



SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment - Fuel Level Sensor Contact Wear

MODELS: 2005-2007 Saab 9-7X

IMPORTANT CHANGE TO COVERAGE

Effective immediately, the 50% customer co-pay policy has been discontinued and GM will pay 100% of the total cost for this repair. Customers who paid a portion of the total cost for a Saab Official Service Center (OSC) to replace the fuel level sensor on their vehicle are being advised to contact the servicing OSC for their refund. Customers who paid the total cost or, in the case of a service contract, paid a deductible, to have the fuel level sensor replaced on their vehicle and were subsequently reimbursed a portion of that cost or deductible, are being advised to contact the Saab OSC who processed the reimbursement for their refund. If the reimbursement was processed by the Saab or GM Customer Assistance Center, customers are being advised to contact Saab Customer Assistance Center for their refund. Please discard all copies of bulletin 15921.

CONDITION

On some 2005-2007 model year Saab 9-7X, the contacts on the fuel level sensor may wear prematurely. This wear could cause the fuel gauge to read empty after filling the tank and cause the malfunction indicator light (MIL) to illuminate. As the fuel level in the tank drops, the MIL may turn off and the gauge may display a reading; however, the reading may indicate a slightly higher level of fuel than what is in the tank. Eventually as the contacts continue to wear, the fuel gauge will stop working and the MIL will illuminate continuously.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

OSCs are to install a new design fuel level sensor. The repairs will be made at no charge to the customer.



For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after October 17, 2011 are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to October 17, 2011, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Involved are **certain** 2005-2007 model year Saab 9-7X vehicles.

PART INFORMATION

Parts required to complete this special coverage are to be obtained from Saab Automobile Parts North America.

Part Number	Description	Quantity/Vehicle
19178477	Sensor Kit, Fuel Lvl	1

SERVICE PROCEDURE

Note: Before installing new fuel level sensor parts, ensure that the blue wires on the fuel sensor board are seated in the connector.

1. Verify that the fuel level sensor requires replacement. Refer to the appropriate diagnostic information in WIS.
 - If the fuel level sensor does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
 - If the fuel level sensor requires replacement, refer to *Fuel Level Sensor Replacement* in WIS.



CUSTOMER REIMBURSEMENT - For US

*****SPECIAL INSTRUCTIONS*****

Customers who paid a portion of the total cost for a Saab OSC to replace the fuel level sensor on their vehicle under this Special Coverage Program are being advised to contact the servicing OSC for their refund. The repair order associated with this service event is sufficient documentation for the OSC to process the customer's refund and issue a check. Customers who paid the total cost or, in the case of a service contract, paid a deductible, to have the fuel level sensor replaced on their vehicle and were subsequently reimbursed a portion of that cost or deductible, are being advised to contact the Saab OSC who processed the reimbursement for their refund. The paper work associated with this previous reimbursement transaction is sufficient documentation for the dealer to process the customer's refund and issue a check. If the previous reimbursement was processed by the Saab or GM Customer Assistance Center, customers are being advised to contact Saab for their refund. Refund requests are to be submitted to the Saab OSC or Saab Customer Assistance Center by July 31, 2014.

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the OSC by July 31, 2014, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed form and all required documents to the Saab Customer Assistance Center. Repairs must have occurred within the 10 years of date the vehicle was originally placed in service, or 120,000 miles, whichever occurs first.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with the Saab Warranty Service Manager prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through Saab IRIS.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: Saab requires the OSC to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the OSC should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the OSC **MUST** provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the



customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by SPNA.



