

Welcome to Swedish Motorcar Service!

Independent Saab Repair Specialists

1211 E. Francis, Spokane, WA 99208 (509) 487-3308 www.saabspokane.com



Greetings Saab Friends! My name is John Lippis; I have enjoyed servicing Saab automobiles since 1967, and have been an Independent Saab Specialist since 1972.

My father was also an auto repairman & garage keeper, so my roots in this honorable trade go back over 60 years.

In 1991, my sons Dan and Mike and I opened Swedish Motorcar Service in Spokane. Years later they became Mechanical Engineers, making room for Brad Hone who has been with us for over 12 years.

Brad is one of the finest Saab techs I have known. He has a wide range of skills, and shares in our family ethic for serving with honesty and competence in a highly personalized auto service shop. We make a great team and work together more as a "Saab Family Hospital" than a typical sales or repair facility. We provide nearly all service and repair for your Saab, and endeavor to be a trusted and appreciated part of your family too. 2011 will be our 20th year at this location as "Swedish Motors".

Our Message: "Smart" Preventive Maintenance brings reliability, longevity, and long-term savings for your Saab.

- Saab is a unique, leading edge, safety-first, high quality performance automobile, made in Sweden, and usually capable of 250,000 miles.
- Keeping your Saab long-term will cut your "cost per mile" without sacrificing reliability if you practice smart maintenance.
- If older than 4 years or 60,000 miles however, the recommendations found in your service book will not adequately protect your vehicle.
- While many in the auto service industry including dealerships advertise "preventive maintenance," the bulk of it is not preventive, but only replaces a few depleted fluids & lubricants, worn components or clogged filters. It is generic, (one plan fits all) minimal, and only effective for short-term ownership and low-mileage vehicles.
- Our customized Preventive Maintenance has evolved out of the European model and allows our friends to drive a quality Saab on an average budget. Many of our owners consider us an essential part of their family, with this shop as an extension of their own. We work together to reduce major repairs, avoid unnecessary breakdowns, and preserve their Saab's driving quality beyond its normally expected service life. This cooperation between friends has proved less expensive and the only effective maintenance for long-term or second-hand ownership.

"Factory Specified" maintenance is market driven and not enough to care for your older Saab. All automakers including Saab publish "Recommended Maintenance" checklists for vehicle safety, warranty and product liability.

These lists are found in the owner's service book and also distributed throughout the industry for repair shops and dealerships to follow. They are generic in nature and adequate for short term ownership (3-4 years, usually).

The checklists are also heavily influenced by the manufacturer's need to advertise "low maintenance costs" for leaseholders and comparison shoppers. Consequently, even the Major Servicing (30K-60K-90K-120K) contain only "repeats" of simple oil changes, minor safety inspections and a few consumable parts & filter replacements.

In today's competitive sales market, a more realistic maintenance list would only result in the auto being labeled as "high maintenance".

Contemporary automotive maintenance checklists are not intended to protect an older vehicle from avoidable breakdowns or predictable failures, or even from major components wearing out prematurely. Many important service procedures for higher mileages are completely omitted from factory maintenance schedules. More important, if some of these services are not performed early on, such as timely transmission fluid changes, irrevocable damage can occur at later mileages.

Though "authorized," skimpy maintenance (my word) has become the ubiquitous standard for the entire auto service industry. The servings are simple to perform, profitable, and sold as a packaged commodity by shops and dealerships. But the infrequent oil changes ("Extended-mileage"), minimal inspections, "lifetime" fluids & lubricants and other omitted items are essentially a 'wait until it fails strategy' which can cut a vehicle's service life in half, jeopardize reliability & driving quality, and in total, cost much more than smart ongoing Preventive Maintenance.

In contrast we believe that the service appointment is an opportunity to truly examine the vehicle, review its past records, evaluate its needs and prioritize them within the owner's budget. This provides a more customized and pro-active maintenance for the long-term.



How our service differs from a dealership's... The dealer provides new car sales & support, warranty repairs, and factory sponsored recalls and updates. Their role is essential and our local dealer (Jaremkos Saab) does a good job.

