 <p><b>DOT Auto Safety Hotline</b>                  U.S. Department of Transportation  <b>Vehicle Owner's Questionnaire</b>                  To Report Vehicle Safety Defects                  1-888-DASH-2-DOT                  (1-888-327-4236)                  INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148 Date Received 17-NOV-2009 Repository <input type="checkbox"/> Reference No. 10292462	
2010 FEB 17 National Highway Traffic Safety Administration			
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City	State	Zip Code	
LANGHORN	PA		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
WP1AC29P241		PORSCHE	CAYENNE TURBO
Model Year	Date Purchased	Dealer's Name and Telephone Number	Engine: 8/8
2004	2004	AUTO PALACE	No: Cylinders 8
Fuel Type:	Original Owner	Dealer's City	State
	<input checked="" type="checkbox"/>	PITTSBURGH	PA
Zip Code	Transmission Type	Antilock Brakes	Powertrain
		<input checked="" type="checkbox"/>	
	Cruise Control	<input checked="" type="checkbox"/>	Multiple Failure:
			Incident Date(s)
			01-NOV-2009
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 021000 SUSPENSION: FRONT		Failure Mileage	Failure Speed
		41000	60-70
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM9ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:	
	<input type="checkbox"/> Prior Repair		
Tire Component Code		Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)			
Crash	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0
Reported to Police			N
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 OWNS A 2004 PORSCHE CAYENNE TURBO. THE AIR SUSPENSION COLLAPSED WHILE DRIVING 70 MPH. THE AIR SUSPENSION BAG ALSO EXPLODED WHICH CAUSED THE VEHICLE TO MOVE UNCONTROLLABLY FROM THE RIGHT TO THE LEFT LANE. THE VEHICLE ALMOST ROLLED OVER DUE TO THE FAILURE. THE CONTACT WAS ABLE TO DRIVE TO THE DEALER WHO STATED THAT IT WAS A MANUFACTURERS DEFECT. THE DEALER ALSO CONFIRMED THAT THE COLLAR WHICH IS METAL SPLIT AND PUNCTURED THE SUSPENSION BAG. THE VEHICLE WILL BE REPAIRED; HOWEVER, THE SUSPENSION WAS NOT COVERED BY THE WARRANTY. THE FAILURE MILEAGE WAS 43,000.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY.</span>			
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.			

ATTN: KRISTIN BERRY  
RANDY REED

TO: NHTSA  
ATTN: KRISTIN BERRY , RANDY REED  
Issue: Failure of Porsche Cayenne Suspension.

**Description of Incident:**

We were driving along on highway 332 in PA on the left lane between 60-70 mph, when the front of the car suddenly dropped on the right front side, it caused the car to be suddenly dragged to the right lane and nearly roll over. I had to jerk the wheel to the left abruptly get the car under control. The car at this point nearly rolled over. We did a 90 degree turn and the left front side of the car dropped also.

My daughter was in the car as I was picking her on her way back from school and she was restrained in her car seat but was traumatized by the incident.

This car has been a family owned car and well maintained, the car has only about 43000-44000 at the time of the incident and has been gently used. The vehicle has been family owned and driven by the family only.

After the incident I contacted Porsche about the problem to investigate the issue and send someone down to examine the part. The person I talked to at Porsche was Heather Cooper. The case number is 5148302

I was asked to visit the dealership and I took the car in for it to be inspected by the dealer. At the inspection, it was observed that the Collar on the Air suspension Bellow on the Right Front had sheared and punctured the Air Suspension Bag that caused the suspension to drop suddenly. The mechanic observed that he had seen a couple of these in the Cayenne and that these were a problem.

As per the dealership though the only the R/F Bellow was broken the dealership insisted that both the Strut Assembly and the Bellows need to be changed. This to me was rather surprising as to why both side struts needed to be changed when only one side was impacted. After considerable discussion with the dealership it turns out that the design was changed for subsequent Porsche Cayenne from 2006 and it was recommended that both the Struts and Assembly on both sides be changed. As per the mechanic these parts were designed for 100,000 at the least if not more.

