

U.S. Department of Transportation National Highway Traffic Safety Administration 400 Seventh Street, S.W. Washington, D.C. 20590

# <u>CERTIFIED MAIL</u> RETURN RECEIPT REQUESTED

Ms. Gay P. Kent, Director Product Investigations General Motors Corporation Structure & Safety Integration Mail Code 480-106-304 30500 Mound Road Warren, MI 48090-9055

NVS-213 phk PE03-059

#### Dear Ms. Kent:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE03-059) to investigate allegations of engine stall in model year (MY) 2003 Saab 9-3 vehicles equipped with 2.0 liter engines, and to request certain information.

In a January 16, 2004 letter (copy attached), General Motors Corporation (GM) advised this office that it had decided to conduct a Customer Satisfaction Campaign "to address a potential stall condition on 2003 model year Saab 9-3 vehicles equipped with automatic transmission and the 2.0 L engine." The letter indicates that there are two potential failure modes affecting 12,249 subject vehicles sold in the United States. The problems are corrected by reprogramming the engine management system with corrected software. The letter states that because neither failure mode happens during acceleration and in both cases the vehicle can be immediately restarted, "Saab and GM do not consider these conditions to pose an unreasonable risk to motor vehicle safety."

This office has received 21 reports alleging engine stall without warning in MY 2003 Saab 9-3 vehicles. The reports describe incidents that occur during cruising, acceleration, and deceleration at speeds ranging from 0 to 55 miles-per-hour. Many of the complaints allege multiple failures. Several complaints indicate that the dealers repaired the condition by reprogramming the engine management system. One report alleges that a stall event caused the driver "to rear end the vehicle in front of her. Which in turn caused a four car accident." Another complaint alleges multiple stalling events that occur "while crossing an intersection, making a left-hand turn from a stop sign, or turning in front of traffic," circumstances that could result in potentially serious safety consequences. A copy of each of the reports is enclosed for your information.





Unless otherwise stated in the text, the following definitions apply to these information requests:

- <u>Subject vehicles</u>: all MY 2003 Saab 9-3 vehicles equipped with a 2.01 engine manufactured for sale or lease in the United States.
- <u>Subject Component(s)</u>: engine management system and associated software programming.
- Saab: Saab Cars USA, Inc., and, expand to include foreign parent company where design, engineering and/or manufacturing are undertaken in a foreign country, all of their past and present officers and employees, whether assigned to their principal offices or any of their field or other locations, including all of their divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Saab (including all business units and persons previously referred to), who are or, in or after June 2000, were involved in any way with any of the following related to the alleged defect in the subject vehicles:
  - a. Design, engineering, analysis, modification or production (e.g. quality control);
  - b. Testing, assessment or evaluation;
  - Consideration, or recognition of potential or actual defects, reporting, record-keeping
    and information management, (e.g., complaints, field reports, warranty information,
    part sales), analysis, claims, or lawsuits; or
  - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- Alleged defect: engine stall.
- Document: "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda. correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages. notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles. studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs. microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts,

administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Saab, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note. comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available. "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Saab or not. If a document is not in the English language, provide both the original document and an English translation of the document.

Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Saab has previously provided a document to ODI, Saab may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Saab's response to each request, identify the source of the information and indicate the last date the information was gathered.

- 1. State, by model, transmission type (automatic or manual), and engine, the number of subject vehicles Saab has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Saab, state the following:
  - Vehicle identification number (VIN);
  - b. Make;
  - c. Model;
  - d. Transmission type;

- c. Engine;
- f. Model Year;
- g. Date of manufacture;
- b. Date wafranty coverage commenced; and
- The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

- 2. State the number of each of the following, received by Saab, or of which Saab are otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
  - a. Consumer complaints, including those from fleet operators;
  - Field reports, including dealer field reports;
  - c. Reports involving a crash, injuty, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
  - d. Reports involving a fire, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
  - e. Property damage claims; and
  - f. Third-party arbitration proceedings where Saab is or was a party to the arbitration; and
  - g. Lawsuits, both pending and closed, in which Saab is or was a defendant or codefendant.

For subparts "a" through "d, /e," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "d/e/f/g," provide a summary description of the alleged problem and causal and contributing factors and Saab's assessment of the problem, with a summary of the significant underlying facts and evidence. For items f and g, identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

- 3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
  - a. Saab's file number or other identifier used;
  - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
  - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number,
  - d. Vehicle's VIN;

- e. Vehicle's make, model and model year;
- f. Vehicle's mileage at time of incident;
- g. Incident date;
- h. Report or claim date;
- i. Whether a crash is alleged;
- Whether property damage is alleged;
- k. Number of alleged injuries, if any;
- 1. Number of alleged fatalities, if any; and
- m. State if the vehicle was disabled or towed.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a preformatted table which provides further details regarding this submission.

- 4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Saab used for organizing the documents.
- 5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Saab to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Saab's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number,
- c. VIN:
- d. Repair date;
- e. Vehicle mileage at time of repair,
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Whether the repairs included a towing charge (yes or no);
- Replacement part number(s) and description(s);
- k. Concern stated by customer, and
- 1. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

6. Describe in detail the search criteria used by Saab to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation

descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Saab on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Saab offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

- 7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Saab has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Saab is planning to issue within the next 120 days.
- 8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Saab. For each such action, provide the following information:
  - a. Action title or identifier;
  - b. The actual or planned start date;
  - c. The actual or expected end date;
  - d. Brief summary of the subject and objective of the action;
  - Engineering group(s)/supplier(s) responsible for designing and for conducting the action;
     and
  - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

- 9. Describe all modifications or changes made by, or on behalf of, Saab in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
  - The date or approximate date on which the modification or change was incorporated into vehicle production;
  - A detailed description of the modification or change;
  - c. The reason(s) for the modification or change;
  - d. The part numbers (service and engineering) of the original component;
  - e. The part number (service and engineering) of the modified component;
  - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
  - g. When the modified component was made available as a service component; and

 Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Saab is aware of which may be incorporated into vehicle production within the next 120 days.