But the focus of a dealership is sales support, providing warranty repair and service based upon a standardized maintenance agenda.

The servings are packaged (30K-60K etc); individual items are not tracked, and all that the technician usually knows is what the repair order calls for: "xx mile service requested" and "customer complaints..." Severe service or low-mileage/per year special needs are rarely considered. Other than the simple checklists & visual inspections, the system does not carry forward vital supportive knowledge for the technician to refer to, such as items which may have been performed or omitted in the past, or recommended for the future. A comprehensive review of the service history and past notes are not included with the job order. So the tech must rely on the service writer, who in turn relies on the customer for this information, and it's easy to see how many items fall through the gaps.

A four-year brake fluid change may be missed, or an important flush of oxidized transmission fluid, or timely inspection of a serpentine pulley or ancillary system. As many as a dozen other important items for higher mileages are not even in the book and will certainly be neglected, all because of an inadequate data system. So while the dealership may have the best of intentions, their system is not set up for older vehicles.

We have a different focus & strategy: First, with your help we assemble as much service history as possible, and build a database which allows us to track a full range of the most important service components to maintain (30 items, instead of the 5-8 included in the "xx mile servicing").

Next, we evaluate and prioritize the needs of your Saab: its model-specific problems, age, mileage, and whether it is a local driver only or a primary go-anywhere family car, so that you will have a "road map" of maintenance for which you can plan, budget and control.

Then with regular Oil Service & Inspections, we continue to track, prioritize, and forecast your Saab's maintenance needs. This is how aircraft and all sophisticated machinery are maintained. Your regular dental maintenance probably comes closest to our system, but no automotive system exists like it. We've managed the maintenance of our long term Saab owners this way for 20 years, and continually update our plans as needed for each model at different stages of its service life. Our system is completely focused on your needs – that's the difference.



Does Our Preventive Maintenance Cost More? At first glance, a simple "by-the-book" service looks less expensive than a complex preventive maintenance agenda, just as a "quick-lube" oil change is about half the cost of our \$160 Oil & Inspections service.

But simply put, this is comparing "apples & oranges"; the differences are huge and complex. Likewise the words "Service" or "Maintenance" have different meanings coming from different shops, especially when compared with a customized plan. But unless you believe that ignoring proven cost-effective maintenance is a valid savings approach, Preventive Maintenance costs less overall, long-term. It's a fact.

Airlines do it for long-term cost savings and to minimize risk. Dentists do it for long-term health and cost. The analogies are identical.

Does it cost more to change the oil or fluids twice as often using the best quality, or risk having to replace an engine or transmission?

Risk a breakdown & tow from a seized belt tensioner, or pay for periodic inspection not included in a factory checklist?

The difference between true Preventive Maintenance versus the market-driven, follow-the-book compromise really comes down to playing the odds against average failures and vehicle service life. It's short-term cost savings versus savings & reliability for the long-term; or cost vs. risk, pro-active vs. probability, reliability vs. luck, and planning vs. crisis-response. If your Saab is older, the odds are no longer in your favor. Decades of examples and experience are reflected in the maintenance we do. We are continually learning "what goes wrong" and adapting a response in our maintenance plan. So do our best efforts cost more? We say no - Our whole approach is for overall cost savings! ☺

Costs: Specialist vs. Discount vs. Dealer: Dollar-conscious owners may also think that service or repairs cost more from a Specialist. That may be true for your doctor, but not here. Generic shops lack specific experience of procedures and parts that work best for Saabs, and the dealer approach is limited to replacement of an entire assembly with only "genuine". We look for the best value for that particular car, its age, how it is used and the owners budget and possible other service needs to be prioritized. In some cases we believe that replacement with a used part or rebuilt component is a good alternative, and in others, using only Original Equipment (OE) or OEM (original manufacturer) is the best approach. But in every circumstance we consider *when to fix* or *when to replace*, *when to use proven alternative repairs* - and when not. These choices take experience that only a Specialist acquires, and they free up more budget dollars to take care of your Saab long-term.