Additional cases after my research show that the Porsche Cayenne and the VW Touareg which are built in the same line have the very same issues. Please see the links below

<http://www.clubtouareg.com/forums/f43/2009-touareg-air-suspension-22733.html>  
[http://forums.roadfly.com/forums/porsche/porsche\\_cayenne/7196825-1.html](http://forums.roadfly.com/forums/porsche/porsche_cayenne/7196825-1.html)

Subsequently talked to Heather Cooper at Porsche she refused to even acknowledge the issue of the defect or have Porsche send out some one to at least look at the defective

part. She said Porsche does not care after the warranty is over and the warranty on my car expired in 2008.

It is interesting to see how many Cayennes and Touaregs are on US roads right now that have the suspensions.

For the time being we have parked the car and no longer use it --- it has been nearly 4 months since the incident and there may be more accidents and rollovers in the future. I have written a letter to Supervisory Board at Porsche in Germany and am awaiting their reply, I would like to get the car repaired only after the Part is scrutinized so that any defect or testing be carried out so that lives are not lost as in the case of Toyota due to simple negligence.

I am not looking for anything from Porsche, I just want them to take cognizance of the problem, research the cause of the problem and do the right thing that may save lives.

Please feel free to contact me at [REDACTED] at any time in case any further details are required.

Best Regards

Sd/-

[REDACTED]



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

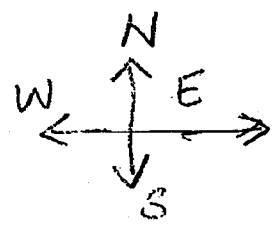
Thank you for your cooperation.

Sincerely,

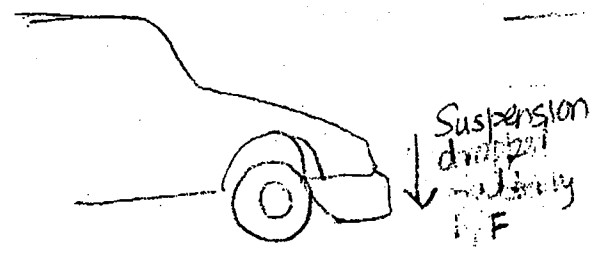
Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ





HIGHWAY 332



Lost Control  
nearly  
rolled over



sharp  
left

SHOULDER



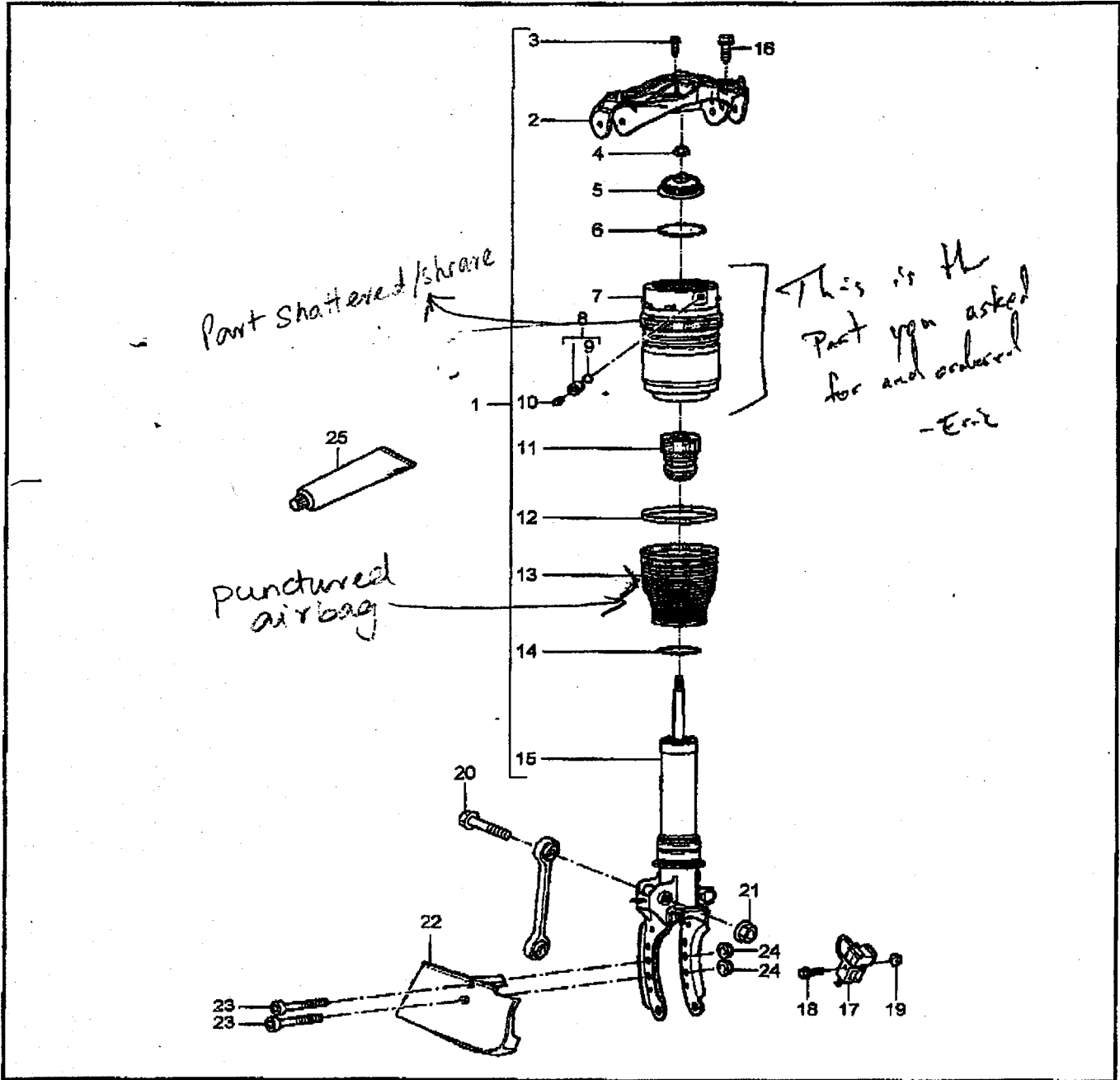
General Rail

DIAGRAM

*AHN:*

PORSCHE **PET** PORSCHE

Model	Year	MG	SG	Illustration	Restrictions	UPD	10:44	28.12.2009
9PA	2004	4	02	402-01		247		



at\_bild.frm

KAT 524

CUSTOMER #: 30289830

10649

# HOLBERT MOTOR CARS

1607 EASTON ROAD  
WARRINGTON, PA 18976

(215) 343-1600 \* (215) 343-2890 \* Fax (215) 343-4269

DIRECT PARTS LINE: (215) 343-5352 & 4810

Website: www.holberts.com

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 8447 JERRY GROSS

LANGHORN, PA  
HOME [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	04	PORSCHE CAYENNE	WP1AC29P24L [REDACTED]	[REDACTED]	44018/44018	T340	
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB04 DD			WAIT 16NOV09		101.00	CASH	16NOV09
R.O. OPENED	READY	OPTIONS: DLR:1159 ENG:4.5 Liter					
12:28 16NOV09	13:12 16NOV09						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A\*\* CK. THE R/F AIRSUSPENSION SHOCK ASSY.  
 99 THE R/F STRUT ASSY. BELLOWS IS BLOWN  
 OUT-UNSAFE TO DRIVE  
 15 CPP 0.00 0.00  
 99 THE PARTS COST IS \$2505.89 LABOR IS \$989.80  
 WHICH INCLUDES ALIGNMENT ALSO  
 15 IULP 0.70  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A.: 0.00 (N/C)

\*\*\*\*\*

Case Nos 5148302  
[Handwritten signature]



Do we have your name and address correct?  
Please advise if not.

**ALL PARTS BEGINNING WITH THE LETTER "O" ARE NON-GENUINE.**

**Thank You For Your Business!**

Not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any cause beyond our control.

**STATEMENT OF DISCLAIMER**  
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

CUSTOMER COPY