- 10. Separately state the criteria used by Saab and by GM to decide when to conduct a field action to address a condition that could result in engine stall and also the criteria used to decide whether to conduct the campaign as a Safety Recall or as a Customer Satisfaction Campaign, or similar program. State whether any of these criteria have changed over the last ten years and, if so, explain how and state the reasons for the change(s).
- 11. Provide an electronic listing of all engine stalling related Safety Recalls and Customer Satisfaction Campaigns, or similar programs, which have been conducted by Saab and by General Motors Corporation in the last ten years. Include the following information in the list:
  - The campaign number;
  - b. The date of the campaign;
  - c. The manufacturer (Saab or GM);
  - d. The affect vehicles by make, model, model year, and any other relevant characteristic (e.g., engine, transmission, etc.);
  - The affected vehicle population;
  - A brief description of the defect condition;
  - g. Whether the condition could occur during throttle tip-in;
  - h. A brief description of the remedy; and
  - A short explanation of the reasons for conducting each action as either a Safety Recall or as a Customer Satisfaction Campaign.
- 12. Furnish Saab's assessment of the alleged defect in the subject vehicle, including:
  - a. The causal or contributory factor(s);
  - b. The failure mechanism(s);
  - c. The failure mode(s);
  - d. The risk to motor vehicle safety that it poses;
  - The reports included with this inquiry.

This letter is being sent to Saab pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Saab's failure to respond promptly and fully to this letter could subject Saab to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million

for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Saab cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Saab does not submit one or more requested documents or items of information in response to this information request, Saab must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Saab's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by March 12, 2004. Please refer to PE03-059 in Saab's response to this letter. If Saab finds that it is unable to provide all of the information requested within the time allotted, Saab must request an extension from me at (202) 366-5207 no later than five business days before the response due date. If Saab is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Saab then has available, even if an extension has been granted.

If Saab claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Saab must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (68 Fed. Reg. 44209 et seq; July 28, 2003), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Saab is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Peter Kivett of my staff at (202) 366-6178.

Sincerely,

Jeffrey L. Quandt, Chief Vehicle Control Division Office of Defects Investigation

Enclosure 1: One CD ROM titled Data Collection Disc containing three files

Enclosure 2: Twenty-Two Vehicle Owner's Questionnaires

Enclosure 3: E-mail Correspondence from Gay P. Kent dated, January 16, 2004

## Demeter, Kathleen

From: gey.p.kent@gm.com

Sent: Friday, January 16, 2004 5:32 PM

To: Demeter, Kathleen

Subject: Saab 9-3, Follow up to our conversation 15JA04

Dear Kathy,

When we spoke yesterday I indicated that Saab and GM decided to conduct a global Customer Satisfaction Campaign to address a potential stall condition on 2003 model year Saab 9-3 vehicles equipped with automatic transmission and the 2.0 L engine. I also mentioned that we intended to file a Part 579 letter pursuant to the TREAD Act, because at the time that we spoke, I mistakenly believed that a decision had been made to conduct the campaign as a safety recall in Japan. I have since learned that decision has not been made, and a Part 579 letter is not required at this time. If a decision is made in the future to conduct this field action as a safety recall in Japan, we will promptly file the requisite Part 579 notification.

Nevertheless, we still thought it would be helpful to provide a brief description of the conditions that are remedied by the campaign. We intend to provide this same information in a Part 579 letter, if one is required in the future.

Condition: Potential stalling issue on 2003 Saab 9-3 vehicles equipped with 2.0 L engine and automatic transmission.

Vahicle Population: 12,249 US vahicles

Correction: The engine management system is reprogrammed with corrected software.

Issue: There are two potential failure modes that might cause vehicles to stall; however, neither failure mode happens during acceleration and in both cases the vehicle can be immediately restarted. As a result, Saab and GM do not consider these conditions to pose an unreasonable risk to motor vehicle safety.

Each potential failure mode is described below:

1. 2.0 L engine with 175 hp and Automatic Transmission:

Condition: Engine may stall while releasing gas pedal while cruising or during a stopping situation.

Root cause and contributory factors: The root cause is that Dual Mass Plywheel (DMF) protection was incorrectly enabled on vehicles equipped with automatic transmissions. DMFs are installed on manual transmission vehicles, but not on vehicles equipped with automatic transmission (AT). DMF protection was a function intended only for manual transmission vehicles.

The DMF protection detects low engine speed and does not re-enable fuel until the engine has been restarted. For improved driveability, fuel economy and emission purposes, the AT may shift into neutral at low engine speeds (low rpm values) when the gas pedal is quickly and completely released. DMF protection on an AT vehicle may incorrectly interpret this event and respond by turning off fuel. It is also possible for this to occur in a hard brake apply when the transmission is in the manual override mode and 4th or 3rd gear have

been selected. This condition may cause the engine to stall, but it can be immediately restarted.

#### 2. 2.0 L engine with 210 hp and AT:

Condition: Engine may oscillate and stall on 'aborted take off.'

Root cause and contributory factors: The root cause is a mismatch between the three engine RPM controlling functions; tip in/out governor, idle governor and dynamic fuel governor.

When standing still (0 mph), with the gear selector in Drive and engine at idle, if the accelerator is depressed and quickly released (situation called "Aborted Take-off"), the engine speed may start to oscillate, sometimes causing the engine to stall due to a software fault in the Engine Management System. The condition is more likely to occur in an engine that is not fully warmed up, and the typical driving condition is a short drive cycle in a slow moving queue. While this condition may cause the engine to stall, it can be immediately restarted.

Please contact me through Terri Amato at 586-986-8025 until my mailbox is established on -8029 if you have any other questions.

#### Regards.

Gay Kent Director of Product Investigations General Motors Corporation 586-986-8029

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

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Include. If available: Police/Fire Department Recort, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF INFORSARY
The Privacy Act of 1974-Public Law 33-579 This information is requested pursuant to authority vested in the Pational Highway Yraffic Safety Act and subsequent ameniments. You are under no obligation to respond this questionnelles. You're depond a may be used to build the NHTSA is determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or highlight an administrative, you response, or a distintical pursuary thereof, may be used in support of the agency's action.

