

NHTSA comMercury Routing Slip



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NHTSA #: ES06-007181

XREF #:

Delivery: REG

Rec'd Date: 11/2/2006

Doc Type: GEN

Address To: NHTSA

Referred By: NPO-011

Doc Date: 10/23/2006

Due Date:

S10 #:

DOT/I #:

RMP #:

Subject: SUBMISSION FROM [REDACTED] REGARDING PROBLEMS EXPERIENCED WITH
PORSCHE OF HAWAII SERVICE DEPARTMENT - RECALL A001

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: BMILLINGS x62776

Ack By:

Signature: KATHLEEN C DEMETER

Cleared By:

XREF File:

Modified By:

BERNADETTE.MILLINGS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

10173290

LIHUE, HI [REDACTED]

Tel: [REDACTED]

Fax: E-mail:

2006 NOV 7 7:40 AM

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-010	INFORMATION	11/7/2006		11/7/2006

mmaria
11/8/06

LIHUE, HI

October 23, 2006

Porsche Cars North America, Inc.
Attention: Customer Commitment
980 Hammond Drive, Suite 1000
Atlanta, GA 30328

RE: Porsche Recall A601
VIN # WPOAB29901

Dear Customer Commitment,

I am writing to you in hopes that you can help me resolve a problem I am experiencing with Porsche of Hawaii's service department. I am in receipt of both the 1st and 2nd Notification for Recall A601 but haven't been able to get the service department to perform this repair or repair a creaking sound in the front suspension that I reported in January, 2006.

On January 16, 2006 I called Porsche of Hawaii and spoke to the service manager Keith George (not sure on the spelling of his last name) regarding a creaking sound coming from the front of my new 05' Carrera S. I would notice when driving out of/into my driveway. I described it as a creak when the body would flex and he said he thinks it's coming from the suspension because they had experienced that with another new 05' 997. He took my name and said they will be coming to Kauai in 4 weeks and that they would call me.

Three months went by and on April 17, 2006 I called Keith again. I mentioned I received the Recall Notice also. He said he hasn't forgotten me and that I am first on the list.

I live on the island of Kauai which is a 20 minute plane ride from the island of Oahu where Porsche of Hawaii is located. When I ordered my 2005 997, I inquired about service and was told by my sales person Tim Palms (no longer with Porsche of Hawaii) that they come to Kauai when they have a few Porsches or Land Rovers to service, which is usually around 3-4 times a year. That interval was satisfactory to me.

Another 9 weeks went by without a call. I was on Oahu on June 23rd for business so stopped by Porsche and personally spoke with the service manager Keith George. This time he said they're planning a trip to Kauai in another 2-3 weeks. I once again waited but received no call.

COPY to RMD
11/8/06

NATIONAL
TRAFFIC SAFETY ACT.

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EXECUTIVE SECRETARIAT

ES06-007181

After 11 more weeks went by, I called Keith again on Friday, September 8, 2006. This time he told me they will be making their outer island (Kauai, Maui, Hawaii) schedule on Monday the 11th and that they will call me. I asked Keith if they had come to Kauai this year and he said "No", they haven't yet.

It has now been another 6 weeks and to this date; I haven't received any call from Porsche of Hawaii.

I received the 2nd Recall Notification on September 25, 2006. That evening I ran into a classmate that works at King Auto Center (a local Chrysler dealership where Porsche uses their bay for servicing) and he told me that a Porsche technician had been there earlier, sometime in May or June. Two days ago I ran into a friend who's a salesman at King Auto Center and he confirmed that Porsche did come over and worked on a Cayenne. It is at this point that I have decided to write this letter. I feel I have been more than patient and perhaps that may have worked against me. I didn't even bother calling Keith again after receiving the 2nd Notification.

