



August 28, 2008

Jeffrey L. Quandt, Chief
Vehicle Control Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Ave., S. E., Room W48-307
Washington, D.C. 20590

N080292A

NVS-213kmb
EA08-026

Dear Mr. Quandt:

This letter is General Motors (GM) response to your information request (IR), dated July 20, 2009 to investigate allegations of front suspension coil spring fracture in certain model year (MY) 2003 through 2006 Saab 9-3 vehicles manufactured by General Motors Corporation. The response includes only additional reports and claims (with the exception of MIC and UWC extended service contracts) not previously included in GM's response to PE08-051 sent November 10, 2008.

Your questions and our corresponding replies are as follows:

- 1. State the number of each of the following, received by GM, or of which GM is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:**
 - a. Consumer complaints, including those from fleet operators;**
 - b. Field reports, including dealer field reports;**
 - c. Reports involving a crash, injury, 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. Property damage claims;**
 - e. Third-party arbitration proceedings where GM is or was a party to the arbitration; and**
 - f. Lawsuits, both pending and closed, in which GM is or was a defendant or codefendant.**

For subparts "a" through "d," 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 “f,” provide a summary description of the alleged problem and causal and contributing factors and GM’s assessment of the problem, with a summary of the significant underlying facts and evidence. For items “e” and “f,” 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.

Table 1-1 below summarizes records that may relate to the subject condition that GM received after the records were gathered for the PE response sent on November 10, 2008. GM has organized the records by the GM file number within each attachment.

TYPE OF REPORT	GM REPORTS	SUBCATEGORIES			
		CORRESPONDING TO NHTSA REPORTS	NUMBER WITH PROPERTY DAMAGE	NUMBER WITH CRASH	NUMBER WITH INJURIES/ FATALITIES
Owner Reports	57	6	0	0	0
Field Reports	2	0	0	0	0
Not-In-Suit Claims	0	0	0	0	0
Subrogation Claims	0	0	0	0	0
Third Party Arbitration Proceedings	0	0	0	0	0
Product Liability Lawsuits	0	0	0	0	0
Total Reports (Including Duplicates)	59	6	0	0	0
Total Vehicles with Reports (Unique VIN)	59	6	0	0	0

TABLE 1-1: REPORT BREAKDOWN FOR SUBJECT VEHICLES

To date, GM's investigation of the alleged defect has not included an assessment of the cause(s) of each incident responsive to Request No. 1. Some incident reports may not contain sufficient reliable information to accurately assess cause.

The sources of the requested information and the last date the searches were conducted are tabulated in Table 1-2 below.

SOURCE SYSTEM	LAST DATE GATHERED
Customer Assistance Center	7/23/2009
Technical Assistance Center	7/30/2009
Field Information Network Database (FIND)	7/24/2009
Company Vehicle Evaluation Program (CVEP)	7/22/2009
Field Product Report Database (FPRD)	7/23/2009
Legal / Employee Self Insured Services (ESIS)	7/22/2009

TABLE 1-2: DATA SOURCES

2. **Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 1, state the following information:**
 - a. **GM's file number or other identifier used;**
 - b. **The category of the item, as identified in Request No. 1 (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 coil spring/ tire contact is alleged;**
 - j. **Whether a tire puncture is alleged;**
 - k. **Whether a crash is alleged;**
 - l. **Whether property damage is alleged;**
 - m. **Number of alleged injuries, if any; and**
 - n. **Number of alleged fatalities, if any.**

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

The requested information is provided on the Att_1_GM disk in the folder labeled Q_02 refer to the Microsoft Access 2000 file labeled, "Q_02_REQUEST NUMBER TWO DATA".

3. **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 GM used for organizing the documents.**

Copies of the records summarized in Table 1-1 are on the Att_1_GM disk embedded in the folder labeled Q_02; refer to the Microsoft Access 2000 file

labeled, "Q_02_REQUEST NUMBER TWO DATA". GM has organized the records by the GM file number within each attachment.

- 4. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by GM 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. GM'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. Replacement part number(s) and description(s);**
- j. Concern stated by customer;**
- k. Comment, if any, by dealer/technician relating to claim and/or repair;**
- l. Whether coil spring/ tire contact is alleged; and**
- m. Whether a tire puncture is alleged.**

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA."

Tables 4-1 and 4-2 summarize the regular warranty and MIC and UWC Service Contract Claims for the subject vehicles that were collected by searching the labor codes that are related to the alleged defect. These tables include only additional claims that may relate to the subject condition that were received after records were gathered for the PE response sent on November 10, 2008. A summary of the warranty claims, including the information requested in 4(a-k), is provided on the Att_1_GM disk in the folder labeled Q_04; refer to the Microsoft Access 2000 file labeled, "Q_04_WARRANTY DATA."

MAKE	MODEL	2003	2004	2005	2006	TOTAL
Saab	9-3	298	474	372	314	1458

TABLE 4-1 REGULAR WARRANTY CLAIMS

MAKE	MODEL	2003	2004	2005	2006	TOTAL
Saab	9-3	22	24	5	2	53

TABLE 4-2 MIC AND UWC SERVICE CONTRACT CLAIMS

The sources of the requested information and the last date the searches were conducted are tabulated in Table 4-3 below.

SOURCE SYSTEM	LAST DATE GATHERED
Saab Cars USA - regular warranty	8/17/2009
Motors Insurance Corporation (MIC) - Service Contract Claims	7/28/2009
Universal Warranty Corporation (UWC) - Service Contract Claims	7/23/2009

TABLE 4-3: DATA SOURCES

The warranty data provided has limited analytical value in analyzing the field performance of a motor vehicle component. The warranty records do not contain sufficient information to establish the condition of the part at the time of the warranty correction, and service personnel may not consistently use the appropriate labor and trouble codes. Warranty numbers represent claims by our dealers for reimbursement for parts and labor costs incurred in performing warranty service for our customers.

The Saab Cars USA, Inc warranty database does not contain the following information: vehicle owner's name or telephone number, replacement part number description, or customer concern statement. GM is providing a field labeled "Verbatim Text" in response to request Question 4-k (dealer/technician comment) when included in the warranty claim.

The Motors Insurance Corp (MIC) Service Contract Claim system does not contain the vehicle owner information. The Universal Warranty Corporation (UWC) Service Contract Claim system does not use the GM labor code or labor code description and it does not contain the repairing dealer code, trouble code or trouble code description.

- Describe in detail the search criteria used by GM 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 GM 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 GM 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.

GM searched the Saab Cars USA database and the MIC Service Contract Claims database using the labor codes listed in table 5-1. The Saab Cars USA database includes verbatims for each claim. GM reviewed the verbatim for the claims that included the labor code and included those claims that stated the coil spring fractured. GM did not use trouble codes or customer codes to search for claims that may be related to the alleged condition. GM reviewed the verbatims in the UWC "Claim Note" and "Cause" fields of the data and included those claims that stated the coil spring fractured. UWC does not use labor codes or trouble codes.

LABOR CODE	DESCRIPTION:
73111	SPRING, FRONT
E3020	Springs, Front Coil - Right - Replace
E3021	Springs, Front Coil - Left - Replace
E3027	Springs, Front Coil - Both - Replace
Z1241	Product Liability/Investigation REP PR (Goodwill)
Z1242	PAR – Repairs/Reimbursement (Goodwill)

TABLE 5-1 LABOR CODES USED IN WARRANTY SEARCH

The subject vehicles are covered by a bumper-to-bumper new vehicle warranty for four years or 50,000 miles whichever occurs first. Many different extended service coverage options are available through GM/Saab dealerships. They are offered at different prices and for varying lengths of time, based on customer's preference, up to 7 years from the date of purchase or up to a total of 100,000 vehicle miles.

The total number of extended service contracts on the subject vehicles that have been sold by MIC and UWC regardless of status (in-force, expired, cancelled) as of July 23, 2009 is contained in Tables 5-2 and 5-3.

MAKE	MODEL	2003	2004	2005	2006	TOTAL
Saab	9-3	1319	1349	733	1059	4460

TABLE 5-2: MIC EXTENDED SERVICE COVERAGE CONTRACTS SOLD

MAKE	MODEL	2003	2004	2005	2006	TOTAL
Saab	9-3	42	72	127	168	409

TABLE 5-3: UWC EXTENDED SERVICE COVERAGE CONTRACTS SOLD

- 6. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that GM 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 GM is planning to issue within the next 120 days.**

GM has not created any service bulletins related to the subject condition in the subject vehicles since the PE response.

GM may create additional dealer communication within the next 120 days, but at this time, no draft communications have been created.

The data collection was completed on August 21, 2009.

- 7. 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, GM. 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;**
 - e. 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.

Action 7-1: Data Analysis
Start Date: October 2008
End Date: August 2009
Engineering Group: GM Engineering
Attachments: Att_2_GM_CONF Disk in the Response to Question 7, Action 7-1 Data Analysis\Analysis Comparison Study folder
Description: GM studied various analysis methods (Weibull and GART prognosis algorithm) to determine the best methodology to predict future coil spring fractures that may lead to tire damage or air loss.
Summary: GM Engineering determined that the use of GM's GART prognosis algorithm was the best method for determining current and future coil spring failures. The result of this analysis is used in GM's summary of this issue.

Action 7-2: Presentations of investigation, analysis and engineering changes Start Date: October 2008 End Date: August 2009 Engineering Group: GM Engineering Attachment: Att_2_GM_CONF Disk in the Response to Question 7, Action 7-2 GM Presentations folder. Description: GMs investigation, analysis and rate projection and presentations of coil spring failures that may lead to tire damage or air loss Summary: The incident rate for tire air loss related to fractured coil springs is shown in the attachments
Action 7-3: Component Information and Analysis Start Date: October 2008 End Date: June 2009 Engineering Group: GM Engineering Attachments: Att_2_GM_CONF Disk in the Response to Question 7, Action 7-3 Component Information folder Description: GM Engineering reviewed potential changes to address incidents of front coil spring fractures in the subject vehicles. GM also analyzed warranty return coil springs that fractured in the field. Summary: GM determined that installation of a zinc washer between the coil spring and spring seat will address coil spring fractures. The failed coil spring analysis report is included in the attachment.
Action 7-4: Action 7-4 PE Data Analysis Update Start Date: August 2009 End Date: August 2009 Engineering Group: GM Engineering Attachments: Att_2_GM_CONF Disk in the Response to Question 7, Action 7-4 PE Data Analysis Update folder Description: GM is providing a corrected table regarding coil spring fractures and those that may cause tire air loss that was previously provided in the PE response on the Att_2_GM_CONF Disk in folder Response to Q_08 GM Investigation\Warranty Analysis, filename Q_08_Spring IPTV 36MIS_72MIS_120MIS.pdf. Summary: GM determined that the chart was incorrectly labeled in the PE response. The corrected Table for 3, 6 and 10 years is shown in the attached file. See Action 7-2 for GMs latest incident rate projections.

The data collection was completed on August 26, 2009.

In total, for the Preliminary Evaluation (PE08-051) and this EA response, GM found a total of 2,735 GM reports, regular warranty claims and extended service contract claims (unique VIN) for front coil spring fractures in the 2003 - 2006 MY Saab 9-3 vehicles operated in the corrosion states. Of the 2,735 incidents in corrosion states, 93% had no indication of tire damage.

The overall rate for fractured coil springs in the corrosion states, for the 2003 – 2006 MY Saab 9-3 vehicles that cause air loss is 3.18 IPTV for the subject vehicles with an average exposure of more than 5 years.

In summary, GM does not believe the subject condition presents an unreasonable risk to motor vehicle safety for the following reasons:

- The driver will likely have warning that service is required because:
- The vehicle ride height may be lower from 0.4 – 2 inches.
- The likelihood for suspension noises associated with the alleged condition.
- Vehicle steering and handling characteristics including ride comfort may change
- The rate for tire air loss related to coil spring fracture continues to remain low.
- Based on GM test results under a variety of conditions, vehicle control was maintained during rapid tire air loss.

- All subject vehicles are equipped with the ESP/Stabilitrak system as standard equipment.
- To date, GM has found no crashes or injuries related to the alleged condition.

* * *

This response is based on searches of General Motors (GM) locations where documents determined to be responsive to your request would ordinarily be found. As a result, the scope of this search did not include, nor could it reasonably include, "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 GM (including all business units and persons previously referred to), who are or, in or after January 1, 2002, 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;
- c. 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."

This response was compiled and prepared by this office upon review of the documents produced by various GM locations, and does not include documents generated or received at those GM locations subsequent to their searches.

Please contact me if you require further information about this response or the nature or scope of our searches.

Sincerely,



Gay P. Kent
Director

Product Investigations

Attachments

EA08-026

GM

8/28/2009

Q2

[REDACTED]
Newburyport, MA [REDACTED]

Service Request: 71-689524825

Dear [REDACTED]

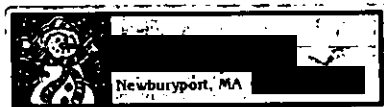
We sincerely regret that you experienced a concern with your 2004 Saab 9-3, which resulted in an unexpected repair expense to you.

We value you as a Saab owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$560.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Saab, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Saab.com or call us at 1-800-955-9007.

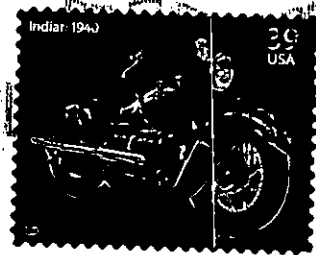
Sincerely,

Saab Customer Assistance Center



MIDDLESEX-ESSEX

27 DEC 2008 PM 2:41



SAAB

P.O. BOX 33166

DETROIT, MI

48232-5166

12-20-08 09:01 RCVD

48232+5166

ATTN: LUPE GARCIA

[REDACTED]
[REDACTED]
Newburyport, Massachusetts

telephone
facsimile
mobile S

DEC. 26, 2008

Dear Lupe,

Enclosed are the copies you requested
i.e. the Title, original work order and
receipt, from the repairs to my 2004
SAAB. As discussed, the front
coil springs, upper bearings and
spring protectors had to be replaced,
for a total of \$ 560.00.

Thank you for your consideration
and willingness to reimburse me
A. J. D.

