

January 27, 2005

***Extended warranty.  
Saab 9-5, 9-3  
Oil Sludge / Chain wear  
QA Document***

***Saab announces a retroactive eight year extended warranty program related to problems in a limited number of engines in certain older Saab 9-5 and 9-3 models that under a rare combination of cold weather and certain driving conditions may be subject to a build-up of 'oil sludge', where the engine oil has prematurely decomposed.***

**Q: Can you describe the problem?**

**A: Excessive wear of some engine components due to degeneration of the oil adversely effecting its ability to adequately lubricate the engine.**

**Q: How will a customer know if their car has this condition?**

**A: There may be an unusual rattle or flashing of the oil pressure indicator. If in doubt or at all concerned, customers should contact their dealer**

**Q: What models are at risk?**

**A: 9-5 with fam. III engines ( B205, B235 ) from MY98 incl. MY03  
9-3 with fam. III engines ( B205, B235 ) from MY 00 incl. MY02 MY03 Conv.  
and 9-3 MY99 Viggen.**

**Q: How many cars are involved?**

**A: About 4 pc of 95000 cars in Sweden**

**Q: What about other markets?**

**A: The numbers are even smaller than in Sweden**

**Q: Why is it only a small number of these cars that suffer a problem?**

**A: We believe the problem is related to a rare combination of cold weather and certain driving conditions**

**Early indications suggest that customers are more likely to experience this problem if:**

**The car is regularly used only for short trips (less than 1-5 Km) in cold conditions, or,**

**Most trips include excessive idling and/or stop and go traffic, or,**

**Most trips are in dusty conditions, or,**

**The vehicle is used for commercial applications.**

**Q: How long has Saab known about this problem?**

**A: *We have only recently understood the extent of this condition and are consequently taking an immediate decision to support our customers.***

**Q: Which markets are you involving in this extended customer support?  
When will it start?**

**A: *We are introducing the extended warranty program from 1 Feb. in all markets***

**Q: What is your recommendation to customers that are now worried about driving their car?**

**A: *They should make an appointment with their Saab Dealer***

**Q: What will be the cost of this extended customer support for Saab?**

**A: *Our main goal is to support our customers. The cost is a confidential matter.***

**Q: What can a customer do to prevent the problem from occurring.**

**A: *We are taking all possible steps to prevent this occurring and dealers are well instructed to deal with this. We are as an example now advising customers to follow the procedures as outlined in the owners manual including the use of synthetic oil***

**Q: How long does a repair take?**

**A: *This depends on the repairs that may be necessary.***

**Q: If a customer has had his car repaired for this problem in the past, will you reimburse for the full cost and eventual insurance excess?**

**A: *Yes we will reimburse for the full cost but not for eventual insurance excess***

**Q: How will this be handled?**

**A: *Customers will claim through their dealer. If they are not satisfied, they will be directed to our Customer assistance center for case review.***

**Q: Will Customers be notified by letters?**

**A: *In Sweden, letters will be distributed through our dealer network. In other markets, we will be taking whatever action is most appropriate (please observe that this is not a recall but an extended warranty initiative to assist Saab customers who may have the described problems)***

**Q: Has this got any relation to the just released campaign for the oil trap and crank case ventilation hose?**

**A: *No, these are updates for 9-5 MY 2004 –2005***

**Q: Why are not the 900/9000 and the 9-3 Sport Sedan involved?**

**A: *They are equipped with other engines.***