



SAAB CARS USA, INC.

Special Policy Q&A

Internally lubricated engine components

(Excludes turbo components)

Saab Cars USA, Inc. is announcing a special policy that covers internally lubricated engine components for a total of 8 years with unlimited mileage from the date the vehicle was first purchased or put into service whichever occurred first.

Q. Which vehicles are covered under this policy?

A. 9-5 models w/4 cylinder engines for model years 1999-2003
9-3 models for model years 2000-2002
9-3 convertibles for model years 2000-2003
9-3 Viggens for model years 1999-2002

Q. How will I know if my car has this condition?

A. There may be unusual noises/rattles from the engine or flashing oil pressure warning light. Only if these conditions are present should you contact your Saab authorized dealer, otherwise no action on your part is necessary.

Q. Should I do anything if these conditions are not present?

A. Each owner should evaluate the type of driving conditions in which they normally operate their vehicle and consider more frequent maintenance as well as using full synthetic oil at each oil change. More frequent maintenance is recommended for the following conditions: short driving trips of 5 to 10 minutes when the engine does not warm up sufficiently, driving in stop and go traffic, driving in dusty conditions, and towing trailers. If you meet one or more of these conditions you should strongly consider additional service maintenance intervals and change your oil and filter every 5,000 miles.

Q. Can you describe the problem in greater detail?

A. Degeneration of engine oil may result in premature engine noise and or damage. These conditions occur when old dirty engine oil thickens and cannot continue to provide adequate engine lubrication. This condition may occur when the vehicle is operated frequently over short driving distances, driving in heavy congested areas, dusty areas or towing trailers. Additionally the condition is also a result of using low-grade specification oil or changing oil at longer intervals then recommended in Saab's owners' service records booklet provided with each new vehicle.

Q. Should I be aware of any exclusions to this special policy?

A. Yes, Saab does not cover the following conditions:

(Note: These conditions are also detailed in the Saab Warranty Service and Records Booklet provided with each new car sold.)

- Failure or damage caused by lack of, or improper maintenance (as specified in the Saab Warranty and Service records booklet for each model year). This includes missing one or more recommended oil changes or exceeding 2,000 miles of the designated interval.
- The use of any fuel or oil or other fluids that does not meet Saab's standards as outlined in the owners manual.
- Failures due to misuse, improper adjustment or repair, modifications, accident, or competition.
- The use of other than genuine Saab parts or parts not sold by Saab Cars USA Inc.
- You should review the exclusion information provided in your Warranty and Records Booklet provided with your car.

Q. If I had my vehicle repaired for this condition and paid for the repair will I be reimbursed?

A. Saab will consider reimbursement upon presentation of documentation of the repair as well as proper servicing records. Saab has prepared a customer documentation form describing all the requirements and contact information enclosed with this letter. Reimbursement will be limited to the amount the repair would have cost Saab if completed by an authorized Saab dealer