

MAY 16 2018

May 4, 2018

CL-11097409-903b

Saab

P.O. Box 909970

Milwaukee, WI 53209-9989

Attn: Jeffrey Massimilla

Dear Mr. Massimilla:

I am writing you regarding the attached letter regarding the Recall Notices for my Saab vehicle. Although I don't know you I am sure that you are a very nice person. However you have either been given very bad information or are sadly misinformed.

I receive the attached recall notices on a routine basis, advising me to contact Victory Cadillac in Petaluma to have this service performed. Each time I follow up with them I am told that they do not perform this service. I contacted the GM recall center advising them of this [REDACTED]. They were not aware that Victory Cadillac did not perform this service and advised that they would review this and get back to me.

They contacted me and advised of three other dealers to contact; Sonoma Chevrolet in Sonoma, Silveira GMC in Healdsburg and Platinum Chevrolet in Santa Rosa. Both Sonoma Chevrolet and Platinum Chevrolet immediately advised that they could not perform this service. Silveira GMC (Jamie Casey) was the only dealer who as at all helpful and agreed to do the work but needed to get the required part from GM. We put them in touch with the GM recall person we had spoken to and after a period of several weeks were told by them that they could not complete the work because GM would not sent them the part. If you consider this to "have done our best to remedy this condition" I would hate to know what your worst would be.

I have been referred to Dirito Brothers in Walnut Creek who have confirmed that they can perform this service. The problem is that they are in the East Bay and I reside in the North Bay. Per Mapquest the driving distance is 72.0 miles and the driving time is 1 hour 21 minutes. However they want the car by 8 AM and this would put me right in the middle of commute traffic which would add another 30-60 minutes to the drive and they would require the car for the better part of the day. This would require me to miss a day of work. This is not a satisfactory option. Do you plan to reimburse me for the time that I will need to take off.

NM
5.17.18
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I don't believe that you are acting in good faith by continuing to refer me to Victory Cadillac when I have notified you that they are unable to provide this repair. I checked once again this week and they advised that they do not have the software that would allow them to perform the service. Nor do I believe that you have acted in good faith by not providing Silveira with the tools to provide this service.

By copy of this letter I am also notifying the National Highway Traffic Safety Administration of the incorrect information that you continue to provide.

Sincerely,

A large black rectangular redaction box covering the signature of the sender.

Sebastopol, CA 

cc: Silveira GMC

cc: National Highway Traffic Safety Administration

510000

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

IMPORTANT SAFETY RECALL



SEBASTOPOL, CA



January 2018

This notice applies to your vehicle, VIN: YS3ED49G463

Dear

You were previously notified that your 2006 model year Saab 9-5 is involved in Saab/GM safety recall 15043. Our records indicate that you have not brought your vehicle in to receive the recall repair. It is important that you receive the recall repair as soon as possible. If you have in fact already brought your vehicle in to receive the recall repair, you may disregard this letter.

For your convenience, you may now have this important safety recall repair performed at your local Cadillac dealership. Cadillac dealers now have the necessary training, tools, and parts to properly address this recall on your Saab vehicle. If you prefer, you may still have this recall repair done at your Saab Official Service Center.

IMPORTANT

- Your vehicle is involved in Saab/GM safety recall 15043.
- Schedule an appointment with your local Cadillac dealer or Saab Official Service Center as soon as possible.
- 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 we will do: Your local Saab Official Service Center or Cadillac dealer will replace the driver's air bag module assembly on your vehicle. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that the dealer will need your vehicle longer than the actual service correction time of approximately 45 minutes.

What you should do: You should contact your local Saab Official Service Center or Cadillac dealer to arrange a service appointment as soon as possible.



If after contacting your local Saab Official Service Center or Cadillac dealer and the Cadillac 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.

[Signature]

Jeffrey Massimilla
Vice President
Global Vehicle Safety and Product Cybersecurity

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IMPORTANT

VERBODEN TOEGANG

SEBASTOPOL, CA



GMRF0UB190 000206240

VICTORY CHEVROLET
1360 AUTO CENTER DR
PETALUMA, CA 94952
(707) 762-2300

GM

SEBASTOPOL, CA

THIS SERVICE WILL BE PERFORMED AT **NO CHARGE** TO THE OWNER.



AS A VALUED SAAB OWNER, WE WANT TO LET YOU KNOW
THAT GM IS COMMITTED TO QUALITY PRODUCTS AND
CUSTOMER SATISFACTION.

ACCORDING TO OUR RECORDS, AS OF NOVEMBER 2017,
SERVICE HAS NOT BEEN COMPLETED ON THE FOLLOWING
OPEN RECALL(S) FOR YOUR SAAB 9-5:

15043 SAAB - TAKATA FRONT DRIVER AIR BAG REPLACEMENT (GM
#28811)



01

GMAPCUB130 00028634C

BAC-00000112165



Y83ED49G463

866-707-5400

TAKATA AIRBAG SAFETY RECALL: YOUR VEHICLE REQUIRES REPAIR

You may be at risk of injury.

**LLAMADA A REVISIÓN DE SEGURIDAD DEL AIRBAG DE TAKATA:
EL VEHÍCULO NECESITA UNA REPARACIÓN**

Usted podría sufrir una lesión.



General Motors, LLC
PO Box 3112
Milwaukee, WI 53201

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Sebastopol, CA



20011-121217

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NP43

CALL AND SCHEDULE YOUR FREE REPAIR **NOW**


The front driver-side airbag inflator in your 2006 Saab 9-5 may rupture when it deploys during a crash, which could cause **serious or fatal injuries** to anyone in the vehicle. It's important to schedule your **FREE** repair immediately.

For more information about this recall, enter YS3ED49G463  at my.gm.com/recalls

El inflador del airbag delantero del lado del conductor de su Saab 9-5 se puede romper cuando se despliega durante un accidente, lo que podría causar **lesiones graves o fatales** a cualquier persona en el vehículo. Es importante que programe su reparación **GRATUITA** de inmediato.

CALL NOW:

Victory Cadillac
1360 Auto Center Dr
Petaluma, CA 94952
(707) 762-2300



Any Saab Official Service
Center or Cadillac dealer
can make this repair.

MORE INFO:

Find another Saab Official Service
Center at saabparts.com or Cadillac
dealer at cadillac.com/dealerlocator

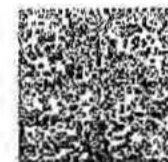
Saab: 1-800-955-9007

NHTSA: 1-888-327-4236
nhtsa.gov/recalls

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SAN FRANCISCO, CA



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