Our Service is more Budget-able and Puts You in Control... Ongoing Preventive Maintenance can be budgeted much easier than the 'XX,000 mile' factory service plan. With that system you must perform a "30K-60K-90K-etc. Service" all at once with little flexibility. But because we track each service item separately, the work can be prioritized and separated more affordably.

For instance we like to stretch every mile possible from Brake Pads, Rotors, Mufflers etc., but we monitor other components for replacement before they cause more serious problems or breakdowns. Replacing an unreliable fuel pump or serpentine tensioner pulley may save a costly breakdown and ruined weekend out of town. So we track its age, and attempt to diagnose its condition before it fails. The cost of replacement before the fact may be as much as half that incurred after being broken down, towed, and paying the "full" price at an out of town dealership or repair facility, whether a large city or 'middle of nowhere' shop.

Other examples which can save hundreds of dollars in later repair work include additional suspension lubrications and service procedures which address known recurring problems. We do our utmost to spend your budget effectively, and continually plan what to do next for best results.

Some failures cannot be foreseen, but working with the individual models daily gives us experience for what goes wrong and usually when.

So we generally know what to look for. Breakdowns are reduced, and the Saab is maintained to retain its original quality as it ages. An older model, well maintained, often becomes more predictable, and in that way more *reliable* than a poorly maintained newer model.

Servicing vehicles preventively exceeds all warranty requirements, and from an engineering standpoint is more realistic. With our strategy, you are in control of your own maintenance plan. This is smart vehicle management, and will keep operating expenses per mile lower, with higher reliability than any other method. Perhaps more important: it will help preserve your Saab so that it remains worth keeping long-term!

When should Preventive Maintenance Begin? Right from new, supplemental Oil Changes should double the frequency that the factory requires. Otherwise, Saabs are designed to operate well with minimal maintenance up to 30,000 miles. After that however, pro-active inspections should begin. By 60,000 miles or four years since date of manufacture, most preventive measures should be taken. These include changing all fluids and targeted replacements not found in the book; additional lubrications, and specific inspections & procedures to prevent future problems. Otherwise, what was once called "planned obsolescence" by economists will inevitably begin, as well as reducing reliability.

Note: maintenance should be regular, like dental care. Often we notice anomalies only because we see the car regularly, noticing changes.

Leasing or Still Under Warranty? Leased and short-term owners with Prepaid Maintenance or "free oil changes" are wise to supplement the service at 5000-7500 miles. They often decide to keep their leased vehicle and should protect their investment.

If you recently purchased a Used Saab, we recommend first learning "what you bought" with a set of detailed inspections, and reviewing any available service records. Then we will prioritize what we believe are your repair and maintenance needs, and "catch up" as your budget allows. This strategy gives the best odds to ensure its ongoing reliability and keep major repairs to a minimum.

Regarding Extended Warranty Plans... we believe that providing good long-term maintenance for your Saab is money better spent than an expensive Service Contract (akin to accidental death insurance). In contrast, Preventive Maintenance protects your investment pro-actively, and invests into your Saab's 'health' long after the policy has expired.

How to Begin – What will it Cost? We begin is by reviewing your service records, and performing inspections targeted for your model and mileage. If the oil is due for changing, we will sample it for sludge contamination, which is the #1 cause of engine wear and failures. Based on this information, we will construct a maintenance "map", showing what we think are your most important needs, prioritized so that you can plan & budget for them. This is why we individually track all individual service items. With good record-keeping, we will better know what to do and when to do it; and what not to do to avoid duplications. This should cost around \$200.

How Often Should I Change Engine Oil? If your Saab is under 60,000 miles, change oil every 7500 miles with full synthetic 0wt-40 or 5wt-40 oil, depending on the season and model. If it's over 60K, then change every 5000-6000 miles to be safe. Saab's 10,000 - 15,000 mile "annual" oil change looks good in Consumer Reports, but is risking camchain & piston skirt wear & sludge buildup; not worth the small savings.

Maintaining your Saab is worth the effort and investment. This has been our continuing message. Everything we recommend is based on ethical, solid experience and real economics. Good maintenance is not a mere slogan, but a reality of dollars prudently spent, risks minimized, and value preserved, especially the 'fun' part of driving a Saab. After all, this is the reason you purchased it in the first place!

