

## IMPORTANT NOTICE - SAAB CUSTOMER SATISFACTION CAMPAIGN

Dear \*\*\*\*\*

Saab Automobile has decided to implement a customer satisfaction campaign covering certain 2003 9-3 Sport Sedans with automatic transmission. Saab is conducting this campaign because we are committed to ensuring your satisfaction with your Saab car.

Saab has determined that the software in the engine management system may, under certain driving conditions, cause engine hesitation or stalling. If your vehicle stalls as a result of this condition, it can be restarted immediately.

Revised engine management software has been developed to prevent such occurrences and we urge you to make an appointment with your Saab dealer to have your vehicle's engine management system updated as soon as possible. All Saab dealers now have the new software release as well as the necessary campaign instructions. The updating procedure will take about half an hour to complete. This work will be performed for you at no charge.

If you have a question or problem regarding this matter, please contact the Saab Customer Assistance Center toll free at 1-800-955-9007.

Saab appreciates your cooperation and understanding regarding this campaign. We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products. If you no longer own this Saab, please return this letter to Saab Cars USA, Inc. with any information you might have on who now has the car.

Sincerely,

Abe Buchbinder  
Director, Product Quality & Service  
Saab Cars USA, Inc.