



SAAB CARS USA, INC.

June 20, 2005

Dear

Saab Automobile AB will be providing special policy coverage for internally lubricated engine components for certain model year vehicles. Our records indicate that your vehicle is within the model and year range covered by this policy change. Saab has found that a limited number of vehicles have experienced engine component problems resulting from a condition known as "oil sludge." Although the percentage of owners who may experience a problem due to this condition is small, Saab is addressing the issue in order to provide our customers relief should an engine failure occur due to oil sludge.

This special policy covers internally lubricated engine components for defects in material or workmanship. The coverage period is for 8 years/unlimited mileage beginning on the date the vehicle was first retailed or put into service.

To qualify for this special policy coverage, oil and filter changes must have been completed at the recommended intervals, which are detailed in your Saab Warranty and Records Booklet and the Saab Owner's Manual, applicable to the model year of your vehicle (see Q&A for more details). If the oil and filter changes were completed by a service facility other than a Saab dealer, properly documented business receipts must be available and verifiable.

The primary cause of engine oil sludge is premature decomposition of the oil due to a number of factors or combination of factors. These factors include: 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, towing trailers, using low-grade-specification oil not recommended by Saab, or oil changes not meeting the minimum requirements as recommended in the service schedule. When these factors or combination of factors occur, the engine oil thickens making it more difficult to provide adequate engine lubrication.

Should you experience abnormal noises from the engine and or the oil pressure warning light is illuminated, you should contact your authorized Saab dealer. Saab dealers will not inspect vehicles if either of the conditions noted above are not present. If you have not experienced a problem, there are some steps you can take to help ensure trouble-free operation. Saab recommends using a full synthetic oil and considering if your driving conditions require more frequent maintenance (please see the attached Q&A or your Owner's Manual). Additionally, we also recommend using genuine Saab parts, including oil and air filters.

We are enclosing with this letter several documents that we ask you to read carefully. They include a Q&A document, a customer service documentation form and a claim reimbursement form.

If you have experienced an engine oil sludge problem and have paid for a previous engine oil sludge repair, the claim and service documentation forms are to be completed and submitted to Saab prior to December 31, 2005. Please attach copies of all maintenance receipts including oil and filter changes and detailed repair receipts with the documentation form for the recommended scheduled intervals. If someone other than an authorized Saab dealership completed the engine work caused by oil sludge, and you qualify under this special policy, the amount of reimbursement will be limited to the amount that the repair would have cost Saab if completed by an authorized Saab dealer. If your vehicle will require repair due to oil sludge in the future, the service documentation form, along with oil, filter and maintenance receipts must be provided prior to any repairs being made. All repairs covered by this special policy will be made at an authorized Saab dealer.

Should you have any questions concerning this matter, we ask that you contact your local Saab authorized dealer or contact our Customer Assistance Center at 1-800-955-9007. Saab is making this commitment in extending to you this special policy coverage to ensure your continued confidence in our products. Saab stands behind its products and is focused on our traditional values of Safety and Reliability.

Sincerely,

Saab Cars USA, Inc.



SAAB CARS USA, INC.

Saab Cars USA, Inc.
Claim Reimbursement Form

Date Claim Submitted: _____

Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____

Claimant Name (Please Print): _____

Street Address: _____

City, State, Zip Code: _____

Daytime Telephone Number: (____) _____

Evening Telephone Number: (____) _____

Amount of Reimbursement Requested: _____

Please mail this form and required documents to:

~~Saab Cars USA, Inc.~~
4405-A International Blvd.
Norcross, GA 30093

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair identified on the repair invoice.

Claimant's signature: _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM

Original or a 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, what repair was done, when it was done and who did it
- 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.

All scheduled maintenance performed on the vehicle in accordance with the intervals recommended by Saab, should be completed on the attached Service Documentation chart.

If you meet all requirements detailed in the Special Policy information, submit this form and the Service Documentation form prior to December 31, 2005. Saab will contact you within 60 days of claim submission.



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