Our "Swedish" Preventive Maintenance and our commitment to you with this service is your most powerful tool in caring for your Saab.

Visit us on www.saabspokane.com for more articles including those published through the Saab Club of America magazine, NINES.



How Much \$\$ Is Our "Oil Change"? (2011) (by now you should understand why I answer "an oil change is not enough!" but here are some answers...)

- For the least expensive, but using full synthetic oil & filter change with minimal inspections, model/depending (1/2 hr) - - - \$87-\$111.00
- Our INTERIM 5000 mi. Preventive Service, incl. road test, performed once or twice between the Full Annual Service 1 hr) - \$130-\$150.00
- Our FULL (Annual) 10,000-15,000 mile Oil Svc. & Inspections, records review, road test and running checks (1.5 hr) - - \$170-\$195.00

We mix oil viscosities for your Saab's age & the season. Costs assume no other adjustments, fluids or parts replacements are needed.

The image below on the left is a typical Saab 10,000 mile Oil service inspection. 18 line items. If this were even a 60,000 Major service, some filters, spark plugs, Belt and possibly ATF change would be added, but the inspections would essentially be the same.

The Image to the right is our "Swedish Motorcar" Inspection List 125 line items. See the difference.

We will adapt a Preventive Maintenance Plan for any mileage Saab.

SAAB

Owner: _____
Reg No: _____
Model: _____
Mileage: _____
Job No: _____

10 - 10 000 miles

APPROVED

1. All light bulbs, check/adjust
2. Service indicator, resetting
3. Engine oil and oil filter. Check for leakage.
4. Brake pads and handbrake, check/adjust.
5. Inboard and outboard drive shaft CV joints, check/adjust
6. Exhaust system and mountings, integrity
7. Tyre pressure and wear, check/adjust
8. Fuel system, incl. tank, leaks and damage, check/adjust
9. Coolant level, check/adjust
10. Coolant: leakage and freezing point
11. Automatic transmission, fluid level, check/adjust
12. Brake fluid and power steering fluid levels, check/adjust
13. Battery, check/adjust electrolyte level
14. Wash/wipe system, check/adjust. Top up
15. Door locks, bonnet and boot lid with restraint check/adjust/clean/lubricate
16. Seat belts, functionality and damage, check
17. Airbag, visual inspection
18. Road test

Here is a Saab Entire 60,000 Major Service for a 2004 9.3SS showing the few inspections listed:

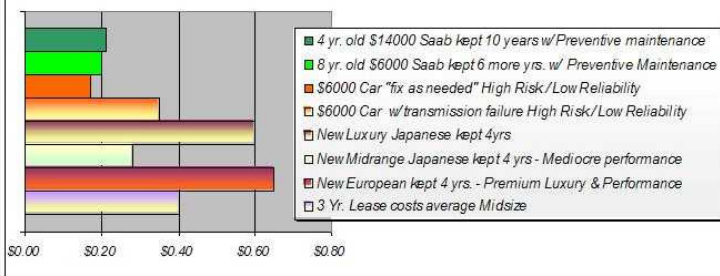
60 000 miles/96 000 km Main and intermediate service, US/CA

- ☐ 1. Fit protection.
- ☐ 2. Lighting - check and adjust.
- ☐ 3. Coolant level and freezing point - check/adjust.
- ☐ 4. Brake fluid, level and condition - check/adjust.
- ☐ 5. Power steering fluid level - check.
- ☐ 6. Shock absorbers and bushings - check.
- ☐ 7. Engine oil and oil filter - replace.
- ☐ 8. Oil and fluid leakage and damage - check.
- ☐ 9. Aut. Transmission fluid change.
- ☐ 10. Gaiters, outer and inner drive joints - check.
- ☐ 11. Steering joints - check the bushings.
- ☐ 12. Exhaust system - inspect the mountings and check for leaks.
- ☐ 13. Fuel tank and fuel lines - check/adjust.
- ☐ 14. Brake pipes and hoses - check/adjust.
- ☐ 15. Brake pads - check.
- ☐ 16. Handbrake - check the function.
- ☐ 17. Tyres - check tread depth and check/adjust pressure.
- ☐ 18. Spark plugs - replace.
- ☐ 19. Air filter engine - replace.
- ☐ 20. Fresh air filter and cleaning the drainage hose - replace and clean.
- ☐ 21. Battery - check the condition.
- ☐ 22. Washer and wiper system - check and top up with washer fluid.
- ☐ 23. Drive belt auxiliary unit - replace.
- ☐ 24. Locks, door restraints and hinges - check/lubricate.
- ☐ 25. Safety belts - check/adjust.
- ☐ 26. Airbag system - check.
- ☐ 27. Service indicator - reset.
- ☐ 28. Road test.
- ☐ 29. Remove the protection.