[REDACTED]

  **COPY**

GARY BLAKE SAAB
58 PORTSMOUTH AVE
EXETER NH 03033
603-778-0563

Merchant ID: 000003098756
Term ID: 00304445 Ref #: 0022

Sale


AMEX Entry Method: Swiped

Total: \$ 676.50

12/24/08 08:44:16

Inv #: 000022 Appr Code: 639024

Apprvd: Online Batch#: 000393

Customer Copy

THANK YOU!
WE APPRECIATE YOUR BUSINESS

 **COPY**

ATTN:

File # 71.689524825



XCLUSIVELY SAAB FOR OVER 35 YEARS

SERVICE INVOICE

COP

58 Portsmouth Ave.
Exeter, NH 03833
Phone 603.778.0563
Fax 603.778.1092
www.garyblakesaab.com

SERVICE HOURS: MON thru FRI 7:30am to 6pm; SAT 8am to 1pm

R/O 11692	VIN Y S 3 F B 4 9 S 8 4 1			DATE IN 12/23/08
YEAR 2004	MAKE SAAB	MODEL 9.3 LINEAR	COLOR MERLOT RED	TIME IN 10:20
MILES IN 85693	MILES OUT 85693	FIRST USE 00/00/00	LISC. NEWBURYPORT MA	CLOSED 12/23/08
SEE ALSO	H: W: (978) -			WRITER GARY

1) CUSTOMER STATES NOISE FORM THE FRONT END

SPRING BROKEN

TECHNICIAN REMOVED AND REPLACED FRONT COIL

SPRINGS AND UPPER BEARINGS WITH SPRING

PROTECTORS

Labor	T79	35	328.41
93190595	(SPRING/PAIR)	1	158.79
13178464	(PROTECT HOSE)	2	12.50
13270705	(BALL BEARING)	2	60.30
Total Labor			328.41
Total Parts			231.59
Total Repair (Customer)			560.00

(Tech:79) A

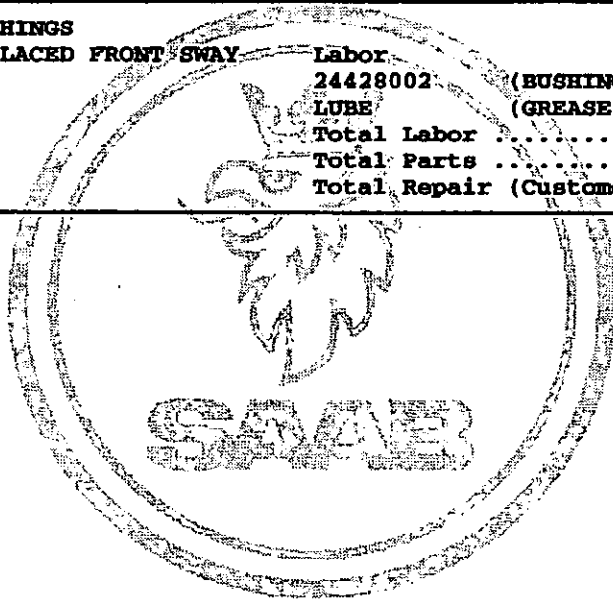
2) REPLACE FRONT SWAY BAR BUSHINGS

TECHNICIAN REMOVED AND REPLACED FRONT SWAY

BAR BUSHINGS

Labor	T79	10	95.00
24428002	(BUSHING)	2	16.50
LUBE	(GREASE)	1	5.00
Total Labor			95.00
Total Parts			21.50
Total Repair (Customer)			116.50

(Tech:79) A



BORN FROM JETS

FILE # 71-689524825

ATTN:

Next Service	Lube-Oil-Filter	W/C	INT.	CUSTOMER
<p>DISCLAIMER OF WARRANTIES</p> <p>Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. The product is sold by the seller "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.</p> <p>CUSTOMER SIGNATURE X</p> <p>Page 1 of 1 Job 11692</p> <p>11692 Customer Copy</p>		Labor	423.41	
		Parts	253.09	
		Sublet	.00	
		Shop Supplie	.00	
		Oil/Grease	.00	
		Sub Total	676.50	
		.00 Tax	.00	
Total (Cash)	676.50			

CERTIFICATE OF TITLE

THE COMMONWEALTH OF MASSACHUSETTS

TITLE NUMBER <div style="background-color: black; width: 100px; height: 15px; margin: 5px auto;"></div>		VEHICLE IDENTIFICATION NUMBER VS3FB49S841 VS3FB49S841		DATE OF ISSUE 09/23/2005	
MFRS. MODEL YEAR 2004	MAKE SAA	MODEL NAME 93	MODEL NO. LINEAR	BODY STYLE/TYPE SEDAN	NEW/USED USED
CYL. PASS. DRS. 04 05 4	PURCHASE DATE 09/01/2005	ODOMETER READING 44,059 44,059 ACTUAL MILEAGE		PREV. TITLE NO. BA439183 <small>IF PREVIOUS STATE WAS TITLE EXEMPT, REGISTRATION NUMBER IS DISPLAYED.</small>	PREV. TITLE STATE MA

MAILING ADDRESS ONLY:

NEWBURYPORT, MA 01950

OWNER(S) NAME AND ADDRESS:

NEWBURYPORT, MA 01950

TITLE TYPE AND BRANDS

TITLE TYPE

BRAND
BRAND
BRAND
BRAND

TITLE MESSAGE(S):

FIRST LIENHOLDER:

SECOND LIENHOLDER:

RELEASE OF FIRST LIEN: THE FIRST LIENHOLDERS' INTEREST IN THE VEHICLE DESCRIBED IN THIS CERTIFICATE IS HEREBY RELEASED. NAME: AUTHORIZED SIGNATURE: <div style="text-align: center; font-size: 1.5em;">X</div> DATE RELEASED:
--

RELEASE OF SECOND LIEN: THE SECOND LIENHOLDERS' INTEREST IN THE VEHICLE DESCRIBED IN THIS CERTIFICATE IS HEREBY RELEASED. NAME: AUTHORIZED SIGNATURE: <div style="text-align: center; font-size: 1.5em;">X</div> DATE RELEASED:
--

THE REGISTRAR OF MOTOR VEHICLES HEREBY CERTIFIES THAT AN APPLICATION FOR A CERTIFICATE OF TITLE FOR THE MOTOR VEHICLE DESCRIBED HEREIN HAS BEEN DULY FILED, PURSUANT TO THE PROVISIONS OF THE LAWS OF THE COMMONWEALTH OF MASSACHUSETTS. BASED ON THE STATEMENTS OF THE APPLICANT AND THE RECORDS ON FILE WITH THIS AGENCY, THE APPLICANT NAMED IS THE OWNER OF SAID VEHICLE.

THE REGISTRAR OF MOTOR VEHICLES FURTHER CERTIFIES THAT THE VEHICLE IS SUBJECT TO ANY SECURITY INTERESTS SHOWN HEREIN.

Kimberly Hinden

Kimberly Hinden

Registrar

CONTROL NO. E 9763296
NOT THE TITLE NUMBER

ALTERATION OR ERASURE VOIDS THIS TITLE.

KEEP IN SAFE PLACE

REGISTRY OF MOTOR VEHICLES

FILE # 71-689524825 *atr*

HOLD TO LIGHT TO VIEW EAGLE WATERMARK

THIS TITLE CONTAINS A WATERMARK

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK No. 901000155

50-937
213

DATE
01/15/09

*****560 DOLLARS

****00 CENTS

AMOUNT
*****560.00

PAY
TO THE
ORDER
OF

NEWBURYPORT MA

North American Operations
General Motors Corporation
Disbursement Account

Brian D. Albee

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 901000155

PAYMENT
DATE 01/15/09

VENDOR
DUNS NO. BB 000000075

1

VENDOR NAME

REGISTER NO.
DESCRIPTION

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

YS3FB49S841051433.71-689524825.1-BFZ8MN	01/14/09	VM 1-BFZ8MN	00.0000	560.00	.00	560.00
---	----------	-------------	---------	--------	-----	--------

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

H3

TOTAL

560.00

.00

560.00

April 14, 2010

[REDACTED]
Ashby, MA [REDACTED]

Service Request Number: 71-691135153

Dear [REDACTED]

We are sorry you have experienced concerns with your 2005 Saab 9-3 2.0T 4 Door. In recognition of being a loyal Saab customer, we are providing you with one complimentary brake pad replacement service. Present this letter to any Saab dealership for redemption.

At Saab, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Saabusa.com or call us at 1-800-955-9007.

Sincerely,

Saab Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary Saab Brake Pads

Submit the claim for the reasonable/customary price using Object Code 13107, Reason Code 00, Location Code 0, Repair Type Code 08, and insert the dollar amount. This original letter should be retained in the customer's file.

Cincinnati, OH

CINCINNATI OH 452

09 JAN 2009 PM 4:12



Saab Customer Assistance Center,

SAAB AUTOMOBILE USA,

P.O. BOX 33166,

DETROIT, MI 48232-5166

01-12-09A09:58 RCVD

48232+5166



[REDACTED]
Cincinnati, OH [REDACTED]

Phone [REDACTED]

8 January, 2009

Sir,

I am writing concerning my recent request experience with my 2003 Saab 9-3. I bought this car new believing that Saab was a safety centric company that made cars that were safe and the company would make the correct, ethical, decisions if a design flaw was uncovered that resulted in significant risk of injury, or death to the car's drivers & passengers. Given my recent experience I do not believe that this is view of Saab is correct.

On returning from a 2 week vacation I started the car in the airport parking lot and heard a clicking / rubbing noise from the front left wheel. I stopped and inspected the wheel and noted rust on the brake rotor and assumed that this was the cause of the noise and would wear off when the brakes were applied. I drove ~1/4 mile and stopped at a light before turning on to the interstate when I saw smoke coming from the wheel. Closer inspection revealed that the front left suspension coil spring had failed and the fractured spring was rubbing on the tire. The car was towed to the Saab dealer (Just Saab, Fairfield, Ohio) where the front springs were replaced and I subsequently replaced the damaged tire replaced.

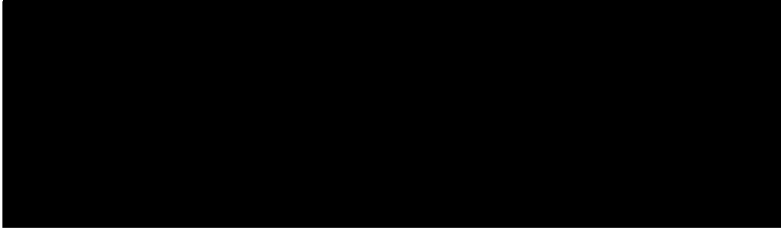
I have researched the failures of front suspension coil springs on 2003 & 2004 Saab 9-3s and found that there have been many similar failures and complaints from Saab drivers. The National Highway Safety Administration website lists over a dozen similar failures. The service manager at Just Saab disclosed that he has seen a number of similar failures.

Despite the large number of similar failures of the front spring on Saab 9-3s, Just Saab refused to acknowledge that there was a design issue and charged me for the repair. I feel lucky that I stopped to investigate before turning on to interstate. If I had not it would have undoubtedly resulted in a high speed tire blow-out with potentially devastating results.

Saab likes to advertise that Saab cars are "Born from Jets" but appears to have lost the safety ethic that is required for aircraft design. As a jet engine engineer I am bound to take immediate action to ensure any safety issue with our products is fully investigated and the appropriate action taken to ensure that the fleet is safe and our customers compensated for any repair or replacement required. Saab clearly does not have the same respect for the safety of its customers, which is very disturbing.

I would be very interested in your response to my experience and comments.

Sincerely,



Issued by:

Saab

Certificate No.

Issue Date: April 14, 2010

Issued exclusively for:

[REDACTED]
Youngstown, OH [REDACTED]

Valid through: March 31, 2010

Amount: Two Thousand Dollars and Zero Cents
****\$2,000.00****

April 14, 2010

[REDACTED]
Youngstown, OH [REDACTED]

Dear [REDACTED]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Saab your choice when you purchased your 2005 9-3 and trust you will give us the opportunity to retain you as a valued Saab customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-722-2872. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Saab Customer Assistance Center
Service Request: 71-696939620

April 14, 2010

[REDACTED]
Minneapolis, MN [REDACTED]

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2003 Saab 9-3, which resulted in an unexpected repair expense to you.

We value you as a Saab owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$242.87. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Saab, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Saab.com or call us at 1-800-955-9007.

Sincerely,

Saab Customer Assistance Center
Service Request 71-699992961

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK No. 901003411

50-937
213

DATE
04/02/09

*****242 DOLLARS

****87 CENTS

AMOUNT
*****242

PAY
TO THE
ORDER
OF

MINNEAPOLIS MN

North American Operations
General Motors Corporation
Disbursement Account

Bm D Albee
SIGNATURE

Chase Manhattan Bank, N.A.
Racine, New York

AUDIT

NDOR
NS NO. BB 000000032

1

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 901003411

PAYMENT
DATE 04/02/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
S3FD49Y131054896	04/01/09	VH 1-BPYFZR	00.0000	242.87	.00	242.87
71-699992961		1-BPYFZR				
TOTAL				242.87	.00	242.87

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3


**UNITED STATES POSTAL SERVICE**

02-23-09A08:46 RCVD

Flat Rate Mailing Envelope

For Domestic and International Use


Visit us at usps.com

P		U.S. POSTAGE
		\$4.95
		PM FR ENV
		55402
		Date of sale
		02/18/09
		02 1P00
		02314886
		APC PROCESSED 04/08


USPS® PRIORITY MAIL®

SHIP TO:

Scarb Cars USA Inc
P.O. Box 33166

DETROIT MI 48232


ZIP



(420) 48232

[REDACTED]
Minneapolis, MN [REDACTED]

February 17, 2009

Saab Cars USA Inc.
Attn: James Hardin
P.O. Box 33166
Detroit, MI 48232

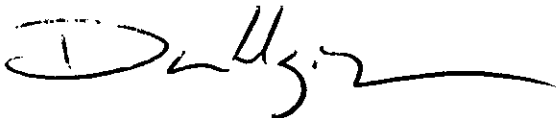
RE: SERVICE # 71-699992961

Please find the below listed materials enclosed with regards to reimbursement of towing and tire replacement charges associated with the above listed service number. Enclosed:

1. Copy of Proof of Ownership
2. Original Saab Service Repair Order
3. Original Receipt for Towing
4. Original Tire Replacement Receipt
5. List of Associated Transactions from Bank
6. Copy of Debit Card Used

If you should have any questions or updates regarding the enclosed or reimbursement for the tire replacement and towing costs, please reach me at (612) 558-4927. Thank you for your attention on this manner.

Best,



Dan Hozian

Enclosures (6)

[illegible]

000114362 M

MINNEAPOLIS MN

PAGE

CURRENTLY, DVS IS UNABLE TO PROCESS YOUR RENEWAL IF YOU USE AN INTERNET BILL PAY SERVICE. Please use this form to renew in person, by mail or at www.mndriveinfo.org. Bill pay checks will be returned to the financial institution that issued them. Questions? Call 651-296-9528

3 JUN 17 1968

For Payment Options Visit: www.mndriveinfo.org

Renewal Due by Last Day of: MAY 2008

Plate	Year	Make	Vehicle ID Number	Weight/Pass	US DOT	
03	SAA	YS3FD49Y131	30620			
TITLE	REGISTRATION TAX	MINIMUM CONTRIBUTION FEE	PLATE FEE	FILING FEE	WHEELAGE TAX	TOTAL DUE
	99.00	30.00		4.50		133.50

New Expiration: MAY 2009

RENEWING BY MAIL?

Detach the coupon below and send it with your check or money order made payable to DVS Renewal.





CHIEF'S TOWING, INC.

8610 HARRIET AVENUE SOUTH

BLOOMINGTON, MN 55420

PHONE (952) 888-2201 • FAX (952) 888-4944

553016

DATE IN 2-2-09 DATE OUT _____

NAME _____

ADDRESS _____

CITY St. Louis Park _____

YR.	MAKE	MODEL	COLOR	LICENSE #
02	SAAB	93	SHR	RK-002

P.O. NO.:	TIME IN:	TIME OUT:	DRIVER:	TRUCK:
	VIN #:		121	31
R.O. NO.:	MILEAGE:		CASE #:	

REQUESTED BY	HOLD <input type="checkbox"/> YES <input type="checkbox"/> NO	MILES TO	MILES TOWED	FREE	TOTAL MILES
SP-P		—	5	0	5

LOCATION OF PICKUP: 4001 Westbound Undertrance KEYS: ☒ YES ☐ NO

TAKEN TO: Tives Plus Edina

NOTES:	TOW	AMOUNT
<div>ORIGINAL</div>	WINCH	
	DOLLY	
	ADDITIONAL TOWING	
	ADMIN/FUEL FEE	7.09
	MN Sales Tax 6.9%	11.36
EXTRA LABOR		
STORAGE FROM:	@ DAY	# DAYS
ADVANCE PAYOUT TO:		
VISA/MC <u>Auto</u>	CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CHARGE <input type="checkbox"/>	TOTAL 179.95

I, THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED AND ENTITLED TO TAKE POSSESSION OF THE VEHICLE DESCRIBED ABOVE AND ALL PERSONAL PROPERTY THEREIN IN ITS PRESENT CONDITION AND AGREE NO FURTHER CLAIMS WILL BE MADE AGAINST CHIEF'S TOWING.

REGISTERED OWNER: _____

SIGNED: _____

**NOT RESPONSIBLE FOR
DAMAGE TO VEHICLE**

**NOT RESPONSIBLE FOR LOSS OR DAMAGE
TO CARS OR ARTICLES LEFT IN CARS IN
CASE OF FIRE, THEFT OR ANY OTHER CAUSE.**

Morrie's Cadillac - Saab

Main# 763-544-3501

Service Direct 763-449-4251

Service Fax 763-449-4273

www.morriescadillac.com

www.morriessaab.com



Service is key.