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Include. If available: Police/Fire Decentment Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF MECESSARY
The Privacy Act of 1974-Public Law 83-379 This information is requested pursuant to enthously wasted in the National Highway Traffic Safety Act and subsequent
unreaded acts. You are under no obligation to respond this questionnaire. Your response may be used to essist this RHTSA in determining whether a Henufacturer
should take appropriate action to correct a safety defect, if the NHTSA proceeds with administrative enforcement or Rigation against a manufacturer, your response,
or a statistical summary thereof, may be used in support of the agency's action. ATTACH ADDITIONAL SHEETS IF NECESSARY

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Include. If available: Police/Fire Department Report, Photos, and Repair Involve.

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The Privacy Act of 1974-Public Care 93-879 This information is requested pursuant to entirely vested in the National Highway Treffic Sefecty Act and subsequent amendments. You are under no origination to respond this questionnairs. Teny response among the session the Mittach of National Highway Treffic Sefecty Act and subsequent absolute take appropriate action to correct a sefecty defect. If the MITSA proceeds with administrative antercament or Righton against a manufacturer, your response, or a statistical seamonary thereof, may be used in support of the openity another.

100148	R AGENCY USE ONL	FO		line	afety Ho	DOT Auto S			Δ
Repository	eived	Date Rec	ifre	tion	s Que:	ie Owner Report Vehi 1-888-D	Vehic		U.S. Departmen of Transportation
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	N		0	i ^		0	s XINo	. T	Yes Mino

AFTER SLOWING DOWN IN TRAFFIC, MY WIFE ATTEMPTED TO ACCELERATE, BUT THE ENGINE STOPPED AND THE ENGINE ICON ON THE DASH DISPLAY WAS ILLUMINATED. THE SAAB INFORMATION DISPLAY (SID) DID NOT SHOW ANY PROBLEMS. ILLICKILY SHE WAS ABLE TO RESTART AND CONTINUE ON TO WORK. APPROXIMATELY 25 MILES LATER THE ENGINE WAS SUGGISH AND ALMOST STOPPED AGAIN. IN ADDITION THE RADIO HAS BEEN KNOWN TO CHANGE STATIONS BY ITSELF, AND THE REMOTE MIRRORS WILL SOMETIMES MOVE BY THEMSELVES. THE CAR HAS BEEN TAKEN TO THE SAAB DEALER AND A SOFTWARE UPDATE HAS SUPPOSEDLY TAKEN CARE OF THE MIRRORS AND ENGINEZIGNITION, BUT THE RADIO PROBLEM IS NEW. IT WOULD HAVE BEEN NICE IF SAAB HAD BEEN PROACTIVE AND SOUGHT OUT DWNERS. OF THIS PARTICULAR MODEL (9-3 LINEAR) SOONER AND NOTIFIED THEM OF A NECESSARY SOFTWARE UPDATE. AN ENGINE DYING IN TRAFFIC, AN INTERSECTION, A TRAIN CROSSING, ETC., CAN BE A DANGER. ALSO, I'M STILL WAITING FOR THE ONSTAR SERVICE TO BE INSTALLED. WE PURCHASED THE CAR THE FIRST WEEK IN JANUARY, AND NOW IT'S MAY AND STILL NO ONSTAR! \*JB

Include, If available: Police/Fire Department Report, Photos, and Repair Involce. ATTACH ADDITIONAL SHEETS IF NECESSARY The Privacy Act of 1974-Public Law 83-579 This information is requested pursuant to authority vested in the Actional Highway Traffic Safety Act and subsequent the covery set of 1979 reports the province of a square parameter of authority vested in the Mittorial Highway Trains India Act and subsequent arrandments. You are under on abligation to respond this quantitative responds to appropriate action to carrect a select district. If the MITSA proceeds with administrative enforcement or Highlian against a manufacturer, your responds, or a statistical summary thereof, may be used in apport of the agency's action.

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Date Purchas	ed	Dealer's Ne	me and 1 Bury SA/	Telephora	e Number 29303					Engine:		Fuel Type:	
	01-JAN-03 WEST COUNTY SAAB 6362278303 No: Cylinders 4 Ges Original Owner Dealer's City State Zip Code												
	Original Owner Dealer's City Scale ZD Code MANCHESTER MO 63011.												
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ENGINEZISMITION, BUT THE RADIO PROBLEM IS NEW. IT WOULD HAVE BEEN NICE IF SAAB HAD BEEN PROACTIVE AND SOUGHT OUT OWNERS OF THIS PARTICULAR MODEL (9-3 LINEAR) SOONER AND NOTIFIED THEM OF A NECESSARY SOFTWARE UPDATE. AN ENGINE DYING IN TRAFFIC, AN INTERSECTION, A TRAIN CROSSING, ETC., CAN BE A DANGER. ALSO, I'M STILL WAITING FOR THE ONSTAR SERVICE TO BE INSTALLED. WE PURCHASED THE CAR THE FIRST WEEK IN JANUARY, AND NOW IT'S MAY AND STILL NO ONSTAR! AJB

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 in requested persuant to methodish wested in the Notional Highway Traffic Sefety Act and subsequent benefit and an action to expect the process of the response array to make the Notional Highway Traffic Sefety Act and subsequent benefit and the Notional Highway Traffic Sefety Act and subsequent the method in the Notional Highway Traffic Sefety Act and subsequent Highway Traffic Sefety Act and s

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of Transportation			-	1-888-	DASH-	2-DC	jτ	-			_	⊢	<del>.</del>
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Crash	(Piese describe in detail the instalent(s). Fire Number of Persons Infurnd Numb										rted to Police		-
☐Yes, X No	No Ves X No B peription of Incident(S), Crash(sp), and Injury(les).										N		
Norrative Descript Please describe (1 Le, parts reyalred	ì eveni	a lacadhad UD	to ti	aa fallure, (2	) feiture :	and H	рі сові	regnances,	and (	3) what :	was done to correct	the A	Mure;
						F POV	VER IS	SUES STA	ርና ሰ፡	TUPDY	ON 1/09/2003, THE C	'A D L	AS STALLED A
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ON 5/13/03 NEW I	ENGINE	MANAGEME	VT FI	IRM WARE Y	VAS INST	<b>TALLE</b>	D. ON	45/17/03 TI			MALFUNCTIONED.		
A SERIOUS ISSUE	WITH.	THE VEHICLE	THA	T SAAB IS N	OTABLE	TO R	ESOLI	љ. •JВ					

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

ATTACH ADDITIONAL SHEETS IF MCCESSARY
The Privacy Act of 1974-Public Law 63-579 This Information is requested personnt to authority vested in the National Highway Traffic Safety Act and subsequent amountments. Your responds only be used to another the NATEA in determining whether a Manufacturer about this appropriate action to correct a solidly defeat. If the MATEA proceeds with administrative enforcement or Highlian against a provide turer, your response, or a statistical summery thereof, may be used in support of the agency's action.

			DC	Auto S	afety	Hotline			tionnaire Date Receive			R AGENCY USE ON	LY	100148	
U.S. Departme of Transportett		Veh	kle	Ov	wner'	's Qu	uestion	ina fect:	ire		Date R	lec	aived	Rep	positary 🗌
Mational High				1-	-888-D	DASH-	-2-DOT			1	1,	ng-	-JUE-2003	Re	eference Na.
Traffic Safety	y .	INT	'ERNE	•	1-868- www.nh		4236) fotgov/H	untili.	7-8	1	•	<b>.</b>	MACCONS		102547B
Administratio								-			4 _			-	INC. TITO
Name -		WIER HEOR	MAI	ion.	(Type ·	of Pran	ıt)	_		—	Daytin	ne T	Telephone Number	E-m	at Address
Address			<del>.                                      </del>	—			<del></del>	—		-			<u> </u>		
City			_	Ţ	State		Zip Code	~	<b></b>		Evening	gŤ	Telephone Mumber	·	
Oo you putherize In the absence of	f en eut	to provide : thorization, f	e copy IHTSA	of t WZ	his repo LL NOT	ort to ti provid	he manufac ia your nam	turer to or i	address t	to th	he vehic	cle	YES Menufecturer.	) NO	
Signature of Own	<u> </u>	·····	_	—	—	<u></u>				Date	<u>•—-</u>	_	<u> </u>		<u> </u>
17 digit Vehicle (dent	-Wration	e ek ember Locati	ed at b	ottor	a of Wind		<u>OCLE 19670 )</u> n driver's side				—	$\neg$	Model	—	Model Year
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Original Owne		Dealer's City	_	_				State	<u> </u>	ZpC					
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Incident Date(s) 04-JUL-2003															
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IFB COMPANIES CO.	<u> </u>									<u> </u>			Fallure Type		
		ADDITION	AL III	<u>B</u> N3	_				PORTI	_	_		SEAT FAILURE		
Make: Seat Type:	—						<u>lanufact</u> uren Ition System				Model N	10.7	/Name:	—	
Child Seat Compone	ent Cod	Зе:	Fr	ailed	Part:	11300	ONE STATE	<u>-</u>				_			
<del></del>	-				APPL	ICAN	LE DESCRIPTO	u M	FORMAT	fior	M	_			
Crash	Fire				describe h of Perso		the lacklenits:		of Death				vder).) ed to Police		<u> </u>
∭Yes XINo	lΩv							//	U 1000.	16	Nepe		N PORCE		
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I OWNS A 2003 SA FAR, CAR STALLE	Le, parts repaired or replaced (and World pert to available).  1 OWNS A 2003 SAAB 1993 LINEAR WITH AUTOMATIC: WHEN DRIVING A CAR, CAR STALLED MIDDLE OF THE ROAD. IT HAPPEND 3 TIMES SO FAR. CAR STALLED AND HANDLE GOT LOCKED UP. ENGINE LIGHT CAME UP. IT WAS DANGEROUS EPECIALLY AT THE FREEWAY, LUCKILY NEVER RESULTED IN BUG ACCIDENTS. DEALER ARE SAYING IT'S COMPLITER PROBLEM, BUT SOME PEOPLE SAID IT MIGHT BE THE FAULTY PUEL.														
RESULTED IN BIG : PUMP.*AK	ACCILI	ENTS, DEALCO	l AKE	SAT	ING LES	COM	10 ы мож	⊈EΜ,	BUT SUP	MEP	EDPLE :	SAI	(D) IT MIGHT BE TH	E FAU	JULY FUEL
run															
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I															
Include, If systable	la · Polic	~JFire Depart	hment!	Rep	ort. Pho	ros. ar	nd Repair In	voice.				<u>^</u>	TACH ADDITIONA	· FUE	ETS.IF NECESSARY
The Privacy Act of 1874	4-Public	Law 93-574 TM	da Inform	Thetk	ion is reas	pested p	pursuant to se	ut berk	ty yested i	le th	e Melfinea	al 44	Inhamu Tradic Cadaba	4	
emendments. You are s skould take appropriat or a statistical auronas	under no te notion	io obligation to r n to correct a se	respond aluty de	el tida e fect.	s quaethus L II the Mi	manke. Y HTSA pro	Your maporma coopeds with a	o mut b	be used to		ibt the Mi	477	All his charles and always subse		. Manalasia

