

## Customer Notification Proposal

Dear Saab owner,

As the owner of a 2003-2006 model year Saab 9-3, your satisfaction with our product is very important to us.

It has been established that the front springs for 2003-2006 model year Saab 9-3 may have a durability issue in regards to corrosion, most noticeable in areas where rust is most common, such as areas where salt is used to control snow and ice. Particles of gravel or stones may be caught between the spring and the lower spring seat. High forces will destroy the paint layer starting corrosion pitting on the raw metal that will accelerate in a corrosive environment. This corrosion may weaken a spring and in some cases may cause the component to break under high stress at the exposed location. When the spring initially fractures, the ride height of the vehicle lowers 0.4 - 2 inches (10-50 mm). This is accompanied with changes to vehicle steering and handling characteristics and most likely cause front end suspension noises.

Take your vehicle to your Saab dealer if you believe that your vehicle may have a fractured spring.

**What We Have Done:** Saab Automobile AB is providing you with this special coverage for replacement of a fractured front spring. If this condition occurs on your 2003-2006 model year Saab 9-3 within 10 years of the date that your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, your vehicle will be repaired for you at no charge.

**What You Should Do:** If you believe that your vehicle may have a fractured spring, take your vehicle to your Saab dealer and they will inspect, and if necessary, replace the front springs for you at no charge.

If you have any questions or need any assistance, just contact your dealer or the Saab Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday. They can be reached at 1-800-955-9007.

**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by *[insert one year from dealer mailing]*.

Saab Automobile AB appreciates your cooperation and understanding regarding this action and we will do our best, along with your dealer, to minimize the inconvenience. We have, however, taken this action in the interest of your continued satisfaction with our products.