Brake fluid - is changed at 4 year intervals, see the service booklet.
Dealer: _____
Mechanic: _____ Job
order: _____

SWEDISH MOTORCAR SVC. 10,000 - 15,000 mile or ANNUAL Full Synthetic Oil & Inspection Service...	
Change Engine Oil and Filter	Inspections on Hoist
Repl. Drain Washer	TIRES and WHEELS: Defects, Bent Rims, Tread, S
Check for Sludge in Oil Sump	FRONT BRAKES:
Review Maintenance Records	REAR BRAKES:
Functions Inside Cabin	Brake Hoses- Visual Only:
Driver's Seat Belt: (Latch Twisted?)	Brake Caliper Leakage:
Ignition Lock: (free movement)	Hand-brake Levers: (free movement, Cable & Box
Warning Lites: (Oil, Alt SRS, ABS)	STEERING & SUSPENSION CHECKS:
LIGHTS - Headlights, Tail, Brake,	(Wear - Free Play Checks with Springs Loaded)
Signal, Backup, Clearance Lites	BALL JOINT Freeplay: (Loaded - Not Conclusive)
Dash Lights:	(Pry open Strut Suspensions)
HORN - WIPERS & WASHERS:	Steering & Ball Joint Boot Condition:
Test ABS Accumulator Capacity (5+ pumps)	Lower Shock & Sway Arm Bushings:
Inspections Under the Hood	AXLE BOOTHS (CV Boots):
Brake & Clutch FLUID:	Inner CV's: (Freeplay on Axle Tripod)
Low Brake Reservoir Lite:	Stub Axle & Driver Leakage:
GEARBOX OIL Level (add'l charge)	GEARBOX Oil NOT CHECKED - No Serious Leag
SERPENTINE BELT: (Fractures/Tension/Cords)	Motor and Transmission Mounts:
COOLING HOSES: (Swelling / Abrasion)	EXHAUST System: condition & Leakage
CRANK VENT Tubing, Vacuum Hoses, Grommets	Exh. Manifold: Test Studs-Tighten Header
Cooling Fan Housings & Bearings:	LOWER LEAKAGE:
POWER STEERING FLUID:	WATER PUMP: (Leakage) Default Dry- no seepa
COOLANT: (Level, Strength&Voltage)	POWER STEERING Leakage: (Rack Tower- Hose
BATTERY: (Fluid & Terminals)	Stub Axle & Driver Leakage:
Elec. Cable Damage / Alt Ground:	Engine Main Seal Leakage:
Electronic Battery Testing	Oil Pressure Switch Leakage:
Wiper Spindle Nuts& Cable Pulley:	Leakage at ATF Cooler Line Banjo Fittings on Radi
Loosen Serp. Belt- Ck Upper Pulley	BATTERY CABLES: (Damaged Insulation / Overhea
Check Tensioner Pulley(Every Other Time)	Clutch Hydraulic Hose:
Engine Warmed Up	SHOCK ABSORBER ACTION
AUTOMATIC TRANS FLUID:	TIRE PRESSURES:
COOLING FAN OPERATION:	Spare Tire Pressure & Jack:
PRESSURE CAP: (Pressure Blowoff)	Classic 900 specifics
AC SYSTEM: (Cycling & AC FAN)	LOWER A-ARM Fractures: >93 900's)
Charge CABLES Overheating:	Gearbox Oil Dipstick or Automatic Trans Fluid level.
Rolling or Camchain NOISES:	Water Pump Freeplay
Belt Driven & Tensioner Pulley Noises:	V-Belts (Visual Condition Only - often restricted view
SERPENTINE Belt: (Tension&Tracking)	Left Wiper Spindle fit in Pulley: (Tighten if needed)
Short Road Test	Alternator Bushings Worn- belts unevenly tensioned
Braking Performance:	Alternator Ground Cable
Transmission, Clutch(es) & Shifting:	FINAL DRIVE Fluid: (Level & Leakage Early 900's)
Shocks/Steering/ Tracking:	Optional: Remove Voltage Regulator and Inspect Alt
Engine Performance:	Clean & Lube Ign. Lock & driver's Seat belt latch if n
Stethoscope Rotating Ancillaries Below:	Intake Manifold Vacuum Plug-In Fittings
Serpentine Pulley Noises:	Check & Adjust Belt Tension(s) if needed (Add'l) xx
AC compressor Bearing Noises	Remove& Inspect Volt. Regulator Brushes
Power Steering Pump Noise	9000 specifics
Water Pump Noise	Headlight Relay Terminals: (9000-Inspect and Treat
Alternator rotating Noise	9000: (86+ smooth supply hose & bumpy press hos
Other running tests:	Non Turbo Air Mass Meter Secure in Air Inlet?
Strobe Lite Check Serpentine Belt	Fuel Line fittings/lines on firewall below false bulkhea
Crankcase Ventilation FLOW Test	Gearbox Oil Level Dipstick (Easy access models onl
Battery Loaded Cranking Test	Gearbox Oil Level- Early Models- Additional Charge
EXHAUST LEAKAGE:	Intake Manifold Vacuum Plug-In Fittings
Add'l Jobs & Notes	GM 900, 9-3 & 9-5 Specifics
Lube Seat Belt Latch if Needed	Check for Sludge in Crankcase
Crankcase Ventilation: Clean & Ck Valve	9-5's: Tighten Lower Control Arm Rear Bushing Spir
Repl. Wiper Blade(s) xx	Rear Transmission Mounts (extremely important)
Washer Jets: Clear & Aim	Upper Motor Mount Height
Bulb Replacements:	AC Compressor Clutch, signs of overheating or torq
Tighten DI Cassette Fasteners	Turbo Air Compressor Hose to Intake.
Approx. Headlight Aim (line of sight)	Final Checks after Road Test
Oil Sticker:	Warm Static Belt Tension:
Handbrake "double-pull" test	Engine & Auto Trans Oil Level - Drain Plug Drip: (fin
	Windshield: (Pitting & Wiping)

