



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

October 2, 2012

[REDACTED]
Waterford, CT [REDACTED]

NVS-216 mec
Ref. No. 10476061

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 202 Porsche Boxster vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that your MY 202 Porsche Boxster lost motive power on a highway when the shifter cables separated from the transmission. In addition, you attempted to file a complaint on NHTSA's website but encountered difficulties when you tried to select a component under "affected parts" on the Vehicle Owner's Questionnaire (VOQ).

We have reviewed our database in an effort to identify whether a safety defect trend exists with shifter cables that separate from the transmission in MY 202 Porsche Boxster vehicles. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation. However, the information provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov. We will review the problem you encountered with our web site and address any deficiencies in the parts/component selection field.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic VOQ online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236.

Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.gov.

Sincerely yours,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement