

MAY 22 2013



CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

May 14, 2013



JEFFREY S. CHIESA
Attorney General

ERIC T. KANEFSKY
Acting Director

National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Re: [REDACTED]
File Number: 04-12-13G0000098546

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Cindy K. Miller
Deputy Director - Consumer Protection

CM/kcn

ET
52813
SMD



New Jersey Office of the Attorney General

Division of Consumer Affairs
P.O. Box 45025
Newark, New Jersey 07101
(973) 504-6200
(800)-242-5846

E-Mail: AskConsumerAffairs@ips.state.nj.us

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the investigation is closed. You are also advised that the completed complaint form is a "government record." subject to disclosure under the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

Form with two columns: 'COMPLAINT REPORTED BY' and 'COMPLAINT REPORTED AGAINST'. Includes fields for Name, Address, City, State, ZIP, Home Telephone Number, Work Telephone Number, E-Mail Address, Business, Address, City, State, ZIP, Telephone Number (1), and Telephone Number (2). Handwritten entries include 'Northfield', 'New Jersey', 'Porsche Cars North America', 'Atlanta', and 'Georgia'.

For statistical and informational purposes only. Your age: [] 18-29 [] 30-44 [x] 45-59 [] 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- Automotive [x]
Automotive Repairs []
Banking []
Credit Card []
Charity []
Direct Mail/Sweepstakes []
Home Repair []
Internet/Cyberspace []
Professional Service []
Stocks/Securities []
Telemarketing []
Telecommunications []
Bingo/Raffle []
Health Club []
Warranty []
Advertising []
Wheelchair Lemon Law []
Weighing/Measuring Devices []
Used Car Lemon Law []
New Car Lemon Law []
Home Furnishings []
Other (specify) _____

2. If your complaint involves a motor vehicle, please provide the following information:

- a. [] New [x] Used
b. [] Purchased [] Leased
c. Purchase Price 10,500. Current Mileage 64,000.
d. Date of purchase 6/2009 [] With Warranty [] With Service Contract [] As Is
e. Make Porsche Model Boxster Year 1998

3. Name of company with which you dealt: Porsche North America

4. Name and title of company agents or employees with whom you dealt: Customer Service Rep

5. Describe the facts of your complaint in the order in which they happened. Please print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

Between 1997 & 1998 Porsche produced a Boxster Engine with two known flaws. First, the engine block was too porous. This causes cylinder walls to crack, causing loss of all compression in that cylinder & thereby rendering the engine useless. Secondly, they designed a faulty Intermediate Bearing Shaft that has a high rate of failure thereby again destroying the engine.

This has been a known problem that Porsche refuses to take responsibility for. They knowingly produced a car that had the potential to be of enormous expense to the owner. Online forums are littered with people who have had bad experiences due to this engine.

I have contacted Porsche North America on several occasions but to date they refuse to do anything stating that the car is out of warranty (This is the strategy they use to pass the expense of their poor design onto the consumers.)

One last thing: The Computer Module is also located in a position that exposes it to increased probability to short circuit. Another design flaw that many owners have had to foot the bill for.

6. The amount of loss involved in this complaint: \$ 9,000. - Please provide a breakdown of these losses:

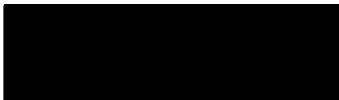
Replacement Engine	3,800. -	Computer Module	175.
Upgrade to Bearing	700.	Cost to Reflash	220
Labour for both	4,000.	Labour for both	450
Towing	100.00		

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

Signature*

225352
APR 12 2008
NEW JERSEY
DIVISION OF
CONSUMER AFFAIRS
4/08/13
Date

* This certification must be signed by the person completing the form.



Northfield NJ



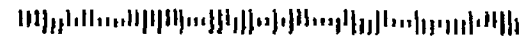
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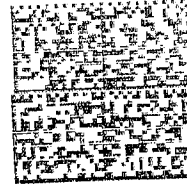


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Newark, NJ 07101

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CONSUMER SERVICE CENTER
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NEWARK, NJ 07101



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