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U.S. Department of Transportation	ian		icle O	)wner	's Quicke Se	uestion efety Def			Date Rec	æived	Rep	rasitory 🗌
itational High Traffic Safety Administratio	) 38		ERNET:	(1-888- www.nh	-327-4 htsa.de	4236) lot.gov/h	otilne		23-	-JUL-2009	'	ference No. 1028926
	OY	WNER INFOR	OLTAN	<b>И (Тура</b> г	or Prin	<u>t)</u>			Davtime	Telephone Number	E-m	Address
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City				State _		Zip Çodi			Evening 1	Telephone Number		
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Do you authorize In the absence of Signature of Own	f an aut	, to provide a Morization, N	HTSA W	THE MOT	provide	e your nam	tures of you e or addres	our vah ss to th Date	he vahicle	Manufacturer,	NO	
					-	ICLE INPOR						
17 digit Vehicle Identi YS3FB49S1310123		Number Locate	d et botte	am of winds	triblid on	driver's side	Make SAAB			Model 9-3		Model Year 2003
Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: No: Cylinders 4 Gas												
Original Owner Dealer's City State Zig Code  Vehicle Component Code												
Transmission Type	F	ntilock Brakes			~			•		i SINE COOLING: ENG	4NE	
AUTOMATIC	X Cr	ruise Control	FRON	(TWHEEL !	DRIVE		Multiple ?			MIL COOL.	ira.	
	<u>—</u>		_		D COM	PONENT(S	)/PART(S	) Dec	OITAMR	M	_	
Incident Date(s) 22-JUL-2003	Failur	re Miezga 3100	Failure : 21									
	_	ADOIT					WHENRE	PORT)		RE FAILURE	=	
Tire Make			Thr	re Model (1	Name or	or Number)			Tire	e Size (Example P21)	5/65P	(15)
DOT No. (Example:		LIABCO36)		Original Prior Re		ment	Fature Lo	cation:	<del></del>			
Tire Component Cod	<u>.</u>									Failure Type		
		ADDITION	AL ITEM							SEAT FAILURE	_	<u> </u>
Make: Seat Type:	—					amufactured tion System			Model No.	/Name:		
Child Seat Compone	ant Cod	e:	Falle	ed Part:			·		· ·			
			- Colone			E INCIDENT the Incident's)						
Crash	Fire Ye	us XI No	Numbe	er of Perso Q	ions Inlu	ured Nu	mber of Dea 0		Reports	ed to Police N		
Narrative Descripti	ton of D ) event	incident(S), Cr ts leading up b	آ <b>ک مخت</b> ا مدا	illure, (Z) (	fallure e	end its com	etquances,	, <b>and (</b> 3	i) what we	35 dens to correct t	the fa	lime)
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Include, if available: Police/Fire Department Report, Photos, and Repair Invoice,

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Line 43-579 This information is required pursuant to a other by vested in the Patients Highway Traffic Safety Act and subsequent memorianents. You are under no chilipation to respond this question ratios. The response may be used to assist the NHTSA in determining whether a Manufacturar should take appropriate action to correct a safety defect. If the NHTSA procused with administrative autocoment or Rigorian against a manufacturar response, or a statistical manufact thereof, may be used in support of the agency's action.

										_	Form An	-11-L1-L1	G.H.E. No. 2127-0089	
			0	ЮТ А	uto S		FC	OR AGENCY USE ON	ILY 1	100148				
U.S. Departmen				tepor	t Veh	's Que	ety Dui		ı	Date Re	celved	Rep	seitory 🗌	
				_1-1	888-1	DASH-2-	DOT			i	. 4115 2023			
Mational High						-327-42				19	HAUG-2003	Ref	ference No.	
Traffic Safety Administratio		· IMI	ERN	ET:W	n.ww	htsa.dot	.gov/h	otline		ļ		100	032848	
Annadatio		WNER IMPO	MAT	TON (	(Тура	or Print)				Charathan	Take-base Number	ļ	# 4 ##	
Hame										Dayone	Telephone Number	E-178	Address	
Address														
City				5	Rate (		Zip Cod	****		Evening	Telephone Number			
Do you authorize In the absence of	NHTSA	to provide	<b>4</b> COP	y of th	his rep	ort to the	manufac	turer of s	tolar vel	ilcle?	☐ YES D	ом Б		
		thorisation, l	VHT5	M MIT	LNOT	provide y	our nem	ie or addr			e manufacturer.			
Signature of Own	er								_ Dab	2 /	<del></del>			
								RMATIO	<del>)</del>		<del></del>			
17 digit Vehicle Ident	Vehicle Identification Number Located at bottom of windshield on driver's side Make										Modef		Model Year	
	SAAB										9-3		2003	
	· · · · · · · · · · · · · · · · · · ·													
Date Purches	sed Desier's Name and Telephone Number ( FHNAN MOTORS										Engine:		Fuel Type:	
			<u> </u>							No: Cylinders				
Original Owne	г ,	Declar's CR HARRISBU						State PA	Zb	Code				
		nt lock Brakes	<u></u>	westra				Vahide Component Code						
Transmission Type				WC U	HPI			061000 ENGINE AND ENGINE COOLING ENGINE						
AUTOMATIC	XI Cr	uise Control	ı											
			l					Multiple	Falure	: 4				
					FAILE	D COMPO	NENT(S	)/PART(	S) INTO	RHATIC	N N			
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14-AUG-2003						1								
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		ADDI	CTOM					WHENE	<b>F</b> ORT	_	RE FATLURE			
Tire Make				The	Model	(Name or N	wander)			116	a Siza (Example P2)	L5/65R	15)	
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Tire Component Cod	Se	-		ш	Prior R	(erar				· ·	Fallure Type			
<u> </u>		ADDITION	ALI	TEMS	TO BE	COMPLE	TEO WA	IEN REPO	RTING		SEAT FAILURE			
Make:		Дриги			_	Date Mam				Model No	-			
Seat Type:	· · · · · ·	•			$\overline{}$	Installation	T			APPOCE NO	./1101161.			
Child Seat Compone	nt Cod	e:		Fe/led I						<del></del>	<del></del> -		· · · · · · · · · · · · · · · · · · ·	
						LICABLE I	NCIDE:	W INFOR	MATEO	N			<u> </u>	
						in distall the								
Crash Yes XINO	Fire ∏_Ye	as XI No				enuln1 anos	id Nu	mber of D	eaths	Report	ted to Police N			
Marrative Descripti Pisase describe (1) Le, parts repaired (	levent	o leading up	to th	e felle	re, (2)	faithre an	d Raccon	quenca	s, and (	9) what w	the done to correct	the fai	lurej	
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I HAVE A 2003 SAV	4B 9-3 I	LINEAR. IN	IAVE I	HAD TI	HE CAI	R STALL OI T⊌IC IC A	K WE IN	TRAFFIC (	f TIMES	NOW OV	ER THE LAST 4 MON I HAVE BEEN IN HIS	MHS.	I NOW REALIZE	
THE 4 TIMES. LLK	KII A IV	THE OUTSI	DE LA	LNE AN	(D ABI	E TO PULL	OFF. 1	HAVE ALT	CIMATIC	TRANSM	ESSION AND RUN H	STIMAT	TIRAFFIC 3 OF	
(RECOMMENDED).	HOPE	FULLY SOME	THEN	G CAN	BE DO	NE TO PRI	ESS GM /	AND FORC	E THEM	TO FIX T	HIS PROBLEM, *AK		TANGE PUD.	
\$ \$ J.														

