

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

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**To:** [EVOQ \(NHTSA\)](#); [REDACTED]  
**Cc:** [NHTSA ODI CRD](#); [REDACTED]  
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Please forward to the appropriate person: Saab defect/ recall and GM is giving me all kinds of problems.

have a 2005 Saab 92x. I bought the car @56k miles and it was near perfect.

I did all of the recalls before buying and nothing was listed, but I think 2 were listed as being "completed" with no mention of what they were. I of course got the takata airbag recall and that was performed for both air bags if I recall correctly.

So without knowing the recalls, I was shocked to find out that the control arms were part of a recall that was done in 2012.

On Friday may 28th , 2021 I had a control arm failure. The exact reason why the recall was done, happened to me, where the control arm rusted and broke off. Luckily I was not going 65mph down the highway when it decided to break, so I was lucky in that sense, but everything after that has been a nightmare.

I only found out that the item that broke was part of a recall after having to wait for a tow truck, after getting home 16 hours later, I started to try and contact people to get the problem resolved, since this is the exact reason the recall was done.

My car has 89,500 miles (roughly 5500 miles a year) and these were known to break right at the 90k mile mark. When the "repair" was done in 2012, the car had 29k on it and there would obviously be no signs of corrosion at that point. I spoke with the dealer that did the recall and they confirmed that they coated the control arm with wax as required in the recall. This was ineffective and the exact thing that the recall was done for happened at or around the same mileage they are known to fail.

This should be covered by GM because the recalled item was not fixed. The exact issue happened.

I have been trying very hard to get this fixed and to move the car required partial "fix" installing a control arm on the broken side just to be able to tow, or move the car. I couldn't leave it sitting at my house or on the mechanics lift for weeks not knowing when GM is going to get back to me.

So I finally got notice that I would be contacted from saab product assistance claims at general motors and they are saying that the car could not have any repairs done at all for them to even look at it.

I have been without a car for over a week, I've been getting ghosted for over 10 days trying to get any help, and now it looks like they are trying to get out of fixing the car for a recalled item breaking.

I have the broken part attached. The other damage is minimal, consisting of a broken sway bar and sway bar link, but the opposite side will need to be inspected and replaced. They usually are in the same condition and the recall was to replace both arms at the same time.

I need this car to be fixed and i'm tired of getting the runaround from GM/ Saab and I'm lucky I didn;t die, or kill/ hurt someone else from the defected item. If I would've been able to find out this part was an issue, I would've been able to either inspect it, or replace it, but there is no documentation that the average person is given access to when buying a car. I had to research and find out that this was a problem.

I am sorry this is a long email, but i need help getting to a solution without wasting more of my time and money.

I appreciate your time.

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