

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

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](mailto:EVOQ@dot.gov)  
**Subject:** Re: FW: Follow up to ODI Complaint ----11419165 ----  
**Date:** Thursday, July 8, 2021 10:27:59 AM  
**Attachments:** [REDACTED]

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**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

New pdf attached with edits.

Thank you

[REDACTED]

On Wed, Jul 7, 2021 at 6:16 AM EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

01-JUN-2021

Repository Reference No.  
11419165

## OWNER INFORMATION (Type or Print)

Name [REDACTED]		
Address [REDACTED]		
City Indiana	State PA	ZIP Code [REDACTED]

Daytime Telephone Number  
[REDACTED]E-mail Address  
[REDACTED]

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

## VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JF4GG22685G [REDACTED]		MAKE SAAB	Model 9-2X	Model Year 2005
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City Anson	STATE TX	ZIP Code 79501	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 28-MAY-2021

## FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 020000 SUSPENSION	Failure Mileage 90000.0	Failure Speed 2 MPH
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## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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## Narrative Description of Incident(s), Crash(es), Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2005 Saab 9-2x. The contact stated while attempting to park the vehicle, the control arm fractured. There was no warning light illuminated. The vehicle was not taken to a local dealer nor independent mechanic to be diagnosed. The vehicle was not repaired. The contact stated that the vehicle was repaired in 2012 under NHTSA campaign number: 11V464000 (Suspension) however, the failure still occurred. The manufacturer had been informed of the failure but offered no additional assistance. The failure mileage was approximately 90,000.

\*After arguing with GM for over a month, I do have a scheduled appointment to be "looked at" on July 16, 2021.

The damage is a broken control arm, broken sway bar link, broken sway bar and axle being pulled from the differential. A temporary control arm was replaced so the car could be moved, but the repairs have not been made. The car will need the parts replaced and an alignment after inspecting to see if there is more damage than initial inspection showed.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.