Average Projected Cost per Mile using Depreciation, Tax, Interest & Mechanical Maintenance Only



We discount our Labor Costs for ALL repairs and service to regular-maintenance customers because it's much easier to work on a well-maintained vehicle. This is another way that our Preventive Maintenance helps to pay for itself.

A TYPICAL MAINTENANCE SPREADSHEET WE USE FOR TRACKING INDIVIDUAL MAINTENANCE ITEMS.

Swedish Motorcar Customer		SERVICE SUMMARY						
2000	9.5 Wagon	FLUIDS, FILTERS, and Most Common Service Routines						
10/28/2010								
165,000 Miles	15000	Miles/Months						
Miles Last Done	Date Done	Mi/Mo.	Jobs Descriptions	MzP	Due Miles	SVC-DUE	Est \$	\$342
119184	Apr-07	15	Clean/Svc. Crankcase Ventilation System		134,184	< OverDUE	15	
P*S*FI	Jul-05	30	PS Fluid		0	??	25	
Air Filter	Jul-05	30	Air Filter		0	??	45	
Clean Oil Separator	Jul-05	30	Upgrade Crankcase Vent System		0	??	110	
Cyl*H*	Jul-05	75	Cyl. Head Servicing		0	??	131	
Repl. Crankshaft Sensor		100	Repl. Crankshaft Sensor		0	??	150	
Brake FI	Apr-05	30	Brake Fluid		0	TIMEDUE	42	
Water Pump		100	Water Pump (900/9000)		0	??	400	
Fuel Injector Cleaning		60	Ultra-Snd Injector Cleaning		0	??		
120000	Jan-06	30-60	V-6 TIMING BELT REPL (Tensioners Repl'd 120K		180	OK- not due Yet	290	
Camchain		120	Repl. Camchain (4 cyl. Only)		0	??		
Shock*		120	Shock Absorbers		0	??		
Oxy*		???	Oxy Sensor Replacement		0	??		
119184	Apr-07	15	Inspect Serpentine Pulley(s) Notes:		134,184	< OverDUE	35	
133875	Mar-08	5	Oil & Filter, Qk Lower Insp. Lube Svc.		138,875	< OverDUE	158	
133875	Mar-08	15	Automatic Trans. Svc.		148,875	< OverDUE	70	
119184	Apr-07	30	Cabin Ventilation Filter		149,184	< OverDUE	80	
119184	Apr-07	30	Repl. Serpentine Pulley(s) Notes:		149,184	< OverDUE	60	
119184	Apr-07	30	Spark Plugs		149,184	< OverDUE	37-81	
119184	Apr-07	45	Coolant		164,184	DUE	38	
119184	Apr-07	45	Thermostat		164,184	DUE	61	
119184	Apr-07	45	Lube Front and Rear suspension joints.		164,184	DUE	20	
119184	Apr-07	60	Replace Serpentine Belt		179,184		131	
119184	Apr-07	60	Fuel Filter Replacement		179,184		84	
119184	Apr-07	100	Scope Fuel Pump(s) for reliability.		219,184		20	
119184	Apr-07	100	Replace Main Fuel Pump when Needed		219,184		450	
Mileage Audit Notes		Notes						
125018	9/13/07	Repl'd TC / ABS Module						
119184	4/13/07	Repl. Electronic Throttle Body...						
119184	4/13/07	Repl'd Rear Muffler...						
119184	4/13/07	Repl'd Torque Reaction strut						
119184	4/13/07	Repl'd #4 Exh. Stud...						
119184	4/13/07	Replace Air Mass Meter						
119184	4/13/07	A few small carbon particles in sump						
119184	4/13/07	Crank Sensor and DI have been replaced. Spark Plugs are New						
159795	10/2/09	Heater Valve, 9.5...						
133874	3/19/08	Front Brake Repair, 9.5, GM 900...						
133874	3/19/08	Heater Blend Door Repair						

Good Luck to all of our Saab friends! Come and visit us this year! Support Us as We support You!

Swedish Motorcar Service Ethics Statement – Customer's Bill of Rights:

- You are part of our professional "Family"**, and you will always be treated as "Family".
Every inspection, procedure and recommendation we offer is done with the intention of providing competent, effective and economical service for your Saab, in the same way that we care for our own family Saabs. This part is easy; we always advise doing what we would do if the Saab were our own!
- Full Disclosure.** You will always be given our honest assessment of your needs as we know them, and their priority of importance either to safety, reliability and longevity, including our estimate of remaining life of components we recommend for replacement. We always consider what we believe is your Saab's overall condition & outlook, and your stated budget in our recommendations.
If your Saab is not worth servicing, repair or refurbishment, we'll say so!
- To serve your interests.** Within the time and budget you have given us- we promise our best efforts and workmanship to serve your best interests without regards to our gross business receipts. This is our definition of a "professional" and we pride ourselves in living up to that goal.
- Our Fees:** We will never charge for more than what we believe that we have delivered to you in time, effort or service. I personally go over every billing to make sure that you receive honest value.
- Cost Savings:** We will always consider and pursue what we believe is the least expensive option that is appropriate for your service or repair needs, and which will serve you best.
- Warranty:** We will stand behind our workmanship and parts to the highest standard of what we believe to be fair and equitable.
Our outlook is the long-term, not just six months or a year.
Many parts have limited warranties. We usually pro-rate or discount subsequent repairs if premature failure is experienced in our opinion, usually under 4 years.

