

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Laiuan CTR \(NHTSA\)](#)
Subject: FW: Complaint on Porsche Cayenne (VIN): WP1AA29P48LA20323
Date: Wednesday, March 13, 2013 10:15:36 AM
Attachments: [Porsche Cayenne Invoice # 11 of 12.pdf](#)
Importance: High

From: Reid, Randy (NHTSA)
Sent: Wednesday, March 13, 2013 8:48 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Complaint on Porsche Cayenne (VIN): WP1AA29P48L [REDACTED]
Importance: High

d/b/a **UAG WEST BAY IP, LLC**
PORSCHE OF WARWICK
 1517 A Bald Hill Road
 WARWICK, R.I. 02886
 (401) 821-1510
 www.inskip.com

P CS425772

POCS425772

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR DAVID BORDELEAU	TAG NO. 71374	400	INVOICE DATE 03/01/13	INVOICE NO. POCS425772
	LABOR RATE 129.90	LICENSE NO.	MILEAGE 47,973	COLOR CRYSTAL SIL	STOCK NO.
	YEAR / MAKE / MODEL 08/PORSCHE/CAYENNE V6/TIPTONIC			DELIVERY DATE 01/31/08	DELIVERY MILES 24
	VEHICLE I.D. NO. W P 1 A A 2 9 P 4 8 L			SELLING DEALER NO. 1673	PRODUCTION DATE 12/28/07
	F.T.E. NO.		P.O. NO.	R.O. DATE 01/24/13	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
					MO: 48199

LABOR & PARTS

J# 1 41POZHMIRROR OUTSIDE MIRRORS TECH(S):8143 WARRANTY

CUSTOMER STATES THAT THE RIGHT SIDE MIRROR DROPS DOWN WHILE DRIVING INTERMITTENTLY. CHECK & REPORT CUSTOMER DEMONSTRATED CONDITION TO SHOP FOREMAN. MIRROR DROPPED AFTER PULLING CAR OVER AND TAKING IGNITION KEY OUT AND OPENING DRIVER'S DOOR.

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 COMPLETED.PD

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 APPOINTMENT HAD BEEN SET-UP WITH SERVICE ADVISOR FOR JANUARY 28, 2013 WITH A COMPLAINT THAT THE RIGHT SIDE MIRROR DROPS DOWN WHILE DRIVING INTERMITTENTLY.

CUSTOMER STATED TO PORSCHE OF WARWICK MANAGEMENT THAT THE VEHICLE WAS UNSAFE TO DRIVE DUE TO THE ABOVE CONDITION AND REQUESTED DROPPING OFF VEHICLE ON JANUARY 24, 2013.

WHEN VEHICLE ARRIVED CUSTOMER WAS SENT OUT FOR A TEST DRIVE WITH THE SHOP FOREMAN TO DEMONSTRATE ABOVE COMPLAINT. THAT COMPLAINT COULD NOT BE DUPLICATED. CUSTOMER POINTED OUT TO SHOP FOREMAN A SECOND CONCERN WHICH WAS THAT WHEN THE VEHICLE WAS STOPPED AND THE IGNITION KEY WAS REMOVED AND THE DRIVER'S DOOR WAS OPENED BOTH MIRRORS WENT TO THE CUSTOMER PRESET MEMORY POSITION. THIS ADDITIONAL COMPLAINT WAS ADDED TO THE REPAIR ORDER AND CONFIRMED WITH THE CUSTOMER BEFORE REPAIR ORDER WAS PRINTED AT AROUND 1:34 PM, CUSTOMER SIGNED THE REPAIR ORDER WITHOUT REQUESTING ANY CHANGES TO THE CONCERN. THE REPAIR ORDER HAD A SECOND JOB LINE STATING THAT THE CUSTOMER REQUESTED SUBSTITUTE TRANSPORTATION AND THAT AN AVIS RENTAL CAR WAS SUPPLIED TO CUSTOMER.

ON JANUARY 25, THE SHOP FOREMAN PERFORMED SOME PRELIMINARY DIAGNOSTIC PROCEDURES ON VEHICLE TO SEE IF THERE WERE ANY FAULT CODES STORED RELATED TO ABOVE CONCERN, THERE WERE NO FAULTS RECORDED RELATED TO ABOVE CONCERN. SHOP FOREMAN SUBMITTED A TECHNICAL ASSISTANCE REQUEST TO PORSCHE CARS NORTH AMERICA. TECHNICAL DEPARTMENT REPLIED THAT FIELD TECHNICAL MANAGER RON HERRICK WOULD BE AT DEALER TO INSPECT VEHICLE.

PORSCHE OF WARWICK TEST DROVE VEHICLE ON AT LEAST SEVEN OCCASIONS FOR A TOTAL OF 226 MILES. ONE OF THE TEST DRIVES WAS AN APPROXIMATELY 100 MILE TEST DRIVE AND WERE NOT ABLE TO DUPLICATE CSUTOMER'S CONCERN OF THE RIGHT SIDE MIRROR DROPPING DOWN WHILE DRIVING.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	7	999-513-076-40	TIE-WRAP		WARRANTY
JOB # 1	1	955-618-059-01	CONTROL UNIT, RE		WARRANTY
JOB # 1	1	955-624-701-02	WINDOW MOTOR		WARRANTY
JOB # 1	5	955-618-740-00	SEAT POS CONTRL		WARRANTY
JOB # 1	1	955-618-036-05	CONTROL UNIT, IM		WARRANTY
JOB # 1	1	955-637-245-04-01C	HANDHELD TRANSMI		WARRANTY
JOB # 1	1	000-043-206-19	ROLL PIN		WARRANTY
JOB # 1	1	955-618-127-00	CONTROL UNIT, EL		WARRANTY
				JOB # 1 TOTAL PARTS	0.00

The Reynolds and Reynolds Company EPRINTING C0620574 0 (07/11)

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CELL: [REDACTED]

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[REDACTED]	LABOR RATE 129.90	LICENSE NO.	MILEAGE 47,973	COLOR CRYSTAL SIL
[REDACTED]	YEAR / MAKE / MODEL 08/PORSCHE/CAYENNE V6/TIPTONIC		DELIVERY DATE 01/31/08	DELIVERY MILES 24
[REDACTED]	VEHICLE I.D. NO. W P 1 A A 2 9 P 4 8 L [REDACTED]		SELLING DEALER NO. 1673	PRODUCTION DATE 12/28/07
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/24/13	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: 48199

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 04POZZAVIS AVIS RENTAL TECH(S):8143 WARRANTY
 CUSTOMER REQUESTS SUBSTITUTE TRANSPORTATION, PROVIDED WITH
 AN AVIS RENTAL CAR.
 COMPLETED. DAB
 CUSTOMER PROVIDED WITH AVIS RENTAL CARS AT NO CHARGE TO
 CUSTOMER.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----WARRANTY
 JOB # 2 218482 912867911 02/26/13 INV# 912867911 - RENTAL
 TOTAL - SUBLET 0.00

G.O.G. & SUPPLIES-----WARRANTY
 JOB # 1 FREIGHT (PARTS) WARRANTY
 JOB # 1 FREIGHT WINDOW MOTOR WARRANTY
 JOB # 1 FREIGHT SEAT CONTROL UNI WARRANTY
 JOB # 1 FREIGHT IMMOBILIZER UNIT WARRANTY
 JOB # 1 FREIGHT VEHICLE ELECT SY WARRANTY
 JOB # 1 FREIGHT WIRING HARNESS WARRANTY
 TOTAL - GOG 0.00

COMMENTS-----
 LOANER CAR

TOTALS-----
 TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE
