

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



# IMPORTANT SAFETY RECALL

November 2014

Dear Saab Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has determined that a defect which relates to motor vehicle safety exists in 2011-2012 model year Saab 9-4X vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, GM is concerned about your safety and continued satisfaction with its products.

## IMPORTANT

- This notice applies to your 2011-2012 model year Saab 9-4X vehicle, **VIN:** \_\_\_\_\_.
- Your vehicle is involved in safety recall 14457/15035.
- Schedule an appointment with your Saab Official Service Center (OSC).
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The jam nut in the rear suspension toe adjuster link may not be torqued to the proper specification. A loose toe adjuster link can cause the vehicle to sway or wander at highway speed, activate the vehicle's electronic stability control system, and cause excessive wear to the threads in the link. Additionally, the rear suspension may make loud metallic noises, particularly when the vehicle is travelling over bumps or potholes. If the threads in the link become worn, the link may separate. If separation occurs while the vehicle is being driven, it would create sudden vehicle instability, increasing the risk of a crash.

### What will be done?

Your Saab Official Service Center will inspect the left and right rear toe link and replace the parts if there is evidence of damage or a loose link. If the rear toe links pass the inspection, then your Saab Official Service Center will torque the adjuster jam nuts to specification. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your Saab Official Service Center will need your vehicle longer than the actual inspection time of approximately 20 minutes. If part replacement is required an additional 1 hour and 20 minutes to 1 hour and 40 minutes may be needed.

**What should you do?**

You should contact your Saab Official Service Center to arrange a service appointment as soon as possible. If you experience any sway or wandering while the vehicle is at speed, or hear any loud metallic or other unusual noises from the rear suspension, you should have the vehicle towed to a Saab Official Service Center for inspection and repair, and should not drive the vehicle until the recall repairs have been performed.

If you need assistance locating a Saab Official Service in your area, contact the Saab Customer Assistance Center at 1-800-955-9007.

**Did you already pay for this repair?**

Even though you may have already had this condition corrected, you will still need to take your vehicle to your Saab Official Service Center for an inspection. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your OSC with all required documents. Working with your OSC will expedite your request; however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 1590, Troy, MI 48099-1590. The completed form and required documents must be presented to your OSC or received by the Reimbursement Department by November 30, 2015, unless state law specifies a longer reimbursement period.

**Do you have questions?**

If you have questions or concerns that your Saab Official Service Center is unable to resolve, please contact the Saab Customer Assistance Center at 1-800-955-9007.

If after contacting your OSC and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, 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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V571.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall #14457/15035

## Customer Reimbursement Claim Form

**This section to be completed by Claimant**

Date Claim Submitted: \_\_\_\_\_

17-Character Vehicle Identification Number (VIN): \_\_\_\_\_

Current Mileage of Vehicle: \_\_\_\_\_

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Claimant Name (please print): \_\_\_\_\_

Street Address or PO Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.**

**Original or clear copy of all** receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, the repair performed, the date of repair, and who performed the repair.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.  
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: \_\_\_\_\_

Please mail this claim form and the required documents to:

**Reimbursement Department  
PO Box 1590  
Troy, MI 48099-1590**

Reimbursement questions should be directed to the following number:  
1-800-955-9007