MORRIE'S PARTS & SERVICE GROUP

P.O. Box 563

Long Lake, MN 55356

Saab Customer Service
1-800-955-9007

01111SACS538669

CUSTOMER NO.	146123	ADVISOR	PATRICK CUSTER	3318	TAG NO.	1608	INVOICE DATE	02/04/09	INVOICE NO.	SACS538669
		LABOR RATE			MILEAGE	65,699	COLOR	STEEL GRAY/	STOCK NO.	303539A
		YEAR / MAKE / MODEL	03/SAAB/9-3/4 DOOR SEDAN							
		VEHICLE I.D. NO.	Y S 3 F D 4 9 Y 1 3 1							
		F.T.E. NO.		P.O. NO.			SELLING DEALER NO.		PRODUCTION DATE	05/01/03
							R.O. DATE	02/03/09	REPRINT#	2
COMMENTS										

MO: 65699

LABOR & PARTS

J# 1 06CAZ

SUSPENSION

TECH(S):3011

CUSTOMER STATES THE FRONT SPRING BROKE AND DAMAGED TIRE
CHECK AND ADVISE. TIRES PLUS REPLACED TIRE.
FOUND BROKEN FRONT SPRING
REPLACED THE SPRING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	93-190-596	SPRING KIT/PAIR	
JOB # 1	2	24-433-051	LOCK NUT	
JOB # 1	2	13-270-705	BALL BEARING	
JOB # 1	2	13-178-464	PROTECT HOSE	

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

J# 2 02CAZ

SERVICES

TECH(S):3011

CALL HOME# TUES AND WORK WEDS. EXTENDED WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
-------	-----	-----------	-------------	------------

JOB # 2 TOTAL PARTS

JOB # 2 TOTAL LABOR & PARTS

J# 3 01CAZ-15

60,000 MI SERVICE

TECH(S):3011

CUSTOMER STATES PLEASE PERFORM 60K MAINTENANCE
\$800.00
INCLUDES FREE MULTIPOINT INSPECTION
PERFORMED 60K MAINTENANCE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	PKSA93SSM60	93SS MAIN SERVICE60	****
JOB # 3	6	0221317	MOBIL1 0W40	6.25
JOB # 3	4	12-787-099	SPARKPLUG	6.95
JOB # 3	1	12-580-255	SEAL RING	4.99
JOB # 3	1	12-605-566	FILTER INSERT	7.96
JOB # 3	1	12-786-800	FILTER AIR	25.71
JOB # 3	1	93-172-299	FILTER AIR	26.70
JOB # 3	1	55-556-404	BELT	50.00

JOB # 3 TOTAL PARTS

JOB # 3 TOTAL LABOR & PARTS

J# 4 02CAZ-02

ALIGNMENT SERVICE

TECH(S):3015

CUSTOMER STATES PLEASE PERFORM ALIGNMENT
PERFORMED 4 WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
-------	-----	-----------	-------------	------------

JOB # 4 TOTAL PARTS

JOB # 4 TOTAL LABOR & PARTS

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	S01	SERVICE DISCOUNT COUPON	

WARRANTY

WARRANTY
WARRANTY
WARRANTY
WARRANTY

INTERNAL

0.00

0.00

619.34

37.50

27.80

6.95

4.99

7.96

25.71

26.70

50.00

180.66

800.00

WARRANTY

0.00

0.00

-20.00

ONE NUMBER ALL LOCATIONS

952-797-1775

OR TOLL FREE

800-979-1775

www.morries.com

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitations contained herein does not apply where prohibited by law.

ALL PARTS NEW ORIGINAL
EQUIPMENT UNLESS
OTHERWISE SPECIFIED.



ORIGINAL

CHARGE CUSTOMERS

REMIT TO:

MORRIE'S PARTS &

SERVICE GROUP

P.O. Box 563

Long Lake, MN 55356

THANK-YOU

ORIGINAL

MORRIES CADILLAC SAAB
7400 WAYZATA BLVD
GOLDEN VALLEY, MN 55426
763-449-4200

C O P Y

02/04/2009 17:50:50

Sale:

Transaction # 20
Card Type: VISA
Acc:
Entry: Swiped
Invoice # 538669
Total: 792.46

Device ID: TRM1
Reference No.: 020
Auth.Code: 022090
Respon. AUTH/TKT 022090
Merchant number ***63570

CUSTOMER COPY

Morrie's Cadillac - Saab

Main# 763-544-3501

Service Direct 763-449-4251

Service Fax 763-449-4273

www.morriescadillac.com

www.morriessaab.com



MORRIE'S
PARTS & SERVICE
GROUP



Service is key.

MORRIE'S PARTS & SERVICE GROUP

P.O. Box 563

Long Lake, MN 55356

01111SACS538669

CUSTOMER NO. 146123		ADVISOR PATRICK CUSTER 3318		TAG NO. 1608		INVOICE DATE 02/04/09		INVOICE NO. SACS538669	
MINNEAPOLIS, MN		LABOR RATE		LICENSE NO.		MILEAGE 65,699		COLOR STEEL GRAY/	
		YEAR / MAKE / MODEL		DELIVERY DATE		STOCK NO. 303539A		DELIVERY MILES 25,764	
		VEHICLE I.D. NO.		SELLING DEALER NO.		PRODUCTION DATE 05/01/03		R.O. DATE 02/03/09	
		F.T.E. NO.		P.O. NO.		REPRINT# 2		MO: 65699	
COMMENTS		TOTAL - MISC -20.00							
COMMENTS TOW IN		TOTAL LABOR....		619.34		ONE NUMBER ALL LOCATIONS			
TOTALS		TOTAL PARTS....		180.66		952-797-1775			
Service Department - Hours of Operation		TOTAL SUBLET...		0.00		OR TOLL FREE			
Monday - Thursday 7:00a - 7:00p		TOTAL G.O.G....		0.00		800-979-1775			
Friday 7:00a - 6:00p		TOTAL MISC CHG.		0.00		www.morries.com			
Saturday & Sunday Closed		TOTAL MISC DISC		-20.00		DISCLAIMER OF WARRANTIES			
SHOULD YOU HAVE ANY QUESTIONS ABOUT YOUR VEHICLE OR THE SERVICES PERFORMED, PLEASE CALL YOUR SERVICE ADVISOR OR MANDY HILLMAN, SERVICE DIRECTOR FOR CADILLAC / SAAB SERVICE.		TOTAL TAX.....		12.46		Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitations contained herein does not apply where prohibited by law.			
*****		TOTAL INVOICE \$		792.46		ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.			
* [] CASH [] CHECK CHK# [] * * [] VISA [] MASTERCARD [] DISCOVER * * [] AMEX [] OTHER [] CHARGE *									

CUSTOMER SIGNATURE						CHARGE CUSTOMERS REMIT TO: MORRIE'S PARTS & SERVICE GROUP P.O. Box 563 Long Lake, MN 55356			
						THANK-YOU			

Reimbursement

Source H

71-699992.964



004 790 5700

41111E

Customer Invoice
071020
02/03/2009



TIRES PLUS
SOUTHDAL
3020 W 66TH ST

Service Advisor:
09 STEPHEN
612.798.5789

RICHFIELD, MN. 55423-1942

2003 SAAB 9-3 SE [SILVER]

4-1985 2.0L DOHC

Lic #: [REDACTED] MN Vin #: YS3FD49Y13 [REDACTED]

In: 02/03/09 7:58AM Mileage: 65,954

Out: 02/03/09 1:27PM

MINNEAPOLIS, MN

Store # 244222

RETAIL SALE

Description	Article Number	ID	Qty	Unit Price	Extended Price	Job Total
COURTESY CHECK		09				
COURTESY CHECK	7046930	56NS	1	N/C	N/C	
PREMIUM ALIGNMENT RECHECK		09				
PREMIUM ALIGNMENT RECHECK	7046701	56NS	1	N/C	N/C	
YOKOHAMA TIRE		06				69.69
30493 AVID T4 S308 BL P215/55R16 91T 70,000 MILE	070049	42TN	1	56.94	56.94	
LIMITED WARRANTY						
DOT# CCUD82M4008						
WARRANTY FOR AVID T4 P215/55R16BW						
ORIGINAL ARTICLE #070049 PRICE 84.99 COLLECTED 67%						
REMAINING TREAD DEPTH 5/32 SERIAL # CC8K8UT3906						
7040215 ROAD HAZARD WARRANTY	7040215	42TN	1	12.75	12.75	
TIRE ROTATION N/C		09				
TIRE ROTATION	7001121	56NS	4	N/C	N/C	

Technician(s):

42 JERRY R MITCHELL JR

56 FADIL KARIC

Payment History:

Visa 7837 74.50 027240
Total Tendered 74.50

Summary:

Parts 69.69
Labor 0.00
Shop Supplies 0.00
Sub-Total 69.69
Tax (6.90%) 4.81
Total \$74.50

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:

02/03/2009 12:01PM 612.558.4927 HOZIAN, DAN

Rev

Amt Init

74.50

Customer Signature

Initial here to indicate you have received the
Tire Limited Warranty Book.

All parts are new unless otherwise specified.

Declined Work:

STRUTS
STANDARD ALIGNMENT

I acknowledge notice and oral approval of
an increase in the original estimated price.

Signature or Initials

TELL US ABOUT YOUR EXPERIENCE AND RECEIVE \$10 OFF YOUR NEXT PURCHASE OF \$25 OR MORE!

- 1) For a short survey Call 1-800-754-9817 or logon to www.TiresPlus.com/survey; enter code 244222-071020;
2) Write redemption code here: _____. Offer expires 6 months from date of invoice, good at all participating locations.
Must have valid redemption code. May not be combined with any other offer or to reduce existing debt. No copies accepted.

LIMITED WARRANTY

SmartService® Service & Parts

WHAT IS WARRANTED AND FOR HOW LONG? Auto parts purchased at any Tires Plus Service Center location are warranted to be free from defects for a period of six (6) months or 6,000 miles, whichever comes first, and all auto service work performed at such location is warranted for the same period. Some parts and services are warranted for longer periods as listed below. Tires and batteries are warranted separately and not covered by this warranty. This warranty applies to parts installed and service performed on private passenger cars and light trucks.

Price Match Guarantee:

Tires: This Price Match guarantee extends to the Customer, within thirty (30) days after the date of purchase, a 200% refund of the difference between a current locally advertised lower price on a similar make/model tire and the price of a tire purchased from a Tires Plus Service Center. Customer must provide a current local ad. This guarantee excludes clearances, closeouts and catalogs. This refund may not be combined with any other offer or used to reduce outstanding debt.

SERVICE: Tires Plus Service Centers will match any comparable service advertisement and/or bona fide service estimate. Service is defined as parts and labor. Customer must provide a current local ad or a comparable current written service estimate.

LIMITED WARRANTY ON:	PARTS	LABOR
Steering & Suspension Parts	Lifetime	6 Months / 6,000 Miles
Universal Joints (Excluding CV Joints & Boots)	Lifetime	6 Months / 6,000 Miles
Performance Gas Shock	Lifetime	Lifetime
Gas Truck Shock (1)	Lifetime (1)	Lifetime (1)
Performance Gas MacPherson Strut or Cartridge	Lifetime	Lifetime
Remanufactured Starters and Alternators	24 Months / 24,000 Miles	6 Months / 6,000 Miles
SmartService® Premium Brake Service - Brake Shoes, Disc Pads, Calipers and/or Wheel Cylinders, brake installation hardware (2) Service Includes: Brake System Flush and Clean/Adjust Rear Axle (3)	Lifetime (2) 24 Months / 24,000 Miles (3)	Lifetime (2) 24 Months / 24,000 Miles (3)
SmartService® Plus Brake Service - Brake Shoes, Disc Pads (2) Service Includes: Brake System Flush and Clean/Adjust Rear Axle	24 Months / 24,000 Miles (2)	24 Months / 24,000 Miles (2)
SmartService® Standard Brake Service - Brake Shoes, Disc Pads	12 Months / 12,000 Miles	12 Months / 12,000 Miles
SmartService® Plus T/A or 4-Wheel Alignment Service Includes: Tire Rotation and Four Wheel Balance (4)	12 Months / 12,000 Miles (4)	12 Months / 12,000 Miles (4)
SmartService® Premium T/A or 4-Wheel Alignment Service Includes: Tire Rotation and Four Wheel Balance (4)	Lifetime (4)	Lifetime (4)
SmartService® Plus Tune-Up - 4, 6, or 8 Cylinder Service Includes: Bosch Platinum 2 Spark Plugs and Fuel System Cleaning	12 Months / 12,000 Miles	12 Months / 12,000 Miles
SmartService® Premium Tune-Up - 4, 6, or 8 Cylinder Service Includes: Bosch Platinum 2 Spark Plugs and Fuel System Cleaning and Air Filter	24 Months / 24,000 Miles	24 Months / 24,000 Miles
SmartService® Premium Wheel Balance (4)	Lifetime (4)	Lifetime (4)

ALL LIFETIME WARRANTIES ARE ONLY VALID FOR AS LONG AS THE ORIGINAL CUSTOMER OWNS THE VEHICLE.

1. Performance Gas Truck Shocks, installed on a commercial use vehicle, are also warranted against defects and wear-out for 1 year from date of purchase or 100,000 miles, which ever occurs first, labor included.
2. Costs of additional brake system components, including master cylinders, rotors, drums and all additional labor, are warranted for a period of six (6) months or 6,000 miles, whichever comes first, but are not included in the Lifetime, 24 month/24,000 mile, or 12 month/12,000 mile warranties.
3. Costs of brake system flush/adjust rear axle are only warranted for 24 months/24,000 miles with SmartService Premium Brake service.
4. Lifetime balance is only warranted so long as originally balanced tire remains on wheel.

Exclusions: Replacement of anti-freeze or clamps is not included in the warranty on belts/radiator hoses. Cost of refrigerant and recharging of the air conditioning system is not included with the warranty on air conditioner parts or air conditioner compressors. Cost of additional brake system components, including rotors and drums and/or labor to restore Brake System to its safe proper operation is not included with the warranty on Brake Shoes, Disc Pads, Calipers and/or Wheel Cylinders and all other hardware. Batteries are covered by a separate warranty from the manufacturer.

GENERAL PROVISIONS (Applicable to all warranties)

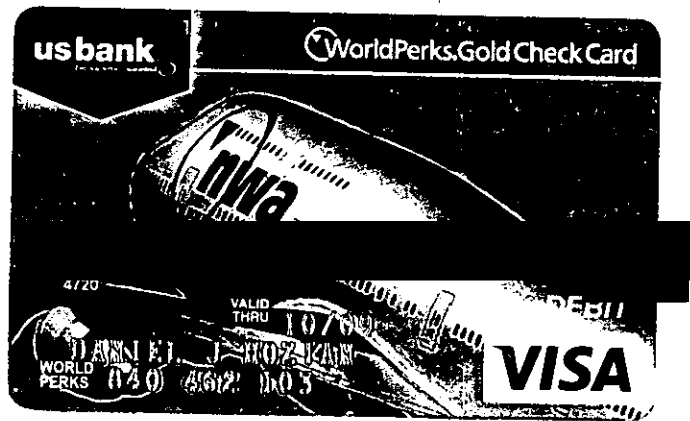
WHO IS COVERED BY THE WARRANTIES LISTED IN THIS DOCUMENT? This warranty covers only the original purchaser of the installed parts and/or services.

WHERE WILL THE WARRANTIES BE HONORED? Take your car to the Tires Plus Service Center, which sold the warranted parts and/or service work, to any other Tires Plus Service Center, or a participating authorized Dealer location in the United States.

HOW CAN A CLAIM BE MADE UNDER THE WARRANTIES? The original invoice from the store at which the original work was performed must be presented in order to get the benefit of the warranty.

WHAT OTHER CONDITIONS APPLY? The obligations undertaken in the warranties are offered only on the above items and conditions, and may not be enlarged or altered by anyone. This warranty document does not apply to products or vehicles used for commercial, racing, or off road purposes, or to damage caused by abuse or accident. **TO THE EXTENT PERMITTED BY LAW, BFS RETAIL & COMMERCIAL OPERATIONS, LLC AND ITS TIRES PLUS SERVICE CENTER LOCATIONS DISCLAIM LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

CONSUMER RIGHTS: This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. **GIVEN BY:** Tires Plus Service Center identified in stamp or, if none, by **BFS Retail & Commercial Operations, LLC**, Bloomingdale, IL 60108. Your satisfaction is important to us. If for any reason, you are not satisfied with the service you receive, contact the Manager of the store where your service was provided. If you feel your problem has not been handled to your complete satisfaction, or you need the address of the Tires Plus Service Centers nearest you, please call Tires Plus Consumer Affairs, 1-800-440-4167.