I am extremely disappointed at Porsche of Hawaii's service. When I read through the Porsche brochure prior to ordering my 997, I read that Porsche is #1 in service out of all the car manufactures with Lexus being #2. I felt good about this being that my previous car was a Lexus GS430. I also understand that living on one of the outer islands means that we are subject to waiting; however 10 months is too long. This is not the kind of service one would expect from purchasing a 95K car. The service manager assured me on many occasions that they were close to coming to Kauai but never did call or follow up on the delay. Furthermore, he lied to me when he told me in September that they haven't been to Kauai this year so far.

Enclosed are copies of my phone records with the dates and time that I called Porsche of Hawaii (808 592-7401, 808 592-393, 808 591-1911). I need to have the creaking sound in the front of my car fixed and the recall repair performed. I could use an oil change but at this point I'll be glad if they addressed the first two issues.

Thank you for your attention with this matter and look forward to it being resolved.

Sincerely,
[Redacted Signature]

cc: NHTSA

Usage Charge Details (Continued)

808-484-

User Name: [REDACTED]

Summary of Usage Charges	Minutes Included In Plan	Minutes Used	Billed Minutes	Billed Rate	Total Charge
ET9NATP1100RUMMUNW Unlimited N&W		176			0.00
TOTAL USAGE CHARGES					50.00

Call Detail

User Name: [REDACTED]

Rate Code: ESM1=Unlimited Expd N&W, RM11=Rollover FM 1100, UNW5=Unlimited N&W

Rate Period (PD): DT=Daytime, NW=Night

Feature: M2MC=Expanded Mobile To Mobile, CW=Call Waiting, VM=VoiceMail

Item	Day	Date	Time	Number Called	Call To	Min	Rate Code	Rate Pd	Feature	Airtime Charge	LD/Add'l Charge	Total Charge
1	FRI	01/13	7:30AM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00
2	FRI	01/13	8:05AM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00
3	FRI	01/13	8:30AM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00
4	FRI	01/13	8:35AM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00
5	FRI	01/13	8:40AM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00
6	FRI	01/13	8:45AM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00
7	FRI	01/13	8:50AM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00
8	FRI	01/13	8:55AM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00
9	FRI	01/13	9:00AM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00
10	FRI	01/13	9:05AM	[REDACTED]	[REDACTED]	2	RM11	DT				0.00
11	FRI	01/13	9:10AM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00
12	SAT	01/14	7:00PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
13	SAT	01/14	7:05PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
14	SAT	01/14	7:10PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
15	SAT	01/14	7:15PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
16	SUN	01/15	8:00AM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
17	SUN	01/15	4:33PM	[REDACTED]	[REDACTED]	16	UNW5	NW				0.00
18	SUN	01/15	4:46PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
19	SUN	01/15	4:50PM	[REDACTED]	[REDACTED]	3	UNW5	NW				0.00
20	SUN	01/15	5:14PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
21	SUN	01/15	5:15PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
22	SUN	01/15	5:16PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
23	SUN	01/15	5:17PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
24	SUN	01/15	5:18PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
25	SUN	01/15	5:19PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
26	SUN	01/15	5:20PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
27	SUN	01/15	5:21PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
28	SUN	01/15	5:22PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
29	SUN	01/15	5:23PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
30	SUN	01/15	5:24PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
31	SUN	01/15	5:25PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
32	SUN	01/15	5:26PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
33	SUN	01/15	5:27PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
34	SUN	01/15	5:28PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
35	SUN	01/15	5:29PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
36	SUN	01/15	5:30PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
37	SUN	01/15	5:31PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
38	SUN	01/15	5:32PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
39	SUN	01/15	5:33PM	[REDACTED]	[REDACTED]	1	UNW5	NW				0.00
40	WED	01/18	1:43PM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00



808-482-1051

Call Detail (Continued)

User Name: [REDACTED]

