

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



IMPORTANT SAFETY RECALL

August 2017

This notice applies to your vehicle, **VIN:** _____

Dear Saab Customer:

You were previously notified that your 2006 – 2011 Saab 9-3 or 2006 – 2009 Saab 9-5 is involved in Saab/GM safety recall 15043. Our records indicate that you have not brought your vehicle in to receive the recall repair. It is important that you receive the recall repair as soon as possible. If you have in fact already brought your vehicle in to receive the recall repair, you may disregard this letter.

For your convenience, you may now have this important safety recall repair performed at your local Cadillac dealership. Cadillac dealers now have the necessary training, tools, and parts to properly address this recall on your Saab vehicle. If you prefer, you may still have this recall repair done at your Saab Official Service Center.

IMPORTANT

- Your vehicle is involved in Saab/GM safety recall 15043.
- Schedule an appointment with your local Cadillac dealer or Saab Official Service Center as soon as possible.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled? In some vehicles, the driver airbag inflator may experience an alteration over time, which could lead to overaggressive combustion in the event of an air bag deployment. This condition could create excessive internal pressure when the air bag is deployed, which could result in the body of the inflator rupturing upon deployment. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, which may result in injury or death to vehicle occupants.

What we will do: Your local Saab Official Service Center or Cadillac dealer will replace the driver's air bag module assembly on your vehicle. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that the dealer will need your vehicle longer than the actual service correction time of approximately 45 minutes.

What you should do: You should contact your local Saab Official Service Center or Cadillac dealer to arrange a service appointment as soon as possible.

If you have questions or concerns that your local Saab Official Service Center or Cadillac dealer is unable to resolve, please contact the relevant call center: Saab Customer Assistance Center at 1-800-955-9007 or Cadillac Customer Assistance Center at 1-866-982-2339 or, for Text Telephones (TTY), please call 1-800-833-2622.

If after contacting your local Saab Official Service Center or Cadillac dealer and the Cadillac 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 16V063.

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

Saab/GM Recall Number: 15043