* Please Note Page 3 of 2

BANK: 0300

PROD: DDA

ACCOUNT: [REDACTED]

STATEMENT HISTORY

DATE: 02/17/09

TIME: 14:17:58

PAGE: 1

POST DATE	CHECK NUMBER	DB/CR	C	DESCRIPTION	TRANSACTION AMOUNT	LEDGER BALANCE
					UNAVAILABLE FUNDS	AVAILABLE BALANCE
02/13	0	D				
021209	CHEXTRA MIRACLE MILE LIQST LOUIS PARMNUS1				39.35	5179.45
				0.00	386.41	4793.04
02/13	0	D				
021309	M3002Q37US BANK PILLSBURMINNEAPOLIS MNUS1				100.00	5218.80
				0.00	386.41	4832.39
02/13	0	D				
090213	ONLINE PMT95000000000 CKF878138704POS WEB				575.00	5318.80
				0.00	386.41	4932.39
02/13	0	D				
090213	ONLINE PMT95000000000 CKF878138704POS WEB				1714.57	5893.80
				0.00	386.41	5507.39
02/13	0	D				
090213	ONLINE PMT95000000000 CKF878138704POS WEB				5539.72	7608.37
				0.00	386.41	7221.96
02/13	0	C				
090213	DIRECT DEP9111111103 774019570331XBQ PPD				2237.02	13148.09
				0.00	392.70	12755.39
02/12	0	D				
021009	CHEXTRA EUREST @ MARKE11MINNEAPOLIS MNUS1				2.86	10911.07
				0.00	392.70	10518.37
02/12	0	D				
021109	CHEXTRA STARBUCKS USA 00MINNEAPOLIS MNUS1				4.31	10913.93
				0.00	392.70	10521.23
02/12	0	D				
021009	CHEXTRA EUREST @ MARKE11MINNEAPOLIS MNUS1				5.51	10918.24
				0.00	392.70	10525.54
02/12	0	D				
021109	CHEXTRA BRUEGGERS #647 MINNEAPOLIS MNUS1				6.39	10923.75
				0.00	392.70	10531.05
02/12	0	D				
021009	CHEXTRA PUNCH PIZZA MINNEAPOLIS MNUS1				7.63	10930.14
				0.00	392.70	10537.44
02/12	0	D				
021209	CHEXTRA 1-800-FLOWERS.CO800-468-1141NYUS1				69.52	10937.77
				0.00	392.70	10545.07
02/12	0	D				
WEB PAYMENT TO CREDIT CARD	*****6375				7500.00	11007.29
				0.00	124.10	10883.19
02/12	6202700081	D				
CHECKING ACCT ADVANCE PMT					100.00	18507.29
				0.00	116.72	18390.57
02/12	6202700081	D				
CHKG ACCT ADV FIN CHG PMT					10.00	18607.29
				0.00	116.72	18490.57
02/12	0	D				
WEB PAYMENT TO RESERVE LINE					1478.33	18617.29
				0.00	116.72	18500.57
02/11	0	C				
CUSTOMER DEPOSIT					20000.00	20095.62
				0.00	20016.72	78.90

ACCOUNT: [REDACTED]

PAGE: 2

POST DATE CHECK NUMBER DB/CR C

DESCRIPTION	NEXT BUS DAY CREDIT AVAIL	TRANSACTION AMOUNT	LEDGER BALANCE
		UNAVAILABLE FUNDS	AVAILABLE BALANCE
02/10 0 D			
020909CHEXTRA MILL CITY PIZZA MINNEAPOLIS MNUS1	0.75	95.62	
	0.00	16.00	79.62
02/10 0 D			
020909CHEXTRA ERBERT & GERBERTMINNEAPOLIS MNUS1	9.34	96.37	
	0.00	16.00	80.37
02/10 0 D			
020709CHEXTRA HOLIDAY STNSTOREST. LOUIS PAMNUS1	19.93	105.71	
	0.00	16.00	89.71
02/10 0 D			
020809CHEXTRA HOIGAARDS ST LOUIS PARMNUS1	60.00	125.64	
	0.00	16.00	109.64
02/10 0 D			
020809CHEXTRA FTD*FTD.COM 501-8336470 ILUS1	80.22	185.64	
	0.00	16.00	169.64
02/10 6905800041 C			
CHECKING ACCOUNT ADVANCE	100.00	265.86	
	0.00	151.31	114.55
02/09 0 D			
020809CHEXTRA REDBOX DVD 022-9866-733-2693MNUS1	1.07	165.86	
	0.00	151.31	14.55
02/09 0 D			
020809CHEXTRA WALGREENS #4260 HOPKINS MNUS1	1.98	166.93	
	0.00	151.31	15.62
02/09 0 D			
020509CHEXTRA EUREST @ MARKE11MINNEAPOLIS MNUS1	3.09	168.91	
	0.00	151.31	17.60
02/09 0 D			
020709CHEXTRA WALGREENS #2038 MINNEAPOLIS MNUS1	3.22	172.00	
	0.00	151.31	20.69
02/09 0 D			
020709CHEXTRA STARBUCKS USA 00LAKEVILLE MNUS1	4.16	175.22	
	0.00	151.31	23.91
02/09 0 D			
020609CHEXTRA TARGET 00ST LOUIS PARMNUS1	8.99	179.38	
	0.00	151.31	28.07
02/09 0 D			
020709CHEXTRA TARGET 00ST LOUIS PARMNUS1	23.98	188.37	
	0.00	151.31	37.06
02/09 0 D			
020509CHEXTRA CHEESECAKE EDINAEDINA MNUS1	44.72	212.35	
	0.00	151.31	61.04
02/09 0 D			
020809CHEXTRA TARGET 00ST LOUIS PARMNUS1	56.40	257.07	
	0.00	151.31	105.76
02/09 0 D			
020609CHEXTRA ORDWAY CNTR-TICK651-282-3121MNUS1	151.00	313.47	
	0.00	151.31	162.16
02/06 0 D			
020409CHEXTRA MORRIES CADILLACGOLDEN VALLEMNUS1	792.46	464.47	
	0.00	200.80	263.67

ACCOUNT: [REDACTED]

PAGE: 3

POST DATE	CHECK NUMBER	DB/CR	C	DESCRIPTION	TRANSACTION AMOUNT	LEDGER BALANCE
					UNAVAILABLE FUNDS	AVAILABLE BALANCE
02/05	0	D	*			
020409CHEXTRA	STARBUCKS USA	00MINNEAPOLIS	MNUS1		4.31	1256.93
					0.00	983.27
						273.66
02/05	0	D	*			
090205PAYMENT	PAFT075356	012237042000120	PPD		13.25	1261.24
					0.00	983.27
						277.97
02/05	0	D	*			
020209CHEXTRA	HOLIDAY STNSTORE	BLOOMINGTON	MNUS1		13.42	1274.49
					0.00	983.27
						291.22
02/05	0	D	*			
020309CHEXTRA	SAMSClub 6318	GAST LOUIS	PARMNUS1		14.18	1287.91
					0.00	983.27
						304.64
02/05	0	D	*			
020409CHEXTRA	THE BROTHERS	DELMINNEAPOLIS	MNUS1		14.33	1302.09
					0.00	983.27
						318.82
02/05	0	D	*			
020209CHEXTRA	MOOSEJAW PIZZA	&WISCONSIN	DEWIUS1		22.62	1316.42
					0.00	983.27
						333.15
02/05	0	D	*			
020309CHEXTRA	TIRES PLUS	02RICHFIELD	MNUS1		74.50	1339.04
					0.00	983.27
						355.77
02/05	1101	D	*			
020509CHECK	PMTS1752788861	1101	ARC		585.00	1413.54
					0.00	983.27
						430.27
02/04	0	D	*			
020209CHEXTRA	SHELL OIL 274424	HILLSIDE	ILUS1		19.09	1998.54
					0.00	906.22
						1092.32
02/04	0	D	*			
020309CHEXTRA	Flying J C store	Blk Rvr Fall	WIUS1		23.66	2017.63
					0.00	906.22
						1111.41
02/04	0	D	*			
090204ONLINE	PMT9500000000	CKF878138704	POS WEB		131.76	2041.29
					0.00	906.22
						1135.07
02/04	0	D	*			
020209CHEXTRA	CHIEF'S TOWING,	BLOOMINGTON	MNUS1		179.95	2173.05
					0.00	906.22
						1266.83
02/04	0	D	*			
090204ONLINE	PMT9500000000	CKF878138704	POS WEB		370.00	2353.00
					0.00	906.22
						1446.78
02/04	0	C	*			
CUSTOMER DEPOSIT					1000.00	2723.00
					0.00	906.22
						1816.78
02/03	0	D	*			
020209CHEXTRA	WALGREENS #6046	HILLSIDE	ILUS1		4.07	1723.00
					0.00	277.07
						1445.93
02/02	0	D	*			
013009CHEXTRA	Flying J C store	Blk Rvr Fall	WIUS1		12.42	1727.07
					0.00	205.64
						1521.43
02/02	0	D	*			
020109CHEXTRA	WALGREENS #6046	HILLSIDE	ILUS1		22.82	1739.49
					0.00	205.64
						1533.85

ACCOUNT: [REDACTED]

PAGE:

4

POST DATE	CHECK NUMBER	DB/CR	C	DESCRIPTION	TRANSACTION AMOUNT	LEDGER BALANCE
					UNAVAILABLE FUNDS	AVAILABLE BALANCE
02/02	0	D	*			
013009	CHEXTRA EDGERTON OASIS EDGERTON			WIUS1	34.65	1762.31
					0.00	205.64
						1556.67
02/02	0	D	*			
012909	CHEXTRA BIG BOWL EDINA EDINA			MNUS1	45.74	1796.96
					0.00	205.64
						1591.32
02/02	0	D	*			
013009	CHEXTRA DICK'S CLOTHING&LOMBARD			ILUS1	64.93	1842.70
					0.00	205.64
						1637.06
01/30	0	D	*			
012809	CHEXTRA EUREST @ MARKE11MINNEAPOLIS			MNUS1	1.87	1907.63
					0.00	116.09
						1791.54
01/30	0	C	*			
090130	DIRECT DEP9111111103 779019509629XBQ PPD				1168.11	1909.50
					0.00	39.61
						1869.89
01/30	8805500075	D	*			
CHECKING ACCT ADVANCE PMT					240.00	741.39
					0.00	39.61
						701.78
01/30	8805500075	D	*			
CHKG ACCT ADV FIN CHG PMT					24.00	981.39
					0.00	39.61
						941.78
01/30	0	C	*			
013009	TAX REFUND3111036170 474066812			IRS PPD	964.00	1005.39
					0.00	39.61
						965.78
01/29	0	D	*			
012709	CHEXTRA EUREST @ MARKE11MINNEAPOLIS			MNUS1	2.70	41.39
					0.00	39.61
						1.78
01/29	0	D	*			
012709	CHEXTRA SAMSCLUB 6318 GAST LOUIS PARMNUS1				19.52	44.09
					0.00	39.61
						4.48
01/29	0	D	*			
012809	CHEXTRA ARAMARK TARGET CMINNEAPOLIS			MNUS1	55.50	63.61
					0.00	39.61
						24.00
01/29	3080500040	C	*			
CHECKING ACCOUNT ADVANCE					40.00	119.11
					0.00	51.07
						68.04
01/28	0	D	*			
012809	F300N336TARGET CENTER-SKMINNEAPOLIS			MNUS1	40.00	79.11
					0.00	51.07
						28.04
01/28	245300039	C	*			
CHECKING ACCOUNT ADVANCE					100.00	119.11
					0.00	5.57
						113.54
01/27	0	D	*			
AUTO DEBIT-PAY RESRV LN MINIMUM PYMT DUE					45.72	19.11
					0.00	3.70
						15.41
01/27	0	D	*			
012609	CHEXTRA BYERLY'S ST LOUIST LOUIS PARMNUS1				12.69	64.83
					0.00	3.70
						61.13
01/27	0	D	*			
012509	CHEXTRA BANANA REPUBLIC BLOOMINGTON			MNUS1	24.99	77.52
					0.00	3.70
						73.82

ACCOUNT: [REDACTED]

PAGE: 5

POST DATE CHECK NUMBER DB/CR C

<u>DESCRIPTION</u>	<u>NEXT BUS DAY CREDIT AVAIL</u>	<u>TRANSACTION AMOUNT</u>	<u>LEDGER BALANCE</u>
		<u>UNAVAILABLE FUNDS</u>	<u>AVAILABLE BALANCE</u>
01/26	0 D *		
012209CHEXTRA EUREST @ MARKE11MINNEAPOLIS MNUS1		1.60	102.51
	0.00	37.68	64.83
01/26	0 D *		
012309CHEXTRA EUREST @ MARKE11MINNEAPOLIS MNUS1		1.87	104.11
	0.00	37.68	66.43

SELECT: ALL HISTORY

DB/CR: ALL

CYCLE/NON: ALL

ITEMS PRINTED: 00070

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK No. 901002229

50-937
213

DATE
03/04/09

*****677 DOLLARS

****24 CENTS

AMOUNT
*****677.24

PAY
TO THE
ORDER
OF

INDIANAPOLIS IN

North American Operations
General Motors Corporation
Disbursement Account

Ben D. Albee

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT



North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 901002229

PAYMENT
DATE 03/04/09

VENDOR
DUNS NO 8B 000000001

1

VENDOR NAME

REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT

YS3FD49Y631053789.71-700217	03/03/09	VH 1-80A7D8	00.0000	677.24	.00	677.24
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782						
TOTAL				677.24	.00	677.24



Indianapolis, IN



02 1P \$ 000.59⁰
0002577688 FEB 17 2009
MAILED FROM ZIP CODE 46222

SAAB DIVISIONAL
PO BOX 33166
DETROIT, MI
48232

02-23-09A08:45 RCVD

CASE # 71-700217175

48232+3166



CASE 71-700217175

NHTSA - #10257607

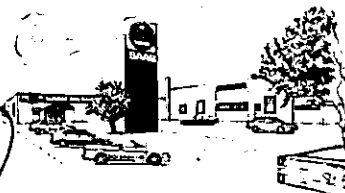
INDY SAAB

2444 West 16th Street

INDIANAPOLIS, INDIANA 46222

Phone (317) 638-9888

Fax (317) 633-4605



ORIGIN

CELL: [REDACTED]

CUSTOMER NO.	25735	ADVISOR	GERALD DOUGHERTY	057	TAG NO.	3	INVOICE DATE	02/04/09	INVOICE NO.	SACS117902	
		LABOR RATE	90.00	LICENSE NO.		MILEAGE	93,445	COLOR	BLACK-344AS	STOCK NO.	3S3359
		YEAR / MAKE / MODEL	03/SAAB/9-3 ARC/4 DOOR				DELIVERY DATE	06/26/03	DELIVERY MILES		15
		VEHICLE I.D. NO.	Y S 3 F D 4 9 Y 6 3 1				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.		R.O. DATE	02/03/09				
COMMENTS										MO: 93452	

IN SERVICE DATE: 07/30/05 MAINTENANCE: 10/20/30

LABOR & PARTS

J# 1 16SANZFAXLE FRONT AXLE REPAIR - HOURS: 3.00 TECH(S):058 270.00

CUSTOMER STATES: FRONT SPRING BROKE, CALL WITH ESTIMATE

REPLACED SPRINGS, BEARINGS AND SUPPORTS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1		93-190-595	SPRING/PAIR	146.30	146.30	146.30
JOB # 1	2		13-270-705	BALL BEARING	27.50	27.50	55.00
JOB # 1	2		13-188-763	SUPPORT STRUT	80.30	80.30	160.60
JOB # 1 TOTAL PARTS							361.90
JOB # 1 TOTAL LABOR & PARTS							631.90

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	PRICE
JOB # 1	20512	112767	02/03/09	TOW IN	0.00
TOTAL - SUBLET					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES		20.00
TOTAL - MISC				20.00

COMMENTS

TOW-IN CALL 796-9240

TOTALS

*****	TOTAL LABOR....	270.00
CASH [] CHECK [] CREDIT CARD [] CHARGE []	TOTAL PARTS....	361.90
*****	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	20.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	25.34

TOTAL INVOICE \$ 677.24

SAAB Customer

ASSISTANCE

1-800-955-9007

2/5 4:15

71-700217175

CUSTOMER SIGNATURE



CASE # 71-700217175

MEMBER PURCHASE INVOICE

INVOICE#
DATE

2/03/2009

10:44:57

NAME

PHONE

ALT PHONE

MEMBERSHIP#

ADDRESS

CITY INDIANAPOLIS

ST IN ZIP 46240

YEAR 2003 MAKE Saab

MODEL 9-3

SUB-MODEL Arc

GVW

WHEEL BASE

ODOMETER

COLOR BLACK

LIC#

AIR FRONT 32 REAR 32 TORQUE 80 ALLOY LAW STEEL SALESPERSON JOSH V

QTY	DESCRIPTION
2	ITEM# 195452 MANUF MICHELIN PRIMACY MXV4 TYPE MICH PERFORMANCE H/V SIZE 215/55HR16 93H
	ITEM# MANUF TYPE SIZE
AP2	6850 Car, Light Truck, Van, SUV Installation Package: Mount, Balance Rubber Valve Stem, Rotations, Rebalances, Repairs, Air Checks
2	7023 Costco Scrap Tire Disposal Fee Charged on all tires left for disposal. State disposal fees may also apply.
	6841 Seasonal Exchange
	8399 Snow Tire Studding Fee
	6861 Rebalance (Non-Costco Tire)
	Flat Repair N/C
	Rotation N/C
	Rebalance N/C
1	Road Hazard Warranty
	Mileage Adjustment
	Manuf. Defect
	Member Services

DOT 1 APB3YOXX4908
DOT 2 APB3YOXX4908
DOT 3
DOT 4
DOT 5
DOT 6
DOT 7
DOT 8

WORK TO BE DONE

SERVICE NOTES

L/F

R/F

L/R

R/R

S

Best to Spare
Static Dynamic
Blackwall Whitewall

• Air Pressure and Torque are levels recommended by Manufacturer.

SLIP PRINT

ORIGINAL

* MEMBER #110996483000
* 195452 PMXV42155516 138.99 A
* STATE TIRE F .25
* 195452 PMXV42155516 138.99 A
* STATE TIRE F .25
* MNT/BALANCE 10.00 A
* A 7.0% TAX 20.16
* TOTAL 308.64
* Cash 77.24
*VF EFT/DEBIT 231.40
* CHANGE .00
* TOTAL NUMBER OF ITEMS SOLD = 2
* CASHIER: JOSH V REG# 95
* 2/03/2009 12:05 0346 95 0007 32

90279

ROAD HAZARD WARRANTY

TO QUALIFY FOR THIS WARRANTY:

1. You must be the original purchaser of the tires.
2. You must have purchased the tires from Costco Wholesale.
3. You must present the original purchase receipt and tire to a Costco Wholesale Tire Center.

CONDITIONS OF THIS WARRANTY:

1. The Purchaser must rotate and balance their tires as outlined by the vehicle manufacturer.
2. The Purchaser must operate their tires at inflation pressures outlined by the vehicle manufacturer.
3. The Purchaser must keep all mechanical parts that effect tires in proper working condition.
4. The Purchaser will be required to sign a "Costco Wholesale Tire Adjustment Form".

WHAT IS COVERED:

1. "Road Hazard Failure" is defined as a tire that becomes unserviceable due to cuts, non-repairable punctures or impact damage. Costco Wholesale will repair tires with tread-face injuries in accordance with established RMA (Rubber Manufacturers Association) standards.
2. This warranty covers road hazard failures in Passenger, Performance and Light Truck tires purchased from Costco Wholesale.
3. This warranty is valid for sixty (60) months from the date of purchase or when the tire reaches 2/32 of an inch or less in remaining tread depth regardless of age. When a tire has 2/32 of an inch or less in tread depth, it is considered worn out.
4. This warranty provides credit based upon remaining usable tread at the time of failure due to road hazard.
5. "Usable Tread" is defined as the original tread depth of a tire less 2/32 of an inch (tread wear indicators).
6. Credit is determined by multiplying the useable remaining tread by the current price of the tire.
7. This Warranty is a promise under certain conditions to give credit on a pro-rated basis towards the purchase of a new tire. This warranty does not imply that tires sold by Costco Wholesale meet certain specifications or cannot fail. This Warranty does not replace or modify any original tire manufacturers warranty on material and workmanship.

WHAT IS NOT COVERED:

1. A tire that is damaged / failed due to vandalism.
2. A tire that is damaged / failed due to an accident.
3. A tire that is damaged / failed due to commercial use.
4. A tire that is damaged / failed due to racing.
5. A tire that is damaged / failed due to Off-Road use.
6. A tire that is damaged / failed due to snow chains or studs.
7. A tire that is damaged / failed due to rapid or irregular wear.
8. A tire that is damaged / failed due to wear from worn mechanical components on the vehicle.
9. Tires transferred from the vehicle on which they were originally installed.
10. Loss of time, inconvenience, loss of use of vehicle or consequential damage. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply.

TIRE CARE RECOMMENDATIONS:

1. Have the air pressure in your tires checked by a tire professional as least once a month. Serious injury may result from tire failure due to under inflation.
2. Always request that the inflation pressure in your tires be set to the tire or vehicle manufacturers specifications.
3. Do not overload your vehicle. Serious injury may result from overloading your vehicle.
4. Register your tires using the DOT (Department Of Transportation) card provided at the time of purchase.
5. Read and follow all tire maintenance requirements outlined in the Tire Manufacturers Warranty booklet provided at the time of purchase.
6. Always insist on an RMA (Rubber Manufacturers Association) approved two-piece tire repair if required.
7. Fix-a-flat products should not be used. These products void some manufacturer warranties. Costco will not perform tire repairs on tires where Fix-a-Flat has been used.
8. If you are purchasing less than four tires, mount the new tires on the rear of the vehicle.
9. It is recommended to have your lug nuts re-tightened 25 miles after your tires are serviced or replaced.
10. Request that your tire and rim assemblies are hand torqued with a calibrated torque wrench to the vehicle manufacturers specifications.
11. Have your tires inspected by a tire professional at least once a year.



****MEMBER FINAL INVOICE****

INVOICE# 003460052319

DATE 2/03/2009

12:00:53

NAME [REDACTED]

PHONE [REDACTED]

ALT PHONE

MEMBERSHIP# [REDACTED]

ADDRESS [REDACTED]

CITY INDIANAPOLIS

ST IN ZIP 46240

YEAR 2003 MAKE Saab

MODEL 9-3

SUB-MODEL Arc

GVW

WHEEL BASE

ODOMETER 93445

COLOR BLACK

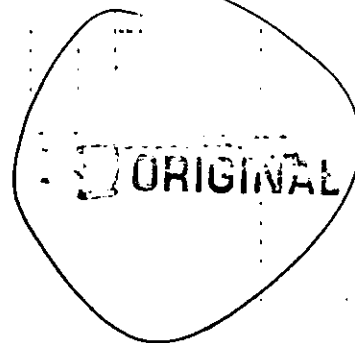
LIC# 862AED

AIR FRONT 32 REAR 32 TORQUE 80 ALLOYES STEEL SALESPERSON JOSH V

QTY	DESCRIPTION
2	ITEM# 195452 MANUF MICHELIN PRIMACY MXV4 TYPE MICH PERFORMANCE H/V SIZE 215/55HR16 93H
	ITEM# MANUF TYPE SIZE
2	6850 Car, Light Truck, Van, SUV Installation Package: Mount, Balance Rubber Valve Stem, Rotations, Rebalances, Repairs, Air Checks
2	7023 Costco Scrap Tire Disposal Fee Charged on all tires left for disposal. State disposal fees may also apply.
	6841 Seasonal Exchange
	8399 Snow Tire Studding Fee
	6861 Rebalance (Non-Costco Tire)
	Flat Repair N/C
	Rotation N/C
	Rebalance N/C
1	Road Hazard Warranty
	Mileage Adjustment
	Manuf. Defect
	Member Services

DOT 1 APB3YOXX4908
DOT 2 APB3YOXX4908
DOT 3
DOT 4
DOT 5
DOT 6
DOT 7
DOT 8

SLIP PRINT



WORK TO BE DONE

L/F R/F
L/R R/R
S

SERVICE NOTES

RF SPRING BROKEN PRIOR TO SERVICE, VEHICLE WAS TOWED OUT OF SHOP AT MEMBERS EXPENSE.

DAVE MUELLER

Ten Point Quality Assurance Release

Best to Spare
Static Dynamic
Blackwall Whitewall

• Air Pressure and Torque are levels recommended by Manufacturer.

90279

ROAD HAZARD WARRANTY

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3. You must present the original purchase receipt and tire to a Costco Wholesale Tire Center.

CONDITIONS OF THIS WARRANTY:

1. The Purchaser must rotate and balance their tires as outlined by the vehicle manufacturer.
2. The Purchaser must operate their tires at inflation pressures outlined by the vehicle manufacturer.
3. The Purchaser must keep all mechanical parts that effect tires in proper working condition.
4. The Purchaser will be required to sign a "Costco Wholesale Tire Adjustment Form".

WHAT IS COVERED:

1. "Road Hazard Failure" is defined as a tire that becomes unserviceable due to cuts, non-repairable punctures or impact damage. Costco Wholesale will repair tires with tread-face injuries in accordance with established RMA (Rubber Manufacturers Association) standards.
2. This warranty covers road hazard failures in Passenger, Performance and Light Truck tires purchased from Costco Wholesale.
3. This warranty is valid for sixty (60) months from the date of purchase or when the tire reaches 2/32 of an inch or less in remaining tread depth regardless of age. When a tire has 2/32 of an inch or less in tread depth, it is considered worn out.
4. This warranty provides credit based upon remaining usable tread at the time of failure due to road hazard.
5. "Usable Tread" is defined as the original tread depth of a tire less 2/32 of an inch (tread wear indicators).
6. Credit is determined by multiplying the useable remaining tread by the current price of the tire.
7. This Warranty is a promise under certain conditions to give credit on a pro-rated basis towards the purchase of a new tire. This warranty does not imply that tires sold by Costco Wholesale meet certain specifications or cannot fail. This Warranty does not replace or modify any original tire manufacturers warranty on material and workmanship.

WHAT IS NOT COVERED:

1. A tire that is damaged / failed due to vandalism.
2. A tire that is damaged / failed due to an accident.
3. A tire that is damaged / failed due to commercial use.
4. A tire that is damaged / failed due to racing.
5. A tire that is damaged / failed due to Off-Road use.
6. A tire that is damaged / failed due to snow chains or studs.
7. A tire that is damaged / failed due to rapid or irregular wear.
8. A tire that is damaged / failed due to wear from worn mechanical components on the vehicle.
9. Tires transferred from the vehicle on which they were originally installed.
10. Loss of time, inconvenience, loss of use of vehicle or consequential damage. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply.

TIRE CARE RECOMMENDATIONS:

1. Have the air pressure in your tires checked by a tire professional as least once a month. Serious injury may result from tire failure due to under inflation.
2. Always request that the inflation pressure in your tires be set to the tire or vehicle manufacturers specifications.
3. Do not overload your vehicle. Serious injury may result from overloading your vehicle.
4. Register your tires using the DOT (Department Of Transportation) card provided at the time of purchase.
5. Read and follow all tire maintenance requirements outlined in the Tire Manufacturers Warranty booklet provided at the time of purchase.
6. Always insist on an RMA (Rubber Manufacturers Association) approved two-piece tire repair if required.
7. Fix-a-flat products should not be used. These products void some manufacturer warranties. Costco will not perform tire repairs on tires where Fix-a-Flat has been used.
8. If you are purchasing less than four tires, mount the new tires on the rear of the vehicle.
9. It is recommended to have your lug nuts re-tightened 25 miles after your tires are serviced or replaced.
10. Request that your tire and rim assemblies are hand torqued with a calibrated torque wrench to the vehicle manufacturers specifications.
11. Have your tires inspected by a tire professional **at least once a year.**

Indianapolis, IN **5107**
20-7432/2740

2/5/09 Date

Pay To Lady Saab
The Order Of Sixty Seven 24/100 \$ 677²⁴
Dollars

Family Horizons Credit Union
6665 East 21st Street - Indianapolis, IN 46219
(317) 352-0423

For _____

HARMONY

Front

PAY TO THE ORDER OF
FIFTH THIRD BANK INDIANA
074908594
FOR DEPOSIT ONLY
R FALCONE AUTOMOTIVE INC.
DBA INDY SAAB/SAAB OF FISHERS
7651716073

Back

Close

02-03-2009 WITHDRAW

231.40

POS 020312052581776110 EAST 86TH STR CASTLETON IN

Statement for tire payment

CASE 71-700217175

INDIANA CERTIFICATE OF VEHICLE REGISTRATION Form INREG01AW 14988-146
STATE FORM 48099 (11/99) APPROVED BY STATE BOARD OF ACCOUNTS 1996

TP	PL	VR	PLATE/TYPE NUMBER	PL	TP	WEIGHT	EXPIRATION DATE	PR	VR	PRIOR PL	PR	CM	CURRENT YEAR TAX	COUNTY EX TAX	CITY EX TAX CRED	DAV TAX CRED	COUNTY TAX DUE
R	08			PA			06/07/09	07			PA	N		160.00	0.00	0.00	160.00
VEH	YR	MAKE	TYPE	MODEL	VEHICLE IDENTIFICATION NUMBER	COLOR	PUR DATE	LB	PRIOR YEAR TAX	COUNTY EX TAX	CITY EX TAX CRED	DAV TAX CRED	COUNTY TAX DUE				
03	SAA	4S	93A		YS3FD49Y63	BLK/	06/26/03	N	0.00	0.00	0.00	0.00	0.00				
CLASS	AGE	TRANSACTION DATE	COUNTY	TOWN/TAX DIST	RESERVED	DISTRICT	BRANCH USE	TRANSACTION ID	INSURANCE COMPANY NAME								
14	6	05/29/08	MARION	Wash		202		82801010007	ALLSTATE								
<p>IMPORTANT: REGISTRATION MUST BE SIGNED TO BE VALID I swear or affirm under penalty of perjury that the statements made herein are correct. I am now providing proof of financial responsibility for this vehicle and affirm that insurance will be continuously maintained during the registration period. Additional tax and/or fees may be due if an error is made.</p>										<p>EXCISE TAX DUE **</p> <p>WHEEL/SUR TAX 31.90</p> <p>STATE REG FEE 20.75</p> <p>ADMIN FEE 5.00</p> <p>ORGAN DONATION 0.00</p> <p>TOTAL AMOUNT PAID 217.65</p>							

N
LMH

SEAL OF THE STATE OF INDIANA 1816

**PLEASE NOTE
YOUR
RENEWAL
DATE FOR 2009
IS 06/07/09**

INDIANAPOLIS, IN



** Excise Tax reduced by 159.00 on this registration.

+ INDIANA
09
INDIANA
862AED
+

April 14, 2010

[REDACTED]
Indianapolis, IN [REDACTED]

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2003 Saab 9-3, which resulted in an unexpected repair expense to you.

We value you as a Saab owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$677.24. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Saab, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Saab.com or call us at 1-800-955-9007.

Sincerely,

Saab Customer Assistance Center
Service Request 71-700217175

Lyndhurst, Ohio

CLEVELAND OH 441

04 APR 2009 09:38 L



04-07-09A08:38 RCVD

Mr. Fritz Henderson
General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232-5170

48232+5170

|||||

April 3, 2009

Mr. Fritz Henderson
General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232-5170

VIN: YS3FD49Y031 [REDACTED]
GM File: 71-708-111538
Saab File: 1-83229213

Dear Mr. Henderson:

The sending unit on my 2003 Saab 9-3 malfunctions. The repair will cost \$580.00. The car was purchased new and has 46000 miles. I requested that GM pay for the repairs based on the mileage of the car, and the fact that in December of 2008 I had to pay \$437.00 to replace a defective spring. My request was denied.

The gentleman that denied my request did not consider ALL the problems and headaches I have had with this car. I have attached the list for your review. In the first year of owning this Saab I should have pursued the lemon laws but Saab said they would take care of me.