Rate Code: UNWD=Unlimited NW, EBM1=Unlimited Expt MSA, RM11=Roller RM 1100

Rate Period (PD): NW=Night, DT=Daytime

Feature: M2MC=Expanded Mobile To Mobile, VM=VoiceMail, CW=Call Waiting

Item	Day	Date	Time	Number Called	Call To	Min	Rate Code	Rate Pd	Feature	Airtime Charge	LD/ADD'l Charge	Total Charge
66		04/17	12:04PM			3	EBM1	DT	M2MC			0.00
67		04/17	12:05PM			3	RM11	DT				0.00
68		04/17	12:06PM			1	RM11	DT	VM			0.00
69		04/17	12:07PM			1	RM11	DT				0.00
70		04/17	12:08PM			1	RM11	DT				0.00
71		04/17	12:09PM									
72		04/17	5:28PM			1	RM11	DT				0.00
73		04/17	5:29PM			2	RM11	DT				0.00
74		04/17	5:30PM			12	RM11	DT				0.00
75		04/17	5:31PM			4	EBM1	DT	M2MC			0.00
76		04/17	5:32PM			2	EBM1	DT	M2MC			0.00
77		04/17	5:33PM									
78	WED	04/19	7:28AM			1	RM11	DT				0.00
79		04/19	8:03AM			1	RM11	DT				0.00
80		04/19	8:04AM			3	RM11	DT				0.00
81		04/19	8:05AM			1	RM11	DT				0.00
82		04/19	8:06AM			2	RM11	DT				0.00
83		04/19	8:07AM									
84		04/19	8:08AM			1	RM11	DT	VM			0.00
85		04/19	8:09AM			8	RM11	DT				0.00
86	THU	04/20	9:27AM			4	RM11	DT				0.00
87		04/20	11:00AM			6	EBM1	DT	M2MC			0.00
88		04/20	12:00PM			1	RM11	DT				0.00
89		04/20	12:01PM									
90		04/20	12:02PM									
91		04/20	12:03PM									
92		04/20	12:04PM									
93		04/20	12:05PM									
94		04/20	12:06PM									
95		04/20	12:07PM									
96		04/20	12:08PM									
97	FRI	04/21	12:10PM			4	EBM1	DT	M2MC			0.00
98		04/21	12:11PM			1	RM11	DT				0.00
99		04/21	12:12PM			7	EBM1	DT	M2MC			0.00
100		04/21	12:13PM									
101		04/21	12:14PM									
102		04/21	12:15PM									
103		04/21	12:16PM									
104		04/21	12:17PM									
105		04/21	12:18PM									
106		04/22	8:40AM			2	UNWD	NW				0.00
107		04/22	9:00AM			2	UNWD	NW				0.00
108		04/22	11:17AM			1	UNWD	NW				0.00

Call Detail (Continued)

808-482-1

User Name: [REDACTED]

