



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

02-FEB-2007

Repository

Reference No.  
10181449

**OWNER INFORMATION (Type or Print)**

Name

Address

City

POTOMAC

State MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 2/14/07

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

WP1AB29P04

Make

PORSCHE

Model

CAYENNE S

Model Year

2004

Date Purchased  
27-DEC-03

Dealer's Name and Telephone Number  
TISCHER PORSCHE

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

Dealer's City  
SILVER SPRING

State

MD

Zip Code

20904

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

142000 AIR BAGS:SIDE/WINDOW

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
29-JAN-2007

Failure Mileage  
28000

Failure Speed  
under 35

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

1

Number of Deaths

0

Reported to Police

Y

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\*- THE CONTACT STATED THAT WHILE DRIVING THE 2004 PORSCHE CAYENNE AT 35 MPH THE VEHICLE IN FRONT OF HER STOPPED ABRUPTLY AND SHE REAR ENDED THE VEHICLE. THE DRIVER'S SIDE AIRBAG DID NOT DEPLOY. THEREFORE THE CONTACT WAS INJURED, SUSTAINING CHEST AND NECK INJURIES, BUMPS AND BRUISES, AND WAS TRANSPORTED TO A HOSPITAL. TISCHER PORSCHE REQUESTED THAT THE CONTACT TAKE THE VEHICLE TO COLLISION WORKS, INC TO INVESTIGATE WHY THE AIRBAG DID NOT DEPLOY. TISCHER PORSCHE TOWED THE VEHICLE TO JEFF AT COLLISION WORKS, WHO DETERMINED THAT THE DRIVER'S SIDE AIRBAG DID NOT DEPLOY BECAUSE SHE WAS USING THE SET BELT, AND THE PASSENGER SIDE, WHERE THERE WAS NO PASSENGER, IT DID DEPLOY BECAUSE THE SEAT BELT WAS NOT BEING USED. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

2/22/07 9:40

Cynthia Glass  
Acting Chief Correspondence Research Division  
US Department of Transportation  
400 Seventh St., S.W.  
Washington, DC 20590

February 12, 2007

Re: Reference No. 10181449

Dear Ms. Glass,

I am writing some support information for claim reference # 10181449. I will also be attaching a police report and some pictures of the damage.

On January 29, 2007 around 5:45PM, I was involved in an accident. I was traveling north on Rockville Pike and I hit someone in front of me who stopped abruptly. Unfortunately I did not have enough time to stop. I hit a Ford pick up truck from behind at approximately 35MPH. I was buckled in and to my surprise my airbag did not deploy. I hit the other vehicle in the middle but the passenger side airbag did deploy. I did not have a passenger and no one was buckled in.

Due to the impact I was in instant chest pain. I was ambulated to a local hospital for an examination. However when the police, fire trucks and ambulance arrived everyone was surprised that the airbag did not deploy. The hospital told me that I had no broken bones, but they wanted to monitor me on a weekly basis. I had severe headaches, chest pains and back aches.

When my insurance adjustor from Erie Insurance Company came to give me the initial estimate he was also surprised that the airbag did not deploy. No one can give me an explanation of how one side can deploy when no one was sitting there, yet the side that needed the airbag to deploy did not deploy.

I purchased my Porsche Cayanne VIN # WP1AB29P04L [REDACTED] brand new from Tischer Porsche in Silver Spring MD in December of 2003. One of the main reasons I purchased this SUV was because of its reputation and dedication to detail. Never would I have expected the airbag to fail. I no longer feel safe driving this vehicle. Paying as much money as we did, I do not justify this error or malfunction.