I will be buying a new car (along with my friends and business associates) in the future. I would like it to be a GM car comparable to a Saab. I now have reservations based on GM not standing behind their products or caring about their customers. The Saab 9-3 was not a good model in that first year and GM needs to acknowledge this and help their customers.

I wish you luck in turning GM around. Customer satisfaction is a good start.

Sincerely,

[REDACTED]
Lyndhurst, Ohio [REDACTED]

The Life of a Shiny New Saab 9-3

<u>Date</u>	<u>Issue</u>	<u>Cost</u>
03/15/09	Sending unit malfunction	\$580.00
12/15/08	Front spring broke; slashing a brand new tire	\$437.00
06/07/08	Replace all door handles; they turned white	time off work/gas
04/25/07	Replace stabalizer links	time off work/gas
11/06/06	Coolant recall	time off work/gas
11/08/06	Faulty gas cap	time off work/gas
06/19/06	Passenger's window would not close	time off work/gas
12/29/05	New battery—a little soon for a new car	time off work/gas
11/29/05	Driver's side window comes out of socket	time off work/gas
11/29/05	Sunroof recall	
11/29/05	Key recall	
09/15/05	Driver's window malfunction	time off work/gas
07/12/05	Passenger window malfunction ;	time off/gas
07/12/05	Seatbelt recall	
02/12/04	The first of many recalls; I cannot remember the issue	time off work/gas



SAAB AUTOMOBILE USA

February 22, 2007

[REDACTED]
Lyndhurst, OH [REDACTED]

VIN: YS3FD49Y031 [REDACTED]

File: 1-83229213

Dear [REDACTED]

Thank you for contacting Saab Automobile USA. We are in receipt of your letter dated February 18, 2007. We understand you are dissatisfied with the decision made concerning your 2003- Saab 9-3 Arc. This letter is a follow up to your request for Saab Automobile USA to provide an extended service contract to cover future repairs on your 2003 Saab 9-3 Arc after the warranty expires.

Per your request, another thorough review of your concerns has been made. Saab Corporate Office, dealership personnel, and field representatives have been consulted. This investigation has led us to support the original position provided to you by Princeton Terrell; the decision remains unchanged. Unfortunately, Saab Automobile USA is unable to provide an extended service contract. ~~Saab will continue to address any outstanding issues pursuant to the bumper-to-bumper warranty.~~ Your concerns have been fully documented and will be taken into consideration should you experience further difficulties.

We realize this has not been concluded to your satisfaction, but do appreciate the opportunity to address your concerns. If we can be of assistance in the future, please contact us Monday through Friday at 1-800-955-9007 between 8:00 a.m. and 8:00 p.m., EST.

Sincerely,

Maria Gann
Executive Assistant

Cc: Jay Spenchian

April 14, 2010

[REDACTED]
[REDACTED]
Rochester Hills, MI [REDACTED]

Dear [REDACTED]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Saab your choice when you purchased your 2004 9-3 and trust you will give us the opportunity to retain you as a valued Saab customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-722-2872. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Saab Customer Assistance Center
Service Request: 71-708265627

April 14, 2010

[REDACTED]
[REDACTED]
Rochester Hills, MI [REDACTED]

Dear [REDACTED],

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

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Sincerely,

Saab Customer Assistance Center
Service Request: 71-708265627

Issued by:

Saab

Certificate No.

Issue Date: April 14, 2010

Issued exclusively for:

Rochester Hills, MI

Valid through: March 31, 2010

Amount: Two Thousand Dollars and Zero Cents

****\$2,000.00****

Issued by:

Saab

Certificate No.

Issue Date: March 31, 2009

Issued exclusively for:

[REDACTED]
[REDACTED]
Rochester Hills, MI [REDACTED]

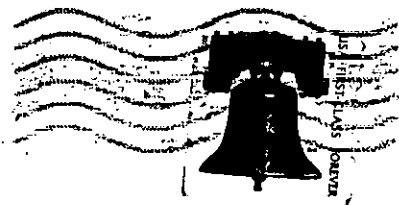
Valid through: March 31, 2010

Amount: Two Thousand Dollars and Zero Cents

****\$2,000.00****

BOSTON MA 021

20 APR 2009 PM 22 L



Stoughton, MA

Saab

PO Box 331 66

Detroit, MI 48232-5166

04-23-09A08:48 RCVD

48232+5166





SAAB VOLVO ISUZU

(781) 224-3700

614 North Ave.

P.O. Box 586

WAKEFIELD, MA 01880

File #

71-714-467-584

Original work
Order

CUSTOMER NO.	180644	ADVISOR	RYAN FERGUSON	TAG NO.	136 638	INVOICE DATE	04/03/09	
		LABOR RATE	105.00	LICENSE NO.		MILEAGE	61,378	
		YEAR / MAKE / MODEL	04/SAAB/9-3/4DR SDN SPORT				DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO.	Y S 3 F D 4 5 Y 2 4 1				SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.		P.O. NO.		R.O. DATE	04/03/09	
		BUSINESS PHONE	COMMENTS					MO: 61381

LABOR & PARTS
J# 1 44SAZ STEERING + SUSPENSION HOURS: 4.00 TECH(S):327 420.00
CUSTOMER STATES RUBBING NOISE IN LEFT FRONT WHEEL WELL
BURNING RUBBER SMELL
LEFT FRONT SPRING CRACKED
REPLACED LEFT AND RIGHT FRONT COIL SPRINGS WITH BEARINGS
AND INSULATORS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	93-190-594	FRONT SPRING PA	154.35	154.35
JOB # 1	2	13-270-705	BALL BEARING	29.70	59.40
JOB # 1	2	13-178-464	PROTECT HOSE	4.95	9.90
JOB # 1 TOTAL PARTS					223.65
JOB # 1 TOTAL LABOR & PARTS					643.65

J# 2+10SAZ TIRE + WHEEL HOURS: TECH(S):327 15.00
CUT IN LEFT FRONT TIRE
MOUNTAND BALANCE LEFT FRONT TIRE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	1	PIRE1606800	P6 FOUR SEASONS	169.95	169.95
JOB # 2 TOTAL PARTS					169.95
JOB # 2 TOTAL LABOR & PARTS					184.95

J# 3+12SAZ FRONT END ALIGNMENT HOURS: TECH(S):327 95.00
PERFORM FRONT END ALIGNMENT
COMPLETE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					95.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # 1	SDP	SAAB DISCOUNT PARTS		-25.00
JOB # 1	SDL	SAAB DISCOUNT LABOR		-25.00
TOTAL - MISC				-50.00

ORIGINAL

800-955-9007



SAAB VOLVO ISUZU

(781) 224-3700

614 North Ave.

P.O. Box 586

WAKEFIELD, MA 01880

File #:

71-714-467-584

CUSTOMER NO.	180644	ADVISOR	RYAN FERGUSON	136	TAG NO.	638	INVOICE DATE	04/03/09	INVOICE NO.		
		LABOR RATE	105.00	LICENSE NO.		MILEAGE	61,378	COLOR	/	STOCK NO.	
		YEAR / MAKE / MODEL	04/SAAB/9-3/4DR SDN SPORT				DELIVERY DATE	DELIVERY MILES			
		VEHICLE I.D. NO.	Y S 3 F D 4 5 Y 2 4 1				SELLING DEALER NO.	PRODUCTION DATE			
		F.T.E. NO.					P.O.				
		BUSINESS PHONE					R.O. DATE	04/03/09			
		COMMENTS								MO: 61381	

TOTALS

***** THE 1 2 8 PLEDGE *****

WE ARE RESPONSIBLE FOR YOUR TOTAL SERVICE SATISFACTION.
100% SATISFACTION IS OUR GOAL.
IF YOU ARE NOT "COMPLETLEY SATISFIED" OR COULD NOT
"DEFINITELY RECOMMEND"OUR SERVICE DEPARTMENT.CONTACT US

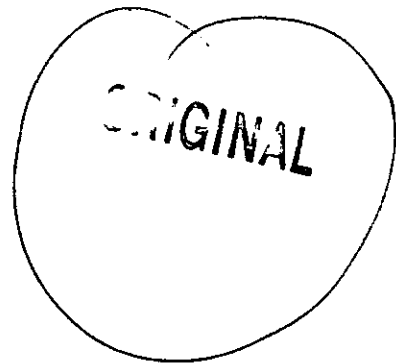
VOLVO AND SAAB SERVICE BRIAN DENN AT 781-224-3700
OR
GARY FAUCI

" WE NEVER FORGET YOU HAVE A CHOICE "
THANK YOU FOR CHOOSING 128
SALES AND SERVICE

TOTAL LABOR.... 530.00
TOTAL PARTS.... 393.60
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -50.00
TOTAL TAX..... 18.43

TOTAL INVOICE \$ 892.03

CUSTOMER SIGNATURE



File #
71-714-467-584
128 FORD SAAB VOLVO
614 NORTH AVE
WAKEFIELD, MA 01880
MERCHANT # : 060000001100010 000
TERMINAL I.D. : 00027152
APR 03, 09 15:58:07
MASTERCARD
SALE INU #: 010005
BATCH: 000946 AUTH NO: 062182
AMOUNT \$892.03
APPROVED
I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)
TOP-MERCHANT COPY/BOTTOM-CUSTOMER COPY

Proof of payment

File # 71-714-467-584

ORIGINAL

Proof of
ownership

File #
7-714-467-584



**THE COMMONWEALTH OF MASSACHUSETTS
REGISTRY OF MOTOR VEHICLES
P.O. BOX 55889 BOSTON, MA 02205-5889
www.mass.gov/rmv**

PLEASE KEEP THIS DOCUMENT
IN YOUR VEHICLE AT ALL TIMES

**CERTIFICATE OF REGISTRATION
PASSENGER**

PLATE TYPE	REGISTRATION NUMBER	EXPIRES LAST DAY OF →	MONTH	YEAR	EFFECTIVE DATE 07/02/07	
		05	09	TRANSACTION NUMBER		
FEE:		NAME(S) OF OWNER(S) AND MAILING ADDRESS			REGISTRAR	
REGISTRATION	34.50	[REDACTED] STONEHAM, MA [REDACTED]			ANNE L. COLLINS	
TITLE	50.00				[REDACTED]	
SPECIAL PLATES	0.00				[REDACTED]	
SALES TAX	0.00				[REDACTED]	
TOTAL		84.50			[REDACTED]	
RESIDENTIAL ADDRESS (IF DIFFERENT)					IF VEHICLE CARRYING PASSENGERS FOR HIRE MAXIMUM NUMBER OF PASSENGERS THAT CAN BE SEATED.	
2004	SAA	93	SEDAN	BLACK	IF VEHICLE USED FOR TRANSPORTING GOODS, WARES, OR MERCHANDISE: TOTAL REGISTERED WEIGHT.	
MFRS MODEL YEAR	MAKE	MODEL NAME	BODY STYLE/TYPE	COLOR		
YS3FD45Y241	[REDACTED]	METROPOLITAN PROP				
VEHICLE IDENTIFICATION NUMBER		INSURANCE COMPANY		TITLE NUMBER		

NOT VALID UNTIL STAMPED WITH OFFICIAL SIGNATURE STAMP OR SIGNATURE OF THE REGISTRAR

COPY

April 14, 2010

[REDACTED]
Stoneham, MA [REDACTED]

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2004 Saab 9-3, which resulted in an unexpected repair expense to you.

We value you as a Saab owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$301.79. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Saab, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Saab.com or call us at 1-800-955-9007.

Sincerely,

Saab Customer Assistance Center
Service Request 71-714467584

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK No. 901005481

30-93
213

DATE
05/01/09

*****301 DOLLARS

****79 CENTS

AMOUNT
*****301.79

STONEHAM MA

North American Operations
General Motors Corporation
Disbursement Account

Brian D. Albee
SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 901005481

PAYMENT
DATE 05/01/09

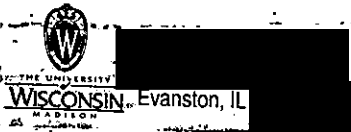
VENDOR
UNUS NO. BB 000000090

VENDOR NAME

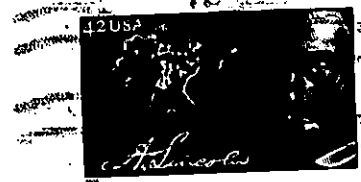
REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
YS3FD45Y241034793	04/30/09	VM 1-BX2SRF 71-714467584.1-BX2SRF	00.0000	301.79	.00	301.79
TOTAL				301.79	.00	301.7

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3



PALATINE IL 600
08 APR 2004 PM 3:17



Saab Automobile USA

04-10-09A11:08 RCVD

P.O. Box 33186

Detroit, MI

48232-5166

Attn: Customer Service

48232+5166



Saab Automobile USA
P.O Box 33186
Detroit, MI 48232-5166

RE: Customer Complaint – Broken Springs

Dear Saab Customer Service:

My wife bought a new 2000 Saab 9-5 in 1999. We still enjoy that vehicle and purchased our second new Saab (a 9-3 Linear) in May of 2004. Unlike the 9-5, the 9-3 has had a number of annoying mechanical and electrical problems. Until now, these have been covered by warranty. Recently, however, with 43,000 miles on it, I took the 9-3 in for an inspection because of a noise from the suspension. The car was out of warranty by time, but not mileage, so I took it to a dependable local mechanic rather than the dealer. The mechanic found that the vehicle had two broken springs in the front.

Needless to say, I was stunned. I baby my cars and generally keep them to 200,000 miles. I drive cautiously and avoid poorly maintained roads. Never have I even had the word "spring" mentioned as a wear part or something that needed to be replaced. Even the 15-year old junkers I drove in high school did not need to have the springs replaced, despite the potholes and salt of Wisconsin winters.

I believe the springs to on this 2004 9-3 to have been defective. I am attaching a copy of the bill for roughly \$900 that I paid to replace the springs. I think that Saab should reimburse me for the cost of the springs. Springs should not need to be replaced at 140,000 miles, much less at 40,000 miles. I have not even needed to replace my brakes on this vehicle yet. I am not sure when the springs actually broke, but it is clear that I was driving an unsafe vehicle for a while. This is the type of item that I think should be covered by a recall.

Please realize when considering my request for reimbursement that my future choice in vehicle selection will be strongly influenced by your response.

Thank you for prompt attention to this matter.

Sincerely,

Evanston, IL

LABOR DESCRIPTION TECH TOTAL

CHECK SUSPENSION MM 392.00
Both front springs appear broken.
Replace both front springs, bearings and
spring seat.

SHOP COUPON RM .00
ENTITLES THE CUSTOMER TO 10% DISCOUNT ON
THIS TRANSACTION.

Acct No: 5339

Page: 1 of 1

[Redacted]
Evanston IL [Redacted]
H: [Redacted] M: [Redacted]

2004 Saab 9-3

L4 2.0 FI 1985

VIN: YS3FB45SX41 [Redacted]

Plate: [Redacted] (L)

INVOICE

CN: 000020607

IN / OUT

In: 03-28-2009
Time: 08:05 AM
Odom: 43427
Out: 04-01-2009
Time: 02:50 PM
Odom: 43427

QTY	PART DESCRIPTION	PART NUMBER	UNIT	TOTAL
1.00	FRNT SPRINGS	93190594	199.04	199.04
2.00	BALL BEARING	13270705	43.89	87.76
2.00	SUPPORT ST	13188763	108.28	216.56
6.00	SCREW	11900364	5.04	30.24

COPY

WE THANK YOU FOR YOUR BUSINESS AND TRUST.