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 persuant to authority vanted to the Retional Highway Traffic Selects Act and selections are administrated. You are under no obligation to respond this questionnaire. Your response may be used to assist the RHTSA in determining whether a Handricturer about the appropriate action to correct a select of the RHTSA proceeds with a desirative enforcement or Righting against a manufacturer, your response, or a statistical summery thereof, may be used in support of the opener's action.

•
<b>73</b>
U.S. Department
of Transportation
National Highway Traffic Safety
Administration

### **DOT Auto Safety Hotline**

FOR AGENCY USE ON	LY 100148
Date Received	Repository
20-AUG-2003	Reference No. 10033177
	<u> </u>

U.S. Departme of Transporter	int Ion		icie CW Lo Report	: Vehi	'	On a Lic and a							
National High Traffic Safety	ivery Y	INT	(1-	888-3	A9H-2-DOT 327-4236) Man.dot.gov,	/hotiine		20	-AUG-2003		erence No. 133177		
Administration		WER INFOR						L		<u> </u>			
Name		The same		776-		Daytime	Telephone Number	E-ma	Address				
Address									, , , , , , , , , , , , , , , , , , ,				
City	_		ļs:	ate .	Zip Co	de		Evening	Telephone Number	]	_		
Do you authorize In the absence of Signature of Own	f an aul	to provide a thorization, N	a copy of th IHTSA WILL	is repo NOT, p	rt to the manur Provide your na	me or addi	your vali ress to ti Date	ie vehich	☐ YES manufecturer. /	NO.			
					ARHACTE IN		N	•					
17 digit Vehicle Eden YS3F849S03101		Number Locate	ed at bottom	of whodel	ideld on diffeets st	Make SAAB			Model 9-3		Model Year 2003		
Date Purchased Desir's Name and Telephone Number 24-FEB-03 ZIMBACH SPORT CARS 212-247-1444									Engine: Fuel Typ No: Cylinders 4 Gas				
Original Dwner Dealer's City  NEW YORK NY								ind <del>e</del> 19					
Transmission Type W Antilock Brakes Powertrain Vehicle Co								onent Code TRICAL SYSTEM					
							a Fallure						
					COMPONENT	(S)/PART	8) <b>DF</b> C	ITAME	Ж		·		
Incident Oate(s) 20-AUG-2003	Fallu	re Mienge 5000	Fallure Spo	sed :									
		ADOIT			BE COMPLET		<b>PORT</b>						
Tire Make			. Tre N	fodel (f	lame or Number	ን		רי	e Size (Example P2)	L <b>5/6</b> 5R	15)		
DOT No. (Example:		(ISASC036)		Original Prior Re	Equipment ipair	Failure	Lozation:						
Tire Component Co	de							Tir	e Failure Type		-		
		ADDITION	AL ITEMS	TO BE	COMPLETED V	HEN REPO	RTINE.	A CHILD	SEAT FAILURE				
Maka:					ate Manufactur			Model No	./Name:				
Seat Type:					rectalisation System	OK							
CHILI Seat Compon	ent Cod	e:	Falled P				****						
			(Please de		ICABLE INCID detail the inciden				ry (les).)				
Crash □Yes XNo	Flire □ Y	s IX No				Number of C			N Police ·				
No makkes Descript	tion of I L) event	ncklant(5), C s leading up	to the faller	re, (2) 1	alture and its o	nsequence	u, and (	3) what t	nus done to correct	the fal	Bure;		
I PICKED UP MY I WORK. SO I BRO MONTH LATER MY TO BRING IT INTO STARTED NOTICE THE GAS AS HAR NEARLY HIT ME B TIME THEY SAID.	CAR ON XUGHT BY WIFE YOU SAAB ING THA DAS PO IECAUSE IT WAS E HAVIN	HEBRUARY 2- MACK, THE CAL WAS DRIVING IT STALLED A T I WAS HAV SSIBLE AND I E I COULDNO AN ISSUE WI	4, 2003 AT I R FOR THE I S MY 2 MON MOTHER 2 ING SERIOU I STILL WOU IT MOVE TH TH THE FUE	NEGHT. FIRST T TH OLD TIMES. JS PICK JLDNIO E CAR. EL INDEC	THE NEXT MOI TIME. THEY SAI SON AND THE THEY SAID TH UP ISSUES. FO T MOVE FOR A AGAIN I BROU CTOR SO THEY	D THEY HAI CAR STALL EY HAVE TO R EXAMPLE SOLID 2 SE GHT THE CA REPLACED	D TO FIX ED IN TH O REPLAC I, IF I WA CONDS, AR IN AN THE ENT	SOMETH E MIDDU E SOME IS ACCEL THIS AU ID AGAIN IRE COM	D PLAYER IN THE CO ING WITH THE COM 5 OF THE HIGHWAY. COMPUTER. ABOUT ERATING AFTER A I YOST BECAME DISA THEY REPLACED SO PUTER. NOW ABOU IF MY LEASE BUT SA	PUTER WHO F1 MO RED LI STROU DME CO T 2 WI	I. ABOUT 1 LE I WAS TRYING NTH LATER I GHT I COULD HIT US WHEN A TRUCK DMPUTER, THIS EEKS LATER THE		

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

ATTACHADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 Tally information is requested perturbed to authority vested in the National Highway Traffic Safety Act and subsequent grandments. You are under no obligation to respond this questionates. Your response may be used to assist the NITSA in determining whether a Manufacturer should take appropriate action to correct a safety defact. If the NITSA proceeds with administrative authorization and in a security of the openoy's action.

