

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



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, DC 20590

October 13, 2017

[REDACTED]  
Clifton Park, NY [REDACTED]

NEF-109 nlm  
Ref. No. 11029632

Dear [REDACTED]

The National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation appreciates the report you provided concerning your model year 2010 Saab 9-3. Last year our office received an unprecedented increase in the number of correspondence due to the Takata air bag recalls. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

If your letter requests general information about a motor vehicle or motor vehicle equipment, we recommend that you visit our Internet website at [www.safercar.gov](http://www.safercar.gov). This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You can enter your vehicle identification number (VIN) into our VIN Look-Up Tool, which searches for open recalls through a direct link to the manufacturer's database ([www.nhtsa.gov/recalls](http://www.nhtsa.gov/recalls)). You can also file complaints on line at [www.nhtsa.dot.gov/ivoq](http://www.nhtsa.dot.gov/ivoq) or call our toll-free Auto Safety Hotline at 888-327-4236.

Please note that vehicle issues concerning warranty, maintenance, dealer customer service, and reimbursement claims do fall under NHTSA's jurisdiction. You may consider contacting your local Consumer Protection Agency, Better Business Bureau, Federal Trade Commission, or the Office of Attorney General in your State for assistance regarding these matters.

Sincerely,

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

