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**IMPORTANT SAFETY RECALL NOTICE**

Saab Recall No. 15029

NHTSA Recall 11V-015

Date

VIN: \*\*\*\*\*

J. Doe  
123 Any Street  
City, State ZIP

Dear \*\*, \*\*\*\*\*,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Saab Automobile AB has decided that a defect which relates to motor vehicle safety exists in certain 2010 and 2011 Saab 9-3 models. Our records indicate that you are the current owner or driver of a Saab 9-3 that may be subject to this condition. Also, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

It has been determined that certain Saab 9-3 vehicles may be equipped with defective fuel pumps. The defective fuel pumps may seize without warning, stopping fuel flow to the engine. This will cause the engine to stall which may result in a crash. If the fuel pump seizes it will no longer operate and must be replaced.

Your Saab dealer will inspect your vehicle. If it is identified as having a fuel pump that may be defective, the fuel pump will be replaced. The inspection time will take approximately 1 hour for front wheel drive vehicles to 2 hours for all wheel drive vehicles. If the fuel pump requires replacement it will take an additional 20 minutes. Both the inspection and fuel pump replacement (if necessary) required by this recall will be performed at no cost to you.

We urge you to make an appointment with your Saab dealer as soon as possible. All Saab dealers have received the recall service information needed to rectify your vehicle.

Please refer to the attachment for further information. We are sorry for any inconvenience that you may experience. However, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,

Abe Buchbinder  
National Service Manager  
Saab Cars North America, Inc.

Attachment

## **OWNER INFORMATION ATTACHMENT: SAAB RECALL NO. 15029**

### **I. What is the defect?**

Saab has found that the fuel pump in some 2010 and 2011 Saab 9-3s may seize causing the vehicle to stall. This can happen without warning.

### **II. What are the safety risks?**

If this defect occurs, the engine will stall. If this occurs in certain circumstances, such as in traffic, it could result in a crash.

### **III. What is Saab going to do?**

Saab Cars North America, Inc. has made arrangements with its authorized Saab dealers to inspect your vehicle and if necessary install a new fuel pump assembly. It will take about 1 to 2 hours for the inspection and an additional 20 minutes if the fuel pump needs replacement. However, the dealership may need to keep your car for a longer time depending on the current workload of their service department.

We urge you to make an appointment with your Saab dealer as soon as possible. Please bring this letter with you on the day of your appointment.

There is no charge for this recall or for any assistance in completing this work from either Saab or Saab dealers.

### **IV. What if you have a problem or question regarding this recall?**

The Saab Customer Assistance Center is available to assist you in resolving any questions and may be contacted toll free at 1-800-955-9007. If, after contacting the Saab Customer Assistance Center or your Saab dealer, you are still not satisfied that we have done our best to remedy this condition within 60 days after you receive this notice, you may submit a complaint to the Administrator, NHTSA, 1200 New Jersey Ave., SE, Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.