CUSTOMER REIMBURSEMENT - For Canada and Export

*****SPECIAL INSTRUCTIONS*****

Customers who paid a portion of the total cost for a Saab OSC to replace the fuel level sensor on their vehicle under this Special Coverage Program are being advised to contact the servicing OSC for their refund. The repair order associated with this service event is sufficient documentation for the OSC to process the customer's refund and issue a check. Customers who paid the total cost or, in the case of a service contract, paid a deductible, to have the fuel level sensor replaced on their vehicle and were subsequently reimbursed a portion of that cost or deductible, are being advised to contact the Saab OSC who processed the reimbursement for their refund. The paper work associated with this previous reimbursement transaction is sufficient documentation for the OSC to process the customer's refund and issue a check. If the previous reimbursement was processed by the Saab or GM Customer Assistance Center, customers are being advised to contact Saab for their refund. Refund requests are to be submitted to the OSC or Saab Customer Assistance Center by July 31, 2014.

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the OSC prior to or by July 31, 2014. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your Saab Warranty Service Manager prior to processing the request.



WARRANTY CLAIM INFORMATION

Submit a claim using the table below.

Labor Op.	Description	Failed Object	Fault/Reason Code	Loc. Code	Warr Type	Repair/Action Code	Labor Time
1592101	Diagnostic Time Only – No Repair Required	15921	67	0	34	08	0.2
1592102	Replace Fuel Level Sensor	15921	67	0	34	01	2.0

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin).

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer/retailer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



July 2013

Dear < Customer>:

*****IMPORTANT CHANGE TO COVERAGE*****

As the owner of a 2005 - 2007 model year Saab 9-7X, part of our commitment to you as a member of the Saab/General Motors family is providing you with important information whenever a specific condition may affect your vehicle.

This letter is intended to make you aware that in some of these vehicles, the fuel level sensor may wear prematurely. This wear could cause the fuel gauge to read empty after filling the tank and cause the Service Engine and Low Fuel lights to illuminate. Illumination of these lights is accompanied by a chime when the vehicle is started. If your vehicle is equipped with a Driver Information Center (DIC), you will also see the Fuel Level Low message displayed. As the fuel level in the tank drops, the lights, DIC message, and chimes may turn off and the gauge may display a reading; however, the reading may indicate a slightly higher level of fuel than what is in the tank. Eventually as the sensor continues to wear, the fuel gauge will stop working, always read empty, and the Service Engine and Low Fuel lights will illuminate continuously, again accompanied by a chime when the vehicle is started and a Low Fuel Message in the DIC (if so equipped).

General Motors is providing you with additional protection for the condition described above. If this condition occurs on your vehicle within 10 years of the date your vehicle was originally placed in service or 120,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

This is not a recall; please do not take your vehicle to your Saab Official Service Center (OSC) as a result of this letter unless you believe your vehicle has the condition described above.

If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a Saab OSC. You may want to contact your OSC to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your OSC to order parts if they are not already in stock. If your vehicle is not exhibiting the condition described above, please keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed form and present it to your OSC with all required documents. Working with your OSC will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Saab Customer Assistance Center, PO Box 1590, Troy, MI 48009-1590. The completed form



and required documents must be presented to your dealer or received by the Saab Customer Assistance Center by July 31, 2014, unless state law specifies a longer reimbursement period.



*****IMPORTANT NOTICE*****

If you have owned this vehicle since October 2011, you may have previously received a letter from us regarding this special coverage program. That letter provided the same additional protection for the condition described above but also included a 50% customer co-pay provision. Effective immediately, the 50% customer co-pay provision of this program has been removed. This policy change is retroactive and you may be entitled to a refund.

If you paid for a portion of the cost to have this repair performed by a Saab OSC or received a partial reimbursement from a Saab OSC for a previous repair, please contact that OSC to request a refund. The OSC has the records necessary to process your refund and will mail you a check within 30 days. If you received a partial reimbursement for a previous repair from a Saab or GM Customer Assistance Center, please call the appropriate Customer Assistance Center at the number listed below. They have the records necessary to process your refund and will mail you a check within 30 days.

Please note that this refund opportunity is in effect through July 31, 2014.

If you have any questions about this special coverage program, please contact your OSC or the Saab Customer Assistance Center at the number listed below.

1-800-955-9007

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products. We also want you to know that we will do our best, throughout your ownership experience, to ensure that your vehicle provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

Enclosure
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