ALL PARTS ARE NEW
UNLESS OTHERWISE
SPECIFIED

I hereby authorize the work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss / damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Terms: Strictly Cash Unless Arrangements Made SIGNED: _____

1. I request an estimate in writing before you begin repairs _____

2. Please proceed with repairs, but call me before continuing if the price will exceed \$ _____

3. I do not want an estimate. _____

Do you want the replaced parts you are entitled to? ☐ NO ☐ YES Call when the vehicle is ready? ☐ YES ☐ NO

Note: Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I hereby authorize the above repair work to be done with necessary materials and hereby grant you and your employees permission to operate the vehicle for the purposes of testing and inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. I further acknowledge that you will not be held responsible for any loss or damage to the vehicle or articles left in it due to causes beyond your control.
Signed: _____

U = Used R = Rebuilt W = Warranty

Labor 392.00
L. Disc -92.56
Parts 533.60
Sublet .00
Supplies .00
Disposal .00

Subtotal 833.04

Tax 53.36

TOTAL 886.40

TECH TOTAL

MM 392.00

ings and

RM .00

COUNT ON

4-01-09

ROLF'S FOREIGN REPAIR

"Depend On Us For All Your Automotive Service Needs"

2015 DEMPSTER STREET - EVANSTON IL 60201

(847) 328-8040

SALE

ROLF'S FOREIGN CAR REPA

2015 DEMPSTER

EVANSTON, IL 60201

8473288040

TID: 00162886

DATE: 04/01/09

MID: 000903542947994

TIME: 16:43

Acct No:

Evanston IL

H:

M:

2004 Saab 9-3

L4 2.0 FI 1985

VIN: YS3FB45SX41

Plate: (IL)

SEQ: 003 SALE/SWIPE

VS

INVOICE: 265003

APPROVAL CODE: 022848

AMOUNT \$ 886.40

TOTAL \$ 886.40

THANK YOU
COME AGAIN

BOTTOM COPY-CUSTOMER

QTY	PART DESCRIPTION	PART NUMBER
1.00	FRNT SPRINGS	93190594
2.00	BALL BEARING	13270705
2.00	SUPPORT ST	13188763
6.00	SCREW	11900364

COPY

WE THANK YOU FOR YOUR BUSINESS AND TRUST.

ALL PARTS ARE NEW
UNLESS OTHERWISE
SPECIFIED

materials. You and your employees may operate
sk. An express mechanic's lien is acknowledged on
be held responsible for loss / damage to vehicle or
or cause beyond your control.

he price will exceed \$

I hereby authorize the above repair work to be
done with necessary materials and hereby grant
you and your employees permission to operate the
vehicle for the purposes of testing and
inspection. An express mechanic's lien is
hereby acknowledged on the vehicle to secure the
amount of repairs thereto. I further acknowledge
that you will not be held responsible for any
loss or damage to the vehicle or articles
left in it due to causes beyond your control.
Signed:

U = Used R = Rebuilt W = Warranty

Labor 392.00

L. Disc -92.56

Parts 533.60

Sublet .00

Supplies .00

Disposal .00

Subtotal 833.04

Tax 53.36

TOTAL 886.40

Call when the vehicle is ready? YES

those made by the manufacturer. The seller (above named
either express or implied, including any implied warranty of
either assumes nor authorizes any other person to assume
ducts.

REF # 71-718736695
2486254149

81018

SAAB OF TROY

1819 MAPLELAWN

TROY, MI 48084

PHONE: (248) 205-1333

FAX: (248) 205-1350

www.saaboftroy.com

INVOICE

PAGE 1

CLARKSTON, MI

HOME

CELL

BUS:

SERVICE ADVISOR: 6989 KIMBERLY A RUNDEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	03	SAAB 9-3	YS3FF49Y431		51836/51836	T419	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RAT.	PAYMENT	INV. DATE
26AUG03 IS			18:00 02MAY07			CASH	03MAY07
R.O. OPENED		READY	OPTIONS: STK:31441 TRN:AUTO				

08:31 02MAY07 17:21 03MAY07

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A CLUNK IN THE RIGHT FRONT OVER BUMPS. SOP IS IN. ONE TIME GOODWILL.

CAUSE: 71

7313302 R&R FRONT STRUT BEARINGS

1841 WSA 1.20

(N/C)

6 11900364 SCREW

(N/C)

2 13239683 SHIELD

(N/C)

2 9191181 THRUST SUPPORT

(N/C)

2 12786061 SPRINGWHITEBLUE

(N/C)

FC: 73133 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

51836 BAD BEARINGS, SPRINGS, AND NEEDS WATER GUARDS WSA REMOVED BOTH FRONT STRUTS DISASSEMBLE BOTH FRONT STRUTS INSTALL NEW COIL SPRINGS STRUT BEARINGS AND WATER GUARDS REINSTALL STRUTS AND VERIFY NOISE IS GONE.

B FREE TIRE ROTATION/BRAKE INSPECTION AND 28 MULTI-POINT INSPECTION

SAA DESCRIPTION OF SERVICE

1841 ISA 0.00

(N/C)

51836 FREE ROTATE AND BRAKE AND 28 POINT INSPECTION ISA EVERYTHING IS OKAY

C** FOUND BOTH FRONT COIL SPRINGS BROKEN. ONE TIME GOODWILL.

SAA DESCRIPTION OF SERVICE

1841 ISA 0.00

(N/C)

51836 FRONT SPRINGS WERE BROKEN NO SPRINGS WERE REPLACED WITH LINE A

D** SERVICE LOANER 72907088, 575D61, 9-7/GRAY

SL SERVICE LOANER

99 WSA 0.00

(N/C)

51836 NO CHARGE LOANER

WARRANTY:

SAAB - 12 MONTHS OR 12,000 MILES - PARTS & LABOR.
ALL PARTS NEW UNLESS SPECIFIED OTHERWISE.

REPAIRS (DEALER PRICED) COMPLETED AND CHECKED BY:

X

* SHOP SUPPLIES: A CHARGE OF 9% OF LABOR WITH A MAX OF \$25.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE, SUCH AS: FLS, BOLTS, TAPE, WIRE TERMINALS, SOLDER, AEROSPRAY, SEALER, SOLVENT, TOWELS, ENVIRONMENTAL AND WASTE DISPOSAL CHARGES, ETC.

ALL REPAIRS AND PARTS USED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (248-1201)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00

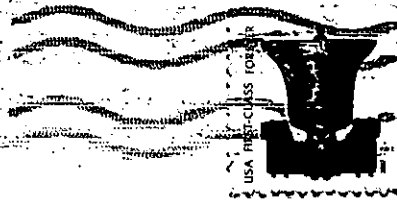
PLEASE PAY THIS AMOUNT

0.00

CUSTOMER COPY

STRATHAM, NH

10 MAY 2025 PM 11



P.O. Box 33166

DETROIT, MI

48232-5166

[illegible]

[REDACTED]
STRATHAM, NH [REDACTED]

GARY BLAKE

SAAB

EXCLUSIVELY SAAB FOR OVER 35 YEARS

SERVICE INVOICE

58 Portsmouth Ave.
Exeter, NH 03833
Phone 603.778.0563
Fax 603.778.1092
www.garyblakesaab.com

SERVICE HOURS: MON thru FRI 7:30am to 6pm; SAT 8am to 1pm

R/O 14665	VIN Y S 3 F B 4 5 S 6 5 1			DATE IN 05/11/09
YEAR 2005	MAKE SAAB	MODEL 9.3 LINEAR	COLOR NOCTURNE B	TIME IN 08:10
MILES IN 93776	MILES OUT 93777	FIRST USE 01/31/05	LISC. STRATHAM NH	CLOSED 05/11/09
SEE ALSO	W: [REDACTED]			WRITER JAMES

- (1) CUSTOMER STATES RUBBING FROM LEFT FRONT AND
TIRE FAILED
TECHNICIAN DIAGNOSED AND REPLACED BROKEN
FRONT COIL SPRINGS

Labor	T89	30	285.00
93190594	(FRONT SPRING P)	1	174.87
13178464	(PROTECT HOSE)	2	13.50
13270705	(BALL BEARING)	2	63.52
Shop Supplies		1	5.00
Total Labor			285.00
Total Parts			251.89
Total Lubricants			5.00
Total Repair (Customer)			541.89

(Tech:89) A

- (2) MOUNT AND BALANCE 2 TIRES
ROADTESTED

Labor	T89	6	40.00
P6H	(215/55H16P6)	2	250.00
Total Labor			40.00
Total Parts			250.00
Total Repair (Customer)			290.00

(Tech:89) A

- (3) FOUR WHEEL ALIGNMENT
INSPECTED SUSPENSION AND RESET TO SPECS.
RESET TIRE PRESSURES

4WA	4WA	4WA	T89	15	99.95
Total Labor					99.95
Total Repair (Customer)					99.95

(Tech:89) A

- (4) ADDITIONAL WOKE NEEDED
FRONT SWAY BAR BUSHINGS ARE NOISEY
COST TO REPLACE \$120.00

Labor	T06	.00
Total Repair (Customer)	.00	

(Tech:06) A

NOT FROM TIRE

Next Service AUG '09 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. The product is sold by the seller "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.

CUSTOMER
SIGNATURE X

Page 1 of 1 Job 14665

14665 Customer Copy

ORIGINAL

Labor	424.95
Parts	501.89
Sublet	.00
Shop Supplies	5.00
Oil/Grease	.00
Sub Total	931.84
Tax	.00
Total (Cash)	931.84

F10 # 71-724033082

GARY BLAKE SAAB
58 PORTSMOUTH AVE
EXETER NH 03833
603-778-0563

Merchant ID: 000003098756
Term ID: 00304445 Ref #: 0005

Sale

ANEX Entry Method: Swiped

Total: \$ 931.84

05/11/09 18:37:42

Inv #: 000005 Appr Code: 705373

Apprvd: Online Batch#: 000059

Customer Copy

THANK YOU!
WE APPRECIATE YOUR BUSINESS

FILE # 71-724033082

MAKE CHECKS PAYABLE TO
THE STATE OF NEW HAMPSHIRE-MVSTATE OF NEW HAMPSHIRE
REGISTRATION CERTIFICATE NOT VALID FOR TITLE PURPOSES. VALID ONLY WITH
DIRECTOR'S SEAL STATE OF NEW HAMPSHIRE DEPARTMENT OF SAFETY
DIVISION OF MOTOR VEHICLES CONCORD, N.H. 03305. ALL RESIDENT TAXES
FOR WHICH I AM LIABLE HAVE BEEN PAID.DO NOT
MAIL CASH

822209

3 PASS



N.H.S.D. - M.V.

OFFICIAL DIRECTOR
VALIDATION # 1738

0872

FOR TOWN / CITY CLERK
USE ONLYPLEASE VERIFY OWNER'S DATE OF
BIRTH AND PRESENT PLATE TYPE AND
NUMBER.

STRATHAM RENEWAL

PLATE NUMBER	TYPE OF PLATE	VALIDATION STICKER NUMBER	EXPIRATION DATE	PERMIT AUDIT NUMBER			
822209	PASS	0596085	07/31/09	1738			
YEAR	MAKE	MODEL	FUEL	CYL	AXES	COLOR	TITLE ACTIVITY
2005	SAA	9-3	G	4	2	BLU	AP
GROSS WEIGHT	BODY STYLE	VEHICLE IDENTIFICATION NUMBER	LIST PRICE				
3925	4DSED	YS3FB45S651	26800				

0872 07/10/2008 (2) 43.20 Ck 664

NAME AND MAILING ADDRESS		DATE OF BIRTH / ID		STATE FEES	
STRATHAM NH		07/28/75		REG.	TITLE
				\$43.20	\$0.00
MUNICIPAL USE ONLY					
DATE		NO MONTHS		TRANSFER PERMIT NO.	
07/10/08		12			
MONTHS	MILEAGE	PERMIT FEES			
6	9	121			
6	6	80			
TRANSFER CREDIT		TRANS FEE \$5.00	AMOUNT PAID		
.00		TOWN CLERK FEE \$1.00	204.50		
49582		622209		PASS	
CK 663		PREVIOUS PLATE NO.		PRIOR TYPE	
OWNER'S COPY					

ORIGINAL

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK No. 902000774

50-937
213

DATE
06/22/09

*****270 DOLLARS

****94 CENTS

AMOUNT
*****270.94

PAY
TO THE
ORDER
OF

STRATHAM NH

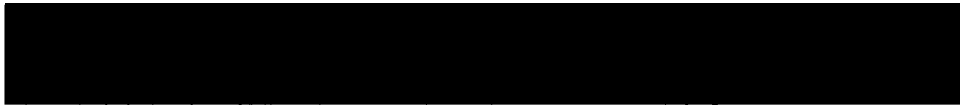
North American Operations
General Motors Corporation
Disbursement Account

Brian D. Albee

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT



North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 902000774

PAYMENT
DATE 06/22/09

VENDOR
DUNS NO. BB 000000037

1

VENDOR NAME

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
YS3FB45S6510014	05/27/09	VM 1-C00YPO	00.0000	270.94	.00	270.94
58.71-724033082.1-C00YPO						
TOTAL				270.94	.00	270.9

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

M3

April 14, 2010

[REDACTED]
[REDACTED]
Stratham, NH [REDACTED]

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2005 Saab 9-3, which resulted in an unexpected repair expense to you.

We value you as a Saab owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$270.94. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Saab, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Saab.com or call us at 1-800-955-9007.

Sincerely,

Saab Customer Assistance Center
Service Request 71-724033082

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK No. 902001525

50-937
213

DATE
07/01/09

*****241 DOLLARS

AMOUNT
*****76 CENTS *****241.76

PAY
TO THE
ORDER
OF

PITTSFORD NY

North American Operations
General Motors Corporation
Disbursement Account

Ben D. Albee
SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT



ENDOR
INS NO. BB 000000000

1

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 902001525

ENDOR NAME

PAYMENT
DATE 07/01/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
S3FB45S251003756	06/30/09	VM 1-C690L0	00.0000	241.76	00	241.76
71-732012152 1-C690L0						
TOTAL				241.76	.00	241.76

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

H3



2025 RELEASE UNDER E.O. 14176



06-23-09A09:47 RCVD

44252+5166
ATT. ALERIS BOATMAN



[REDACTED]
Pittsford, New York [REDACTED]
[REDACTED]

Service Number 71-732012152

Mr. Aeris Boatman;

As per our telephone conversation of Wednesday June 17th I am sending you the following:

- 1) A copy of my vehicle registration as proof of ownership.
- 2) The original sales receipt from Dorschel Saab for the sum of \$482.51 as proof of payment.
- 3) The original work order from Dorschel Saab showing the work done.

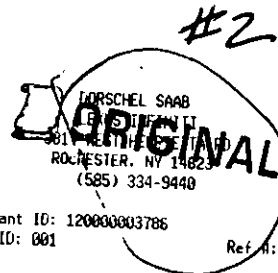
You also asked for a description of what happened.

I backed out of my driveway and heard a "clunk" sound. I put the car in first gear and started to drive forward, at that time a rubbing sound was heard. I drove around the block (less than a half mile) and pulled back into my driveway. There was a strong smell of burning rubber. I checked under the car, saw something with the tire, put my hand on it and ended up with melted tire rubber on my fingers. I could see the spring sticking into the top of the tire.

This action had cut an approximate 1/2 inch wide by 3/8-inch deep groove into the tire.

If this had happened on the open road I am sure that the tire would have blown before I could have pulled off the road to check what had happened.

Sincerely,



Merchant ID: 120000003786
Term ID: 001

Ref #: 014

Sale

VISA

Entry Method: Swiped

06/12/09

17:38:20

Inv #: 000044

Appr Code: 019818

Apprvd: Online

Batch#: 000337

Total:

\$ 482.51

Customer Copy
THANK YOU!
PLEASE COME AGAIN!