			_	OT Auto S	Ca <b>f</b> olty	Hotilne			FC	OR AGENCY LISE ON		<u>00148</u>
U.S. Departme of Transportati		Veh	icle	Owner	's Qu	Jestion	nnaire fects		Date Re	calved	Rep	ository 🗌
Mational High Truffic Safety Administratio	Mery			1-688- (1-686 ETarww.n	DASH-1 -327-4	2-DOT (236)			12:	OCT-2003	l '	erence No. 141656
	01	YHER DIFOR	MA	TION (Type	or Prin	rt)			·	Telephone N	=	1134
Mainte							·		Dayone	Telephone Number	E-ma	Address
Address						-			Evening	Telephone Number		
City				State		Zip Cod	دکو <sup>°</sup>		Creaming	reseption to realizer		
Do you authorize In the absence of Signature of Own	an avi	to provide : horization, N	a cop IHTS	oy of this rep	ort to ti provide	he manufac e your nam	turer of you se or addre	ur veh ss to ti Dațe	na wahicid	□ YES manufacturer, /	NO	
						ICLE INFO						
17 digit Vehicle Ident	fication	Number Locate	ed et	bottom of who	<b>tahla</b> ld on	divers da	Male SAAB			Model 9-3		Model Year 2003
Date Purchas 20-1UL-03	ed	Dealer's No.	ne b AAB	nd Telephon 7817528100	Numbe	т .				Engine: No: Cylinders 4	$\neg$	Fuel Type: Gas
Original Owns	<del>г</del>	Dealer's City NORWOOD					State MA	220 C	52	<u></u>		
Transmission Type AUTOMATIC		ntiliock Brakes ruise Control		weitrah RONT WHEEL	DRIVE				ent Code AND EN	SINE COOLING: ENG	INE	
							Multiple	Fa <b>f</b> ure:	: 2			
<del></del>				MIL	D COM	PONENT(S	)/PART(S	) IMFO	RMATIO	M_	·	•
Incident Date(s) 21-JUL-2003	Faitr	ra Mileage 50	Fal	ure Speed ' 2					•			
		ADDIT	ION	AL ITEMS I	O BE C	OMPLETED	WHENRE	PORT	NEA YE	LE PATILURE		
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DOT No. (Example:	DOTM	(L9ABC036)			al Equipo Repair	ment .	Fallure to	cation:			<u>.                                    </u>	•
fire Component Co	de								Tire	Failure Type		
		ADDITION	ALI	TEMS TO M	Е СОМР	LETED WH	EN REPOR	TING.	A CHILD	SEAT FAILURE	_	
Make:						anufacturec			Model No.	./Name:		''
Seat Type:					Installel	tion System	Ľ			_		<del></del>
Child Seat Compone	unt Cod	e:	٠.	Failed Part:	I TCA III	EINCIDEN	п пелоч	ATTO	<u></u>	·		
				leasa describe	in detail t	he hakkunta	, Fathere(s), (	restrice		y/(cs).}		
Crash		as X No		imber of Pen 0		l	mber of De	aths		ed to Police N		
Nametive Descript Please describe (1 Le, parte repaired	) event	e leading ap	to th	ja failura, (2)	) fallere	). and its con-	ecquences,	and (3	5) what w	ns done to correct t	he ful	lure;
HAPPENING SINCE	THEO	AVS AFTER I	GOT	THE CAR, I	HAVE TH	een to the	DEALERS	ŒP\$EV	ERALTIM	IS TIMES. THIS PRO LES TO HAVE THIS PA A WITH THE CAR. AL	ROBLE	M CORRECTED,

EVERY TIME THEY TELL ME THAT I AM CORPORATION IS NO HELP. \*LA

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

ATTACH ADDITIONAL SHIFTS IF NECESSARY

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			po:	l' Auto	Safety H	otlina			F	OR AGENCY USE ON	LY 10	0161		
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Hetional High Traffic Safety					8-327-42				D8	-OCT-2003	Refer	rence No.		
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Include. If available: Police/Fire Department Recort. Photos, and Recoir Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY
The Prisery Act of 1974-Public Law 93-579 This information is requested personal to authority nested in the National lightway Traffic Safety Act and authoritional mendinants. You are under so obligation to respend this questionraire. Your response may be used to maint the POTSA is determining whether a Manafacturer should take appropriate action to correct a safety defect. If the POTSA processed with administrative enforcement or Rightien against a countecturer, your response, or a statistical segment thereof, may be used in support of the agency's action.

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# **DOT Auto Safety Hotline** Comparis Occaptionnalise

FOR AGENCY USE ONLY	100148
ate Received Re	pository 🗀

U.S. Department of Transportation	icie ( Fo Rec	DWNET'	s Ques de Safei	STION Ly Def	inzir <del>e</del> sets		16-OCT-2003 Reference No.				
National High				1-888-D/	ASH-2-D	ØΤ	Reference No.				
Traffic Safety	•	71/7	ed Mari	(1-688-1) www.nhi	327-423 han dot.c		oHine			00. 2003	10043022
Administratio						9477	<b>~~</b>	_ <u>-</u> -			
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Mary Phys. Conservation	ion of I	ncident(S), C te leading up	to the	fg (lere, {2}) i	fature and	its con	sequences,	and (3	3) what w	me done to correct	the fallers;
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ADDRESS THIS PO	ITENTIA	ALLY VERY SE	30US	ISSUE. *V	A						
					•						
Include, if availab	le: Polic	e/Fire Oegar	tment P	Report. Pho	tos, and Re	epair Im	voice.			TTACH ADDITEONAL	L SHEETS JE NECESSARY
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estendments. The are under no obligation to respond this question mine. Your response may be used to assist the MTSA in determining whether a Manufacturar should take appropriate action to correct a sofety defect. If the MTSA proceeds with administrative sufercement or Rigation against a manufacturar, your response, or a statistical amount of thereof, any has used in support of the agency's action.

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Form Agranmed: D.M.E. Bp. 2127-0008

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The Privacy Act of 1974-Public Law 93-579 This information is requested parametre authority vested is the National Highway Traffic Selety Act and authorquent amendments. The Privacy Act of 1974-Public Law 93-579 This information is requested parametre to authority vested is the National Highway Traffic Selety Act and authorquent amendments. You may be used to sealed the NATSA in determining whether a Manufacturer about take appropriate action to reserve Manufacturer, your response, or a statistical manuacy thereof, may be used in support of the agency's action.

