



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

**MAR 12 2013**

[REDACTED]  
Warwick, RI [REDACTED]

NVS-216 nlm  
Ref. No. 10501801

Dear [REDACTED]

Thank you for your correspondence to Secretary LaHood concerning your model year (MY) 2008 Porsche Cayenne. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

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. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that your MY 2008 Porsche Cayenne has had numerous problems with the electrical and brake systems. You allege your most recent problem results in improper positioning of the side view mirrors while driving. You state you almost crashed on four occasions due to the side mirrors being out of proper position which created a blind spot where vehicles beside or behind you were not visible. You state that your vehicle is currently at the dealership for repair; however, the dealership has already made numerous attempts to repair the side mirror problem without success. A Porsche Field Technical Expert suspected an electrical or software virus and recommended replacing the computer control module, but the side mirror problem continues. On March 1, the dealer informed you that your vehicle was repaired, but you have lost confidence in the vehicle. Furthermore, before you take possession of the vehicle, you request a written release from Porsche and the dealer indemnifying you of fault, damages, costs, and liability if a crash occurs as a result of the mirrors being out of position. You also filed for arbitration under Rhode Island's lemon law in pursuit of a cash settlement or repurchase of the vehicle.

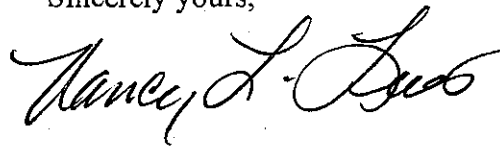
[REDACTED]

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the electrical and brake system in MY 2008 Porsche Cayenne vehicles. In addition, we specifically reviewed our database with regards to the positioning or inadvertent movement of exterior side mirrors. At this time, there are no similar complaints in our database. However, the information you provided has been entered into our database, and it will be considered with future reports to identify any safety defect trends that may require our attention. A brochure explaining the NHTSA investigation and recall process is enclosed for your information or you may visit our web site at [www.nhtsa.gov](http://www.nhtsa.gov).

On March 8, Mr. Frank S. Borris of NHTSA's Office of Defects Investigation, spoke with you by telephone. I understand that you informed Mr. Borris that you have reached an agreement with Porsche and no longer own the vehicle, although you are still concerned about the side mirrors and want to be sure the next owner is not at risk. Please file a complaint online at [www.safercar.gov](http://www.safercar.gov) making certain to include the 17-digit vehicle identification number. Your complaint may prove helpful if NHTSA receives any similar complaints in the future.

If further assistance is needed, please contact Mr. Borris at (202) 366-3217.

Sincerely yours,



Nancy L. Lewis  
Associate Administrator  
for Enforcement

Enclosure