#3

DORSCHEL

Automotive Group

585-475-1711

800-727-8789

585-475-1675 (fax)

3817 W. HENRIETTA RD. • ROCHESTER, NY 14623 (585) 334-9440



WWW.DORSCHEL.COM

YOUR PARTS SOURCE

CE

CUSTOMER NO.	252770	ADVISOR	MARK DEDIE	252553	TAG NO.	7886	INVOICE DATE	06/12/09	INVOICE NO.	SACS457044
		LICENSE NO.			MILEAGE	43,272	COLOR	SI/BK	STOCK NO.	SL7976
PITTSFORD, NY		YEAR / MAKE / MODEL	05/SAAB/9-3/4 DOOR				DELIVERY DATE	11/30/04	DELIVERY MILES	28,251
		VEHICLE ID. NO.	Y S 3 F B 4 5 S 2 5 1				SELLING DEALER NO.	100	PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.			R.O. DATE	06/10/09		
		COMMENTS	E# 8207/LFM285503244							MO: 43272

JOB# 1 CHARGES

LABOR-----
J# 1 41SAZCS COIL SPRING TECH(S):135011 296.69
CUSTOMER STATES THE RIGHT FRONT COIL SPRING BROKE. TIRE HIT
THE TIRE AND HAS A SEVERE 3/8" GOUGE IN THE BACK OF THE TIRE
RIGHT FRONT SPRING BROKEN. CASE FILE 71-732012152
WITH SAAB OPEN. CUSTOMER REQUESTED REPAIR.
CHECK AND REPLACED BOTH FRONT COIL SPRINGS. INSTALLED
SPARE TIRE ON FRONT. NO ALIGNMENT DONE.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT	PRICE-----
	1	93-190-629	SPRING KIT/PAIR		136.00
					TOTAL - PARTS
					136.00

G.O.G. & SUPPLIES-----	
FREIGHT (PARTS)	15.00
TOTAL - GOG	
	15.00

JOB# 1 TOTALS-----	
LABOR	296.69
PARTS	136.00
G.O.G.	15.00
JOB# 1 JOURNAL PREFIX SACS	
JOB# 1 TOTAL	447.69

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$500.00 (+TAX)
TOTALS-----

THANK YOU FOR YOUR BUSINESS!
DEAR CUSTOMER,
YOU MAY RECEIVE A SURVEY FOR TODAY'S VISIT. THIS
IS MY REPORT CARD. IF FOR ANY REASON YOU ARE NOT
TRULY SATISFIED, PLEASE FEEL FREE TO CALL US.

*LEXUS PAUL PALMER 321-2465 JIM MISTRETTE 321-4007
*VOLKSWAGEN ANDY HONAN 321-2491 PATRICK SHEEHAN 321-4042
TOM WAGLIEN 321-4063
*KIA/ISUZU JERRY NASH 321-2463
*NISSAN DOUG ABREY 321-2473 BRIAN SMITH 321-4010
*SAAB MARK DEDIE 321-2466

TOTAL LABOR....	296.69
TOTAL PARTS....	136.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	15.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	35.82

TOTAL INVOICE \$ 483.51

THE DORSCHEL GROUP

TOYOTA - SCION

3399 W. HENRIETTA RD.
ROCHESTER, NY 14623
(585) 239-2233

LEXUS-SAAB
NISSAN-INFINITI
VOLKSWAGEN

KIA-ISUZU
3817 W. HENRIETTA RD.
ROCHESTER, NY 14623
(585) 334-9440

AMERICAN IRONHORSE
bigdog MOTORCYCLES
VENGEANCE MOTORCYCLES
VICTORY MOTORCYCLES

7283 W. HENRIETTA RD.
RUSH, NY 14543
(585) 533-1630

METHOD OF PAYMENT

___ CASH ___ CHECK
___ VISA/MC ___ AMEX/DISC
___ TRAVEL CKS. ___ EXT. WARR.
___ REC. ACCT. DC INITIALS

DATE 6-12-09 AMT 483.51

"The Dorschel
Difference"

CUSTOMER SIGNATURE

ORIGINAL

VISIT US AT WWW.DORSCHEL.COM

SEE REVERSE SIDE FOR WARRANTY INFORMATION] 04:44pm

SF507177 (05/02)

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

THIS COMPANY WILL NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN THEM IN CASE OF FIRE, THEFT, ACCIDENT OR ANY CAUSE BEYOND COMPANY'S CONTROL.

STORAGE CHARGES WILL START 48 HOURS AFTER COMPLETION OF REPAIRS.

DISSATISFACTION WITH EITHER CHARGES OR SERVICE RENDERED OR ANY CLAIM FOR ADJUSTMENT MUST BE REPORTED TO MANAGEMENT WITHIN 30 DAYS.

WARRANTY: NEW FACTORY PARTS AND/OR ACCESSORIES INSTALLED ARE GUARANTEED FOR 12,000 MILES OR 12 MONTHS, WHICHEVER OCCURS FIRST.

TERMS: CASH UNLESS PRIOR ARRANGEMENTS MADE.

ALL NECESSARY LABOR, MATERIALS AND TESTING AUTHORIZED BY (OWNER-AGENT).

#1

NY 4387R (05/07) NEW YORK STATE REGISTRATION DOCUMENT

PAS
AVE 7014
2005 SAAB NONTRANSFERABLE
4DSD GY YS3FB45S25F003756
003320 G 4 ES052234 MAR 06 2008
Wt/Seats Fuel/Cyl SLM RCH 640
Expires 09/04/09
21-25
PETTISFORD NY
ANNUAL CHG
AMT PAID (INCL ADD CHG)
ES052234 VOID IF ALTERED EXCEPT FOR ADDRESS 60-75



COPY

April 14, 2010

[REDACTED]
Pittsford, NY [REDACTED]

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2005 Saab 9-3, which resulted in an unexpected repair expense to you.

We value you as a Saab owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$241.76. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Saab, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Saab.com or call us at 1-800-955-9007.

Sincerely,

Saab Customer Assistance Center
Service Request 71-732012152

[REDACTED]
Boxford, Ma
[REDACTED]

BOSTON, MA 021

JUN 23 2009



02 1A
0004621054 JUN 23 2009
MAILED FROM ZIP CODE 02155

\$ 00.44⁰

06-26-09A11:39 RCVD

Saab Customer Service
P.O. Box 33166
Detroit, MI

48232-5166

48232+5166





EXCLUSIVELY SAAB FOR OVER 35 YEARS

SERVICE INVOICE

71-733222250

58 Portsmouth Ave.
Exeter, NH 03833
Phone 603.778.0563
Fax 603.778.1092
www.garyblakesaab.com

Friday 7-3 12-2

SERVICE HOURS: MON thru FRI 7:30am to 6pm; SAT 8am to 1pm

R/O 15496	VIN Y S 3 F D 4 6 Y 8 3 1			DATE IN 06/15/09
YEAR 2003	MAKE SAAB	MODEL 9-3 ARC	COLOR BLACK	TIME IN 07:17
MILES IN 87385	MILES OUT 87386	FIRST USE 00/00/00	USC	CLOSED 06/15/09
SEE ALSO	H [REDACTED] W (978) -			WRITER GARY

(1) CUSTOMER STATES THE RIGHT FRONT COIL SPRING IS BROKE
FOUND BOTH FRONT COIL SPRINGS BROKEN
REPLACED BOTH FRONT COIL SPRINGS AND STRUT BEARINGS
COMPLETED

Labor	T90	30	235.00
13178464	(PROTECT HOSE)	2	13.50
13270705	(BALL BEARING)	2	63.52
93190594	(FRONT SPRING P)	1	174.87
Shop Supplies		1	12.96
Total Labor			235.00
Total Parts			251.89
Total Lubricants			12.96
Total Repair (Customer)			499.85

(Tech:90) A

(2) RIGHT REAR WINDOW IS BINDING
FOUND A SCREW BACKED OUT BINDING WINDOW BEHIND THE DOOR WINDOW SEAL
REMOVED SEAL AND SECURED SCREW INTO PLACE
SMALL TEAR IN THE DOOR SEAL BUT WINDOW IS OPERATING AT THIS TIME

Labor	T90	5	47.50
Total Labor			47.50
Total Repair (Customer)			47.50

(Tech:90) A

(3) FOUR WHEEL ALIGNMENT
INSPECTED SUSPENSION AND RESET TO SPECS.
RESET TIRE PRESSURES

4WA	4WA	4WA	T90	15	99.95
Total Labor					99.95
Total Repair (Customer)					99.95

(Tech:90) A

(4) MOUNT AND BALANCE 2 TIRES
ROADTESTED

Labor	T90	6	40.00
TF-215/55H16 (PRIMACEY MXV4)		2	306.00
Total Labor			40.00
Total Parts			306.00
Total Repair (Customer)			346.00

(Tech:90) A

MANUAL
MANUAL

Labor Charges Discounted 25.00
Parts Charges Discounted 25.00

Next Service NOV '09 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. The product is sold by the seller "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.

CUSTOMER X
SIGNATURE

Page 1 of 1 Job 15496

15496 Customer Copy

	W/C	INT.	CUSTOMER
Labor			422.45
Parts			557.89
Sublet			.00
Shop Supplies			12.96
Oil/Grease			.00
Less Disc.			-50.00
Sub Total			943.30
Tax		.00	.00
Total (Cash)			943.30



CERTIFICATE OF REGISTRATION

Please keep this document in your vehicle at all times



71-73322250

PLATE TYPE PAS	REGISTRATION NUMBER [REDACTED]	REGISTRATION TYPE PASSENGER	EFFECTIVE DATE 06/01/09	EXPIRES LAST DAY OF 05	MONTH 11	YEAR 11	TRANSACTION NUMBER [REDACTED]
MPRS MODEL YEAR 2003	SAA SAA	MODEL 93	BODY STYLE/TYPE SEDAN	COLOR BLACK	Not valid without official signature of Registrar		IF VEHICLE CARRYING PASSENGERS FOR HIRE: MAXIMUM NUMBER OF PASSENGERS THAT CAN BE SEATED.
VEHICLE IDENTIFICATION NUMBER YS3FD46Y831		INSURANCE COMPANY LIBERTY MUTUAL INS		TITLE NUMBER [REDACTED]		REGISTRAR <i>Rachel Kaprielian</i>	
RESIDENTIAL ADDRESS (IF DIFFERENT) [REDACTED]						FEES REGISTRATION 41.00 TITLE 0.00 SPECIAL PLATES 40.00 SALES TAX 0.00 TOTAL 81.00	
NAME(S) OF OWNER(S) AND MAILING ADDRESS [REDACTED] BOXFORD, MA 0						[REDACTED]	
THE COMMONWEALTH OF MASSACHUSETTS REGISTRY OF MOTOR VEHICLES The records of the RMV database constitute the official status of the vehicle registration.							

COPY

SPECIAL MESSAGE

IF THIS VEHICLE IS NEWLY ACQUIRED, IT MUST BE INSPECTED WITHIN SEVEN (7) DAYS OF REGISTRATION.

CHANGE OF ADDRESS

STREET ADDRESS

CITY, STATE, ZIP CODE

Important Information for Vehicle Owners

- If this vehicle is newly acquired, it **must** be inspected within seven (7) days of registration.
- By law, you must report any change of address to the RMV within 30 days in writing. Address changes can be made on the RMV website: www.mass.gov/rmv or by mail to: RMV, P.O. Box 55889, Boston, MA 02205-5889. Once you have reported the address change to the RMV, please write corrected address in box provided above.
- For Customer Service call: 1-800-858-3926 for area codes (351/413/508/774/978) or call 1-617-351-4500 for area codes (339/617/781/857).
- Return the registration plates to the RMV immediately if:
 - The vehicle has been sold or junked and the registration is not going to be transferred to another vehicle. Keep a **copy** of the **Bill of Sale**, **Title**, and completed **Reassignment of Title** for your records to document the transfer.
 - You move to another state and you register the vehicle in that state.
 - The insurance policy is not renewed or is cancelled and there is no plan to obtain a new policy.

Transferring Your Plates: Massachusetts law (G.L. Chapter 90, Section 2) allows you to transfer valid registration plates from this vehicle to a newly acquired new or used motor vehicle or trailer while you obtain insurance and a new registration. **All** of the following must be met: 1. You are at least 18 years of age and you own the motor vehicle or trailer identified on this **Registration Card**; 2. You transfer ownership of this vehicle to another person or permanently lose possession of it (such as through repossession, etc.); 3. The newly acquired vehicle is of the **same vehicle type** (passenger vehicle to passenger vehicle, trailer to trailer, etc.); the **same registration type** (passenger to passenger, commercial to commercial); and has the **same number of wheels**; and, 4. The **seller and buyer** properly complete the Assignment of the Certificate of Title (for the newly acquired "used" vehicle) or Certificate of Origin (if a "new" vehicle). If **all** of the above are met, you may operate the newly acquired vehicle with the transferred plates **up to 5:00 pm of the 7th calendar day** following the date of transfer (or loss of possession). The day of transfer or loss is day #1. During those 7 days, you **must** carry the **Bill of Sale** (or the dealer's **Purchase Contract**) for the newly acquired vehicle and this **Registration Card** when operating the vehicle. See **FAQs About the Seven-Day Registration Transfer Law** on the RMV's website at www.mass.gov/rmv.

No Insurance Card Required: Massachusetts's law does **not** require an insurance card. The law, M.G.L. Chapter 90, Section 34A and Chapter 175, Section 113A requires the vehicle's owner to maintain a compulsory motor vehicle liability insurance policy or bond for bodily injury coverage and property damage insurance. If an insurer is identified on the face of this **Registration Card**, it is required by law to electronically notify the RMV (Registry of Motor Vehicles) if coverage lapses. The vehicle owner is then notified by the RMV to obtain new insurance within 10 days or the registration will be revoked.

SAVE TIME IN LINE BY GOING ONLINE AT WWW.MASS.GOV/RMV

Change Your Address
Order Special Plates
Pay Citations
Registration Inquiry

Renew Your Driver's License
Renew Your Mass ID
Renew Your Registration
Replace Your Driver's License

Replace Your Mass ID
Request Duplicate Registration
Title/Lien Inquiry
Verify Driver's Education Certificate

VISIT OUR WEBSITE FOR A FULL LIST OF AVAILABLE TRANSACTIONS

71-73322250

GARY BLAKE SAAB
58 PORTSMOUTH AVE
EXETER NH 03833
603-778-0563

Merchant ID: 000003098756
Term ID: 00304445 Ref #: 0002

Sale



VISA Entry Method: Swiped

Total: \$ 943.30

06/16/09 07:33:07

Inv #: 000002 Appr Code: 03536A

Apprvd: Online Batch#: 000087

Customer Copy

THANK YOU!
WE APPRECIATE YOUR BUSINESS

COPY

April 14, 2010

[REDACTED]
Boxford, MA [REDACTED]

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2003 Saab 9-3, which resulted in an unexpected repair expense to you.

We value you as a Saab owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$499.95. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Saab, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Saab.com or call us at 1-800-955-9007.

Sincerely,

Saab Customer Assistance Center
Service Request 71-733222250

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK No. 902001905

50-937
213

DATE 07/09/09 *****499 DOLLARS *****95 CENTS *****499.95

PAY
TO THE
ORDER
OF

BOXFORD MA

North American Operations
General Motors Corporation
Disbursement Account

Prin D. Albee
SIGNATURE

Chase Manhattan Bank, N.A.
New York, New York

AUDIT



North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

ENDORSEMENT NO. BB 000000087

1

CHECK NO. 902001905

ENDOR NAME

PAYMENT DATE 07/09/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
S3FD46Y831053362	07/08/09	VM 1-C7PKLR	00.0000	499.95	.00	499.95
71-73322250.1-C7PKLR						
TOTAL				499.95	.00	499.95

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

PROVIDENCE RI 029

17 JUN 2009 PM 3 1

06-22-09A08:42 RCV



Saab Automobile USA

Po Box 33166

Detroit, MI 48232-5166

4823235166



~~REDACTED~~, RI ~~REDACTED~~
Bristol

1 Noyes Ave Rumford, RI 02916

To Saab Customer Service -

East Providence, RI

T +1

F +1

I was driving my 2004 Saab 93 last Friday June 12th on Route 495 in Massachusetts when the coil spring on the driver's side disintegrated and blew through my tire. The car only has 64,000 miles on it. This nearly caused a serious accident and it is a significant repair. The costs are almost \$1000. It is my understanding that the original part that Saab made for this vehicle is no longer available and Saab has created an aftermarket part to replace these coil springs. My understanding is that is due to the fact that the original springs are compromised and have a high failure rate.

I contacted my local dealer but I was told there has not been a recall on this part. How can Saab in good conscience replace a part in the market due to failure and not recall it? At 70 mph I could have lost my life or been seriously injured when the spring blew apart. After researching online it is clear I am not the only person this has happened too. I have owned four GM vehicles in my life and really enjoy the Saab I have - however to get settled with nearly a \$1000 repair bill for a faulty part does not sit well with me and I would like an explanation. In a perfect world reimbursement for the repair and an apology for compromising my safety would go a long way. Thank God I was driving - had it been my wife - it could have been much worse. I look forward to your response.

My personal contact information is:

Bristol, RI