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			_	XXT Auto Se	faty	Hot Goo			F	OR AGENCY USE ON		100148
U.S. Departme of Transporter			ícle	e Owner'	s Qu	estion			lacksquare	eceived		ository [
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Namethy Descript	ion of i	nchienk(S), C s jeseling up	bo th	u failure, (2) f	allure :	and its come	equences,	and (3	i) what w	ms done to correct t	he fai	ture;
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DEPLOYMENT OF THE AIR BAGS. I AM REALLY SURPRISED THAT I WAS NOT KILLED OR SEVERELY HURT IN THE ACCIDENT. THE NHTSA NEEDS TO STEP UP TO THE PLATE AND HELP OUT ALL THE SAAB 9-3 OWNERS HERE... THESE CARS ARE NOT SAFE, AND THE REPRESENT A VERY CARGE PROBLEM JUST WAITING TO HAPPEN. \*LA

Include, if available: Police/Fire Department Report, Photos, and Repair Involce. ATTACH ADDITIONAL SHEETS IF NECESSARY The Privacy Act of 1974-Public Law 83-579 This information is requested pursuant to authority vested in the Retord Highway Troffic Safety Act and authority mental makes. You are under so alligation to respond this questionness. Your responds to easiet the INTSA is eleterated whether a Ministry was a Ministry of the Internation of Ministry and International Internation of Ministry and International Interna

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. Ortging) Owne	er l	Dealer's City ROCKVILLE	•				State MD	Zip C 2085	Code 352		,	_			
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Include, if available: Police/Fire Department Report, Photos, and Recor Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Pablic Law 93-579 This information is requested pursuant to authority vasted in the Notional Highway Traffic Safety Act and authority to an end of the latter in the latter in the latter in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NITSA processs with administrative anisomers or Rigation against a countracturer, your response, or a statistical someway thereof, may be used in support of the agency 4 action.

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Include, % available: Police/Fire Department Recort. Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1874-Public law 93-579 This information is requested persuant to authority vested to the Mittanal Highway Traffic Select Act and subsequent amendments. You are under no chilipatics to response this questionates. Your response may be used to see at the Mitta is determining whether a Manufacturer should take appropriate action to correct a safety defect. If the Mittah processes with administrative entercement or litigation against a manufacturer, your response, or a statistical summery thermof, may be used in support of the agency's action.

										Form Aud	roved.	O.N.S. No. 2127-0000	
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Include. If available: Police/Fire Department Report. Photos, and Recair Laydice.

ATTACH ADDITIONAL SHEETS IS NECESSARY
The Privacy Act of 1974-Public law 93-579 This information is requested personal to authority vested in the National Highway Traffic Safety Act and subsequent encodements. You are under so obligation to respond this questionnels. Your response may be used to could be National Highway Traffic Safety Act and subsequent should take appropriate action to correct a safety defect. If the NATSA proceeds with administrative enforcement or Relation against a manufacturer, your response, or a statistical numerary thereof, usay be used in support of the agency's action.

DOT Auto Safety Hotime						FOR AGENCY USE ONLY 100161							
U.S. Departm of Transportal	Veh	icie Owne To Report Ve	fety De	Data Ro	eceived	Repository [							
1-888-DASH-2-DOT							4.	3-JAN-2004	Dof	erence No.			
Treffic Safet	y .	INT	(1-888-327-4236) HTERRET:www.nhtsa.dot.gov/hotline						3-2AIT-2UU-1	10053959			
OWNER INFORMATION (Type or Print)										_			
Name -									Telephone Number	E-ma	P Address		
Address								Evening Telephone Number					
city	City State Zip Coc								raspirons nonser				
Oo you authorize HHTSA to provide a copy of this report to the manufacturer of your vehicle?  In the absence of an authorization, NHTSA WILL MOT provide your name or address to the vehicle manufacturer.  Signature of Owner													
VEHICLE INFORMATION													
17 dgit Vehicle Idea	<b>Life</b> tion	Rumber Locati	ed at bottom of win	idahleld on	driver's side	Make		Model Ye			Model Year		
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Le, parts repelved or replaced (and if old part is evallable).  WHILE DRIVING 30 MPH VEHICLE STALLED. DRIVER WAS ABLE TO AVOID A COLLISION, AND GOT THE VEHICLE TO THE SIDE OF THE ROAD, DEALERSHIP MECHANIC UPGRADED THE SOFTWARE FOR THE ENGINE. *AK													
Include, If available: Police/Fire Department Report, Photos, and Repair Invoice.							ATTACH ADDITIONAL SHEETS IF NECESSARY						

(NOUDE), If dyname, Functional Experiment Reports Frontier and the Period of 1974-Public Law 93-579 This information is requested to be underly a week of 1974-Public Law 93-579 This information is requested to period to the Period of Highway Type Callety Act and enterprise years are under no obligation to respond this system in the Period of the Peri

										Form App	rovedi	D.M.B. No. 2127-8808		
DOT Auto Safety Hotfine							FOR AGENCY USE ONLY 100148							
U.S. Departmen of Transportation	Vehicle Owner's Questionnaire To Report Vehicle Safety Defects							Date Rec		Repository 🗌				
National High Traffic Safety Administratio	1-888-DASH-2-DOT (1-888-327-4236) INTERNET::www.nhtss.dot.gov/hot/line							19-JAN-2004			Reference No. 10054374			
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Cate Purchased Dealer's Name 22-OCT-03			ne ar	d Telephon				Engine: No: Cylinders <u>6</u>		Fuel Type: Gas				
Original Owner Dealer's City					State .	ZpC	Zip Code							
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TEMP. TEMPERAMENTAL AND I HAD TO GO TO FLORIDA FOR THE WINTER. THIS IS WHY AMERICAN CAR COMPANIES SUCK. \*CB

ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, if available: Poke/Fire Department Report, Photos, and Repair Invoke.

ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Aut of 1974-Public Less \$2-578 This information is requested pursuant to authority varied in the National Highway Traffic Salvty Act and subsequent area and are noticed by the Report of the National Highway Traffic Salvty Act and subsequent area not are more no obligation to respond this questionnaire. Year response may be used to senior this NATSA in determining whether a Manufacturer, should take appropriate action to correct a safety defect. If the NATSA proposes with administrative appropriate action to correct a safety defect. If the NATSA proposes with administrative appropriate against a manufacturer, your response, or a statistical susminary thereof, may be used in support of the agency's action.