

	<h1>Questions &amp; Answers</h1>	Campaign ID:	15029
		Date:	Feb 2011
		Issue No:	I

**STRICTLY CONFIDENTIAL**

For answering inquiries only – not for proactive communication!

**Q: You have announced a recall in USA and Canada concerning Saab 9-3 MY10-11. What exactly is the condition?**

A: In certain vehicles with L850 four cylinder gasoline engines the fuel pump may break down.

**Q: What is the reason for the condition?**

A: Due to a process condition at one of our suppliers, some batches where internal components in the fuel pump are out of specification have been produced. This could result in the pump seizing.

**Q: What can happen in case of fuel pump breakdown?**

A: Since the engine will not receive any fuel, it may not start or it may stall during driving.

**Q: Are there any cases reported of personal injury related to this issue?**

A: No.

**Q: Who is the supplier of the fuel pump?**

A: As a matter of business principle we generally do not make any reference to suppliers or business partners.

**Q: How many cars are affected by the recall?**

A: There are approximately 4500 cars affected by the recall in USA and Canada.

**Q: Why are not countries outside North America affected by this recall?**

A: In all other countries, this condition will be addressed with a Customer Satisfaction Program which affects 260 XWD vehicles.

**Q: How will the recall be executed?**

A: All customers will be notified first class mail and be requested to contact an appropriate Saab authorized dealership to have the fuel pump inspected and/or replaced.

**Q: How long will this take?**

A: Depending on the specification of the vehicle, the work will take between two to three hours.

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