 2   | 9.65   | 9.65   | 19.30  |
| 13 27 0705  | BEARING/SLEEVE | 2   | 15.28  | 15.28  | 30.56  |
| 32 01 6024  | Coil Spring    | 1   | 134.29 | 134.29 | 134.29 |

THANKS FOR YOUR PATRONAGE. We appreciate your business and want to handle all your service needs. Call us immediately if you are not satisfied with our service.

34 PARKER ST | PITTSFIELD, MA. 01201  
413-499-2665

SAAB it's not just a car it's a PASSION

| Invoice Total |                 |
|---------------|-----------------|
| Labor         | \$180.00        |
| Parts         | \$184.15        |
| Sublets       | \$0.00          |
| Supplies      | \$7.20          |
| Subtotal      | \$371.35        |
| Tax           | \$11.96         |
| <b>Total</b>  | <b>\$383.31</b> |

# Performance Automotive Inc.

## Service Invoice

|         |                |            |              |            |            |           |        |
|---------|----------------|------------|--------------|------------|------------|-----------|--------|
| Name    |                | Company    |              | Created    | 07/12/17   | Year      | 2010   |
| Address |                | Address 2  |              | Time       | 12:48 PM   | Make      | SAAB   |
|         |                |            |              | Invoiced   | 07/12/2017 | Model     | 9-3    |
| Home    | Clifton Pk, NY | Est#       |              | Advisor    | JOHN       | Lic #     |        |
| Work    |                | VIN #      | YS3FA4BY8A16 | Division   | DM         | Fleet#    |        |
| Fax     |                | Eng./Trans |              | PO#        |            | Color     | WHITE  |
|         |                |            |              | Checked By | John       | Miles in  | 70,002 |
|         |                |            |              | Page#      | 1 of 1     | Miles Out | 70,002 |

### Job Description

Perform recall#15041 as per manufacturers specifications  
And recommendations

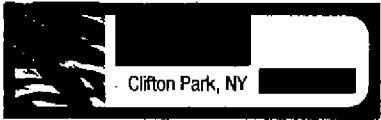
| Part Number | Description           | QTY | List   | Each | Total |
|-------------|-----------------------|-----|--------|------|-------|
| 39 09 5647  | Recall Inflatable bag | 1   | 312.50 | 0.00 | 0.00  |

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and want to handle all your service needs. Call us immediately if you  
are not satisfied with our service.

34 PARKER ST | PITTSFIELD, MA. 01201  
413-499-2665

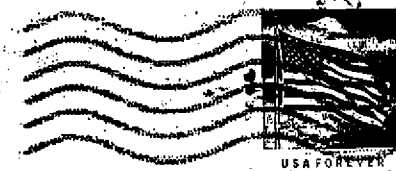
SAAB it's not just a car it's a PASSION

| Invoice Total |               |
|---------------|---------------|
| Labor         | \$0.00        |
| Parts         | \$0.00        |
| Sublets       | \$0.00        |
| Subtotal      | \$0.00        |
| Tax           | \$0.00        |
| <b>Total</b>  | <b>\$0.00</b> |



ALBANY NY 120

20 JUL 2017 PM 5 L



MARK ROSEKIND  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
1200 NEW JERSEY AVE, SE  
WASHINGTON DC 20590

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