

February 2009

Dear Saab Customer,

We have learned that the soft top control unit on your 2008 or 2009 Saab 9-3 convertible may produce an invalid signal when the outside temperature reaches 86°F or greater. This signal could prevent the soft top from opening or closing. The control unit will return to normal operation after it has cooled but the condition may return the next time the temperature reaches 86°F.

Your satisfaction with your Saab 9-3 convertible is very important to us, so we are announcing a program to prevent this condition.

What We Will Do: Your Saab dealer will replace the soft top control unit. This service will be performed for you at **no charge until February 28, 2011.**

What You Should Do: To limit any possible inconvenience, we recommend that you contact your Saab dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Saab 9-3 provides you with many miles of enjoyable driving.

Scott Lawson
Director,
Customer and Relationship Services

Enclosure
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