Rate Code: RM11=Rollover FIA 1100, ESM1=Unlimited Expt M2M, UNW0=Unlimited N&W

Rate Period (PD): DT=Daytime, NW=Night

Feature: M2MC=Extended Mobile To Mobile, VM=VoiceMail

Item	Day	Date	Time	Number Called	Call To	Min	Rate Code	Rate Pd	Feature	Airtime Charge	LD/Add'l Charge	Total Charge
10		05/13	5:55PM	[REDACTED]	[REDACTED]	4	UNW0	NW				0.00
18		05/14	1:46PM	[REDACTED]	[REDACTED]	1	UNW0	NW				0.00
17		05/14	1:46PM	[REDACTED]	[REDACTED]	2	UNW0	NW				0.00
16		05/14	1:46PM	[REDACTED]	[REDACTED]	2	UNW0	NW				0.00
19		05/14	2:06PM	[REDACTED]	[REDACTED]	1	UNW0	NW				0.00
20	MON	05/15	5:06PM	[REDACTED]	[REDACTED]	3	RM11	DT				0.00
26		05/16	10:55AM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00
27		05/16	10:40AM	[REDACTED]	[REDACTED]	4	RM11	DT				0.00
28		05/16	11:18AM	[REDACTED]	[REDACTED]	6	RM11	DT				0.00
29		05/16	12:09PM	[REDACTED]	[REDACTED]	5	RM11	DT				0.00
30		05/16	5:21PM	[REDACTED]	[REDACTED]	2	ESM1	DT	M2MC			0.00
36		05/16	6:38PM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00
37		05/16	6:33PM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00
38		05/16	8:38PM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00
39		05/16	7:08PM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00
40	WED	05/17	8:19AM	[REDACTED]	[REDACTED]	2	ESM1	DT	M2MC			0.00
46		05/18	12:04PM	[REDACTED]	[REDACTED]	18	RM11	DT				0.00
47		05/18	12:58PM	[REDACTED]	[REDACTED]	2	RM11	DT				0.00
48		05/18	2:11PM	[REDACTED]	[REDACTED]	4	RM11	DT				0.00
49		05/18	6:31PM	[REDACTED]	[REDACTED]	13	RM11	DT				0.00
55		05/18	8:47PM	[REDACTED]	[REDACTED]	2	ESM1	DT	M2MC			0.00
65		05/19	5:34PM	[REDACTED]	[REDACTED]	3	ESM1	DT	M2MC			0.00
67		05/19	5:30PM	[REDACTED]	[REDACTED]	1	ESM1	DT	M2MC			0.00
68		05/19	5:44PM	[REDACTED]	[REDACTED]	2	RM11	DT				0.00
69		05/19	5:40PM	[REDACTED]	[REDACTED]	1	RM11	DT				0.00
60		05/19	6:01PM	[REDACTED]	[REDACTED]	6	ESM1	DT	M2MC			0.00

808-482-1051

Call Detail (Continued)

User Name: [REDACTED]
Rate Code: RM11-Rollover FM 1100, UNW0-Unlimited NAW, ESM1-Unlimited Expt M2M
Rate Period (PD): DT-Daytime, NW-Night
Feature: VM-VoiceMail, M2M0-Expanded Mobile To Mobile, OW-Call Waiting

Item	Day	Date	Time	Number Called	Call To	Min	Rate Code	Rate Pd	Fee- ture	Airtime Charge	LD/Add'l Charge	Total Charge
235		08/07	9:28AM				5 RM11 DT			0.00		0.00
237		08/07	12:19PM				4 RM11 DT			0.00		0.00
238		08/07	2:28PM				1 ESM1 DT M2M0			0.00		0.00
239		08/07	5:21PM				1 RM11 DT			0.00		0.00
240		08/07	5:37PM				1 ESM1 DT M2M0			0.00		0.00
246		08/07	6:30PM				2 RM11 DT			0.00		0.00
247	FRI	08/08	12:33PM				4 RM11 DT			0.00		0.00
248		08/08	1:08PM				1 RM11 DT			0.00		0.00
249		08/08	1:11PM				1 RM11 DT			0.00		0.00
250		08/08	1:18PM				2 RM11 DT			0.00		0.00
256		08/08	5:11PM				18 RM11 DT			0.00		0.00
257		08/08	5:00PM				8 ESM1 DT M2M0			0.00		0.00
258	SAT	08/09	6:23AM				2 UNW0 NW			0.00		0.00
259		08/09	8:40AM				1 UNW0 NW			0.00		0.00
260		08/09	8:45AM				1 UNW0 NW			0.00		0.00
266		08/09	7:11PM				2 UNW0 NW			0.00		0.00
267	SUN	08/10	8:34AM				5 UNW0 NW			0.00		0.00
268		08/10	10:51AM				1 UNW0 NW			0.00		0.00
269		08/10	10:32AM				1 UNW0 NW			0.00		0.00
270		08/10	11:30AM				3 UNW0 NW			0.00		0.00
276		08/10	8:22PM				1 UNW0 NW VM			0.00		0.00
277		08/10	8:30PM				1 UNW0 NW			0.00		0.00
278		08/10	8:41PM				1 UNW0 NW			0.00		0.00
279	MON	08/11	7:04AM				2 RM11 DT			0.00		0.00
280		08/11	12:00PM				1 ESM1 DT M2M0			0.00		0.00