On top of feeling disappointed in the vehicle, I am also very disappointed in the Porsche customer service from the dealer to the manufacture in North America. I have contacted Thomas Vahle from the Tischer Porsche dealer and Steve Relly who is the service manager for Porsche North America. Thomas Vahle told me to contact Porsche North America. I tried several times to contact Porsche N.A. they told me to contact the dealer.

aa  
2/22/07  
cc

I finally spoke with Emily at Porsche N.A. customer service who told me that someone would contact me. On Friday January 9<sup>th</sup> I finally spoke with Steve Relly from Porsche N.A. I told him my situation regarding the accident, and he had some questions for me which I answered. Finally he gave me many different reasons such as, since I had my seat belt the airbag didn't need to deploy. I also heard, since there was more impact on the passenger side, that airbag only needed to be deployed. Or that I wasn't going fast enough for the airbag to be deployed. To me, I feel like they are throwing every excuse to not be liable for a vehicle malfunction that could have cost someone's life. I felt so frustrated because why even have an airbag such as the dealer or Porsche N.A. were suggesting in a car. I would have bought a different vehicle when I was in the market.

For now my car is at a body shop that was recommended by Tischer Porsche. It was towed on January 31, 2007. I am not aware of any repairs that are being done to it, because of my constant claims to the dealer. I feel compelled to contact a lawyer and see if my car applies as a lemon. Back on May 21, 2004 the dealer replaced my airbag due to a SRS warning light being on in my car. Although I did not see any malfunction errors how could I be certain that they never installed the airbag correctly?

I hope that the NHTSA can research and investigate this matter for me and see if anything can be done. Even with this car repaired I don't feel safe driving it. I will always be worried that the airbag won't deploy in case of an accident. I don't feel like buying a \$62,000 plus car justifies this feeling. Thank you for your time on this matter. I will be attaching the police report and some pictures of the Cayanne.

Regards,

Potomac, MD

h.  
w.  
m.





**ERIE INSURANCE GROUP**  
**Silver Spring Branch Office**  
P.O. Box 4407  
Rockville, MD 20849-4407  
(301)545-0893 Fax: (301)545-0895  
*(c) 240 338-3821*  
**ESTIMATE OF RECORD**

Written By: William Duley 02/01/2007 04:21 PM  
Adjuster: William Duley

Insured: [Redacted]  
Owner: [Redacted]  
Address: [Redacted]  
POTOMAC, MD  
Evening: [Redacted]  
Day: [Redacted]

Claim [Redacted]  
Policy [Redacted]  
Date of Loss: 01/29/2007 at 06:00 PM

Type of Loss: Collision  
Point of Impact: 12. Front

Inspect  
Location:

OTHER

Repair  
Facility:

12 Days to Repair  
License #

2004 PORS CAYENNE 4X4 S 8-4.5L-FI 4D UTV gray Int:black  
VIN: WP1AB29P04L [Redacted] Lic: [Redacted] MD Prod Date: 10/2003 Odometer: 29102  
Condition: Good

- |                           |                         |                           |
|---------------------------|-------------------------|---------------------------|
| Air Conditioning          | Rear Defogger           | Tilt Wheel                |
| Cruise Control            | Intermittent Wipers     | Climate Control           |
| Keyless Entry             | Theft Deterrent/Alarm   | Rear Wiper                |
| Navigation System         | Steering Wheel Controls | Tinted Glass              |
| Body Side Moldings        | Dual Mirrors            | Roof Console              |
| Luggage/Roof Rack         | Electric Glass Sunroof  | Fog Lamps                 |
| Rear Spoiler              | Clear Coat Paint        | Metallic Paint            |
| Power Steering            | Power Brakes            | Power Windows             |
| Power Locks               | Power Driver Seat       | Power Passenger Seat      |
| Power Mirrors             | AM Radio                | FM Radio                  |
| Stereo                    | Search/Seek             | Equalizer                 |
| CD Changer/Stacker        | BOSE Radio              | Anti-Lock Brakes (4)      |
| Driver Air Bag            | Passenger Air Bag       | Front Side Impact Air Bag |
| Rear Side Impact Air Bags | 4 Wheel Disc Brakes     | Traction Control          |
| Leather Seats             | Bucket Seats            | Heated Seats              |
| Power Trunk/Tailgate      | Automatic Transmission  | 4 Wheel Drive             |
| Aluminum/Alloy Wheels     |                         |                           |

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1#		Set Up & Measure Unibody	1			2.0	F
2#		Unibody Repair, Pull & Align FT Inner Structure	1			4.0	F
3		FRONT BUMPER					
4		O/H bumper assy				4.6	



**ESTIMATE OF RECORD**

2004 PORS CAYENNE 4X4 S 8-4.5L-FI 4D UTV gray Int:black

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
5	Repl	Bumper cover base & S w/o Off Road Pkg w/lamp washer w/o par	1	336.63	Incl.	2.8
6		Add for Clear Coat				1.1
7		Add for h'lamp washer			0.4	
8	Repl	Reinforcement S	1	32.56		
9	Repl	RT Guide rail	1	14.35	Incl.	
10	Repl	RT Grille outer base & S	1	40.69	Incl.	
11	Repl	LT Grille outer base & S	1	40.69	Incl.	
12	Repl	Grille inner base & S	1	59.71	Incl.	
13	Repl	RT Grille intermed piece	1	30.92	Incl.	
14	Repl	LT Grille intermed piece	1	30.92	Incl.	
15*	Repl	License bracket base & S	1	21.53	0.2	<u>0.0</u>
16	Repl	Absorber	1	13.58	Incl.	
17	Repl	Impact bar	1	262.06	Incl.	
18*	Repl	Spoiler base & S	1	249.68	Incl.	<u>0.0</u>
19	Repl	Emblem	1	62.30	Incl.	
20	Blnd	RT Tow brkt cover base & S				0.1
21	Blnd	LT Tow brkt cover base & S				0.1
22#		Flex Additive	1	5.00 T		
23		FRONT LAMPS				
24	Repl	RT Headlamp assy	1	320.52	Incl.	
25		Aim headlamps			0.5	
26	Repl	LT Headlamp assy	1	320.52	Incl.	
27	Repl	RT Pressure cyl	1	33.43	0.2	
28	Repl	RT Cap base & S	1	19.37	0.2	0.3
29	Blnd	LT Cap base & S				0.2
30		RADIATOR SUPPORT				
31	Repl	Radiator support	1	217.08	7.7	
32		Evacuate & recharge			m 1.4 M	
33		Refrigerant recovery			m 0.4 M	
34	Repl	Lock support	1	25.31	Incl.	
35		FENDER				
36	Repl	RT Fender	1	343.63	2.5	2.2
37		Add for Clear Coat				0.9
38		Add for Edging				0.5
39	Repl	LT Fender	1	343.63	2.5	2.2
40		Overlap Major Adj. Panel				-0.4
41		Add for Clear Coat				0.4
42		Add for Edging				0.5
43	R&I	RT Mud guard			0.3	
44	R&I	LT Mud guard			0.3	
45	Repl	RT Fender liner base & S	1	95.10	Incl.	
46		HOOD				
47	Repl	Hood S	1	841.30	1.5	2.8
48		Overlap Major Adj. Panel				-0.4
49		Add for Clear Coat				0.5
50		Add for Underside(Complete)				1.4
51	Repl	Insulator pad clip	8	6.08		



**ESTIMATE OF RECORD**

2004 PORS CAYENNE 4X4 S 8-4.5L-FI 4D UTV gray Int:black

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
52		ENGINE / TRANSAXLE					
53	Repl	Distributor	1		27.23		
54	Repl	LT Air cleaner	1		195.13	m	Incl.
55		COOLING					
56	Repl	Center duct S upper	1		25.13	m	Incl.
57	Repl	Center duct S lower	1		33.43	m	Incl.
58	Repl	Shroud	1		99.23	m	1.0 M
59		INSTRUMENT PANEL					
60	Repl	Instrument panel w/leather black	1		1169.26		7.0
61		RESTRAINT SYSTEMS					
N 62	Repl	Psngr air bag	1		680.66	m	Incl. M
63		System diagnosis				m	1.1 M
64		FRONT DOOR					
65	Blnd	LT Door shell					1.1
N 66	Refn	RT Door shell					2.2
67		Overlap Major Adj. Panel					-0.4
68		Add for Clear Coat					0.4
69*	R&I	<u>RT Lower molding</u>				0.3	
70*	R&I	<u>LT Lower molding</u>				0.3	
71	R&I	RT R&I mirror				0.3	
72	R&I	LT R&I mirror				0.3	
73*	R&I	<u>RT Handle</u>				0.5	
74*	R&I	<u>LT Handle</u>				0.5	
75	R&I	RT R&I trim panel				0.6	
76	R&I	LT R&I trim panel				0.6	
77		INFORMATION LABELS					
78		Rpl information labels				0.3	
79	Repl	Emission label 4.5L w/o turbo	1		1.39		Incl.
80	Repl	Info label belt routing	1		0.94		Incl.
81	Repl	Info label anti-knock	1		0.73		Incl.
82		MISCELLANEOUS OPERATIONS					
83#	Repl	Four Wheel Alignment	1		89.95	X	
84*	Repl	Cover car/bag	1		5.00		0.2
85#	Refn	Color Tint/ Match					0.5
86#		Hazardous Waste Removal	1		3.50		
87#	Repl	Coolant	1		25.00		
88		AIR CONDITIONER & HEATER					
89	Repl	Condenser	1		312.20	m	1.7 M
90		WINDSHIELD					
91	Repl	Windshield Porsche w/solar coating	1		467.49		2.8
92#		Urethane Kit	1		30.00		
93#		Re-Set Electrical Components	1				1.0 M
94#	Refn	Finesse Sand & Buff Panels					3.0
95#	Subl	Towing	1		185.00	X	
96	Repl	Reservoir cap	1		2.46		



**ESTIMATE OF RECORD**

2004 PORS CAYENNE 4X4 S 8-4.5L-FI 4D UTV gray Int:black

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
Subtotals ==>			7120.32	47.2	22.0	

Line 62 :           REPLACEMENT COMPONENTS  
It is recommended that certain vehicle components should be inspected and/or replaced following a collision resulting in a restraint system deployment. This is the latest information available at the time of compilation and supersedes all prior information published by MOTOR. Check with the authorized vehicle manufacturer or dealer to obtain the most current information available.

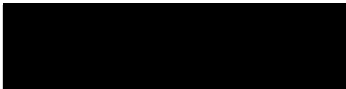
- FRONT DEPLOYMENT
- Deployed air bag module(s)
- Control module after third deployment
- Passenger module side supports(2)
- Clockspring
- Seat belts with triggered tensioners
- Instrument panel with passenger side air bag deployment

Line 66 : Blend color within panel.

Estimate Notes:  
MAY BE ADDITIONAL HIDDEN DAMAGES, SHOP TO ADVISE UPON TEARDOWN.

Prior Damage Notes:  
NONE

Parts		6840.37
Body Labor	34.6 hrs @ \$ 38.00/hr	1314.80
Paint Labor	22.0 hrs @ \$ 38.00/hr	836.00
Mechanical Labor	6.6 hrs @ \$ 95.00/hr	627.00
Frame Labor	6.0 hrs @ \$ 45.00/hr	270.00
Paint Supplies		500.00
Sublet/Misc.		279.95
SUBTOTAL		\$10668.12
Sales Tax	\$ 7345.37 @ 5.0000%	367.27
TOTAL COST OF REPAIRS		\$11035.39



**ESTIMATE OF RECORD**

2004 PORS CAYENNE 4X4 S 8-4.5L-FI 4D UTV gray Int:black

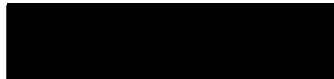
ADJUSTMENTS:

Deductible	1000.00
-----	
TOTAL ADJUSTMENTS	\$ 1000.00
NET COST OF REPAIRS	\$10035.39

THIS IS NOT AN AUTHORIZATION TO REPAIR. The vehicle owner must authorize all repairs. Erie Insurance reserves the right to reinspect all supplements before payment is made. Costs above the appraised amount may be the responsibility of the vehicle owner. There is NO requirement to use any specified repair shop. Information regarding repair facilities which will be able to repair the vehicle for the appraised amount may be available from ERIE Insurance on request.

Abbreviations which may have been used in this appraisal are defined as follows: D = Discontinued Part. A = Approximate Price. B = Body Labor. D = Diagnostic. E = Electrical. F = Frame. G = Glass. M = Mechanical. P = Paint Labor. S = Structural. T = Taxed Miscellaneous. X = Non Taxed Miscellaneous. Adj = Adjacent. Algn = Align. A/M = Aftermarket. Bldn = Blend. CAPA = Certified Auto Parts Association. D&R = Disconnect and Reconnect. Est = Estimate. Ext Price = unit price multiplied by the quantity. Incl = Included. Misc = Miscellaneous. Qty = Quantity. Qual Recy = Quality Recycled Part. Qual Repl = Quality Replacement Part. Recond = Recondition. Refn = Refinish. Repl = Replace. R&I = Remove and Install. R&R = Remove and Replace. Rpr = Repair. RT = Right. Sect = Section. Subl = Sublet. Used = Recycled parts of like kind and quality, or better. E.P.C. = Environmental Protection Charg. LT = Left W/O = Without. W/ = With/. # = Manuel line entry. \* = Other [ I.E. Motors Database information was changed]. \*\* = Database line with Aftermarket part included. N = Notes attached to line.

Estimate calculated using a preset user threshold amount for the paint and material cost.



**ESTIMATE OF RECORD**

2004 PORS CAYENNE 4X4 S 8-4.5L-FI 4D UTV gray Int:black

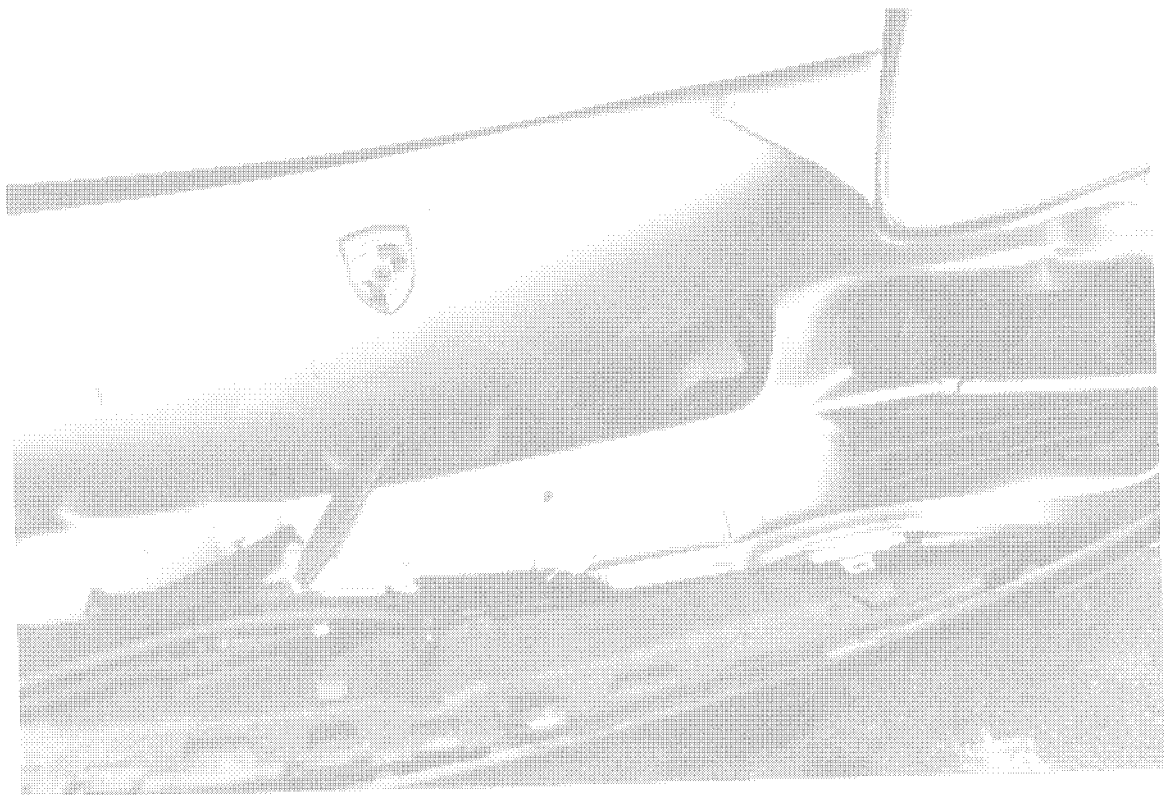
Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ERQ6940 Database Date 01/2007, CCC Data Date 01/2007, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

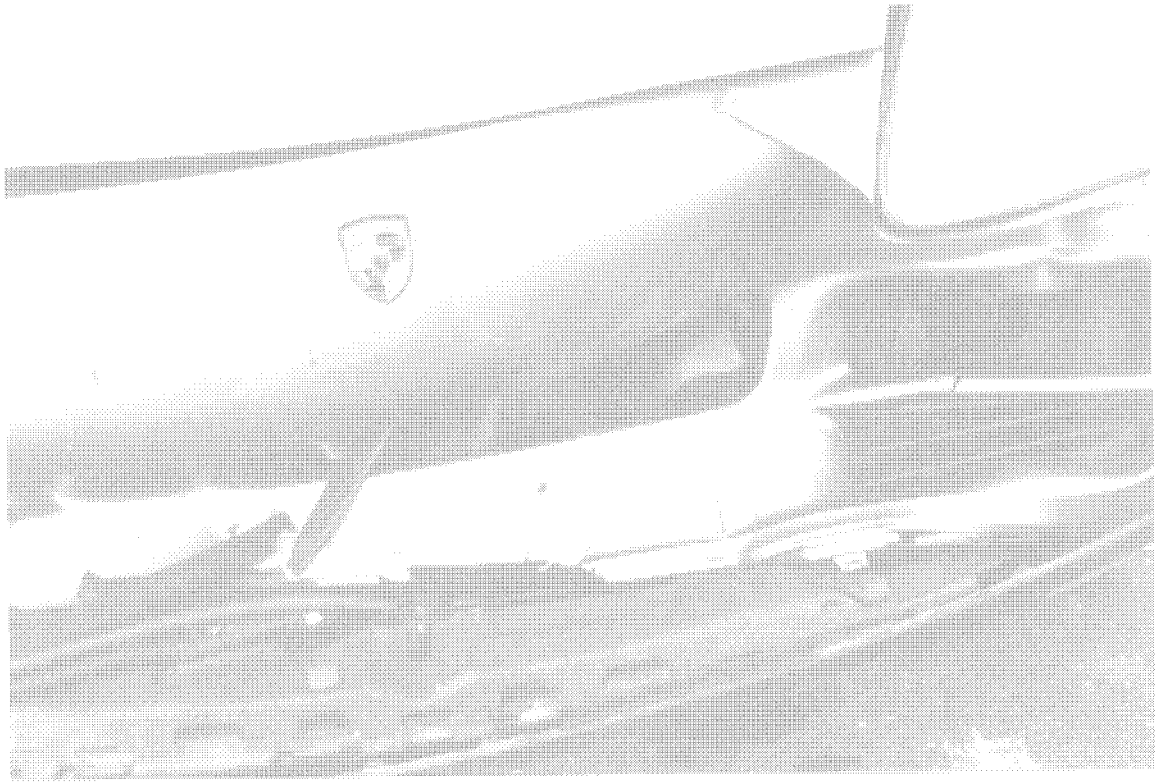
CCC Pathways - A product of CCC Information Services Inc.



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THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).