


MAY 13 2014

 <p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire 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 26-MAR-2014	Repository <input type="checkbox"/> Reference No. 10574871
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City CINCINNATI	State OH	Zip Code [REDACTED]	
<p><i>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).</i></p>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WPOCA298XVS [REDACTED]		Make PORSCHE	Model BOXSTER
		Model Year 1997	
Date Purchased 01/01/1999	Dealer's Name and Telephone Number Motor Werks 847-381-8900		Engine: No: Cylinders 6
Original Owner <input type="checkbox"/>	Dealer's City Barrington	State IL	Zip Code 60010
Transmission Type Automatic Tiptronic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 5speed Tiptronic	Incident Date(s) 12-AUG-2013
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 140000 AIR BAGS, 150000 SEAT BELTS		Failure Mileage 54000	Failure Speed 35 mph
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code	Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
		Reported to Police N	
<p>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).</p>			
<p>TL* THE CONTACT OWNS A 1997 PORSCHE BOXSTER. THE CONTACT STATED THAT THE AIR BAG LIGHT SPORADICALLY ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER, WHO DIAGNOSED THAT THE SEAT BELT BUCKLES, HARNESS AND CONTROL UNIT NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 54,000.</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<p>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.</p>			



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

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 failures(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

Porsche Cars North America, Inc

980 Hammond Drive

Suite 1000

Atlanta, Georgia 30328

Re: VIN: WPOCA298XVS [REDACTED]

1997 Porsche Boxster Tiptronic

Case Number 5290211

Dear Sir

I am enclosing your response dated February 3, 2014.

I am not accepting the non-response of Porsche Cars North America.

You apologize for not being able to assist in this matter. That is unacceptable to me as a Porsche Boxster owner.

I have done my homework. The seat belt issue was a serious problem relating to safety. There are a number of fair experts on the subject. They have documented the problem and it is widespread with certain models of Porsche cars. Now you can bury your head in the sand, but I intend to write every month until you respond fairly on this issue. If you continue this "Toyota" approach I will forward all my letters and information that I have been able to gather to my Attorney(s) General for the State of Illinois and the State of Ohio.

My current address is: [REDACTED]

[REDACTED]
[REDACTED]
Cincinnati, Ohio [REDACTED]

My telephone number is the same [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Cincinnati, Ohio [REDACTED]

[REDACTED]

Very truly your,

[REDACTED]

[Handwritten mark]

EXPAND/MODIFY OPERATIONS

Boxster 97/08
OP NUMBER : 69010000
MODIFIER :

PL 2
TOTAL \$ 1148.26

- 1. OPERATION : Air Bag/Restraint System Diagnosis
- 2. DESCRIPTION: R/R SEAT BELT WITH HAENESS KIT
- 3. HOURS : 4.20 LABOR: 625.63

SPG LABOR CODE: V

LN	PART NUMBER	DESCRIPTION	REQ	AVAIL	PRICE	TOTAL
4.	PO000-043-206-06	HARNES	2	0	82.87	165.74
5.	PO996-803-183-09	DRIVER SIDE SEAT BUC	1	0	143.98	143.98
6.	PO996-803-183-10	SEAT BELT RECEPTOR	1	0	120.30	120.30

PARTS: \$ 430.02
 LABOR: \$ 625.63
 SHOP SUPPLIES PORSCHE: \$ 20.00
 TAX: \$ 72.61
 =====
 TOTAL: \$ 1148.26

(E=ENTER) (LINE#) (A=ADD PARTS) (O=NOTES) (C=CANCEL)

— 10% —

↑
 Porsche Dealer
 Porsche of the Villago
 Madeira, Ohio
 formerly Beechmont Porsche

if 10kw/ Seat Belt
 % off total



10574871
 4-6 wks - 5 yrs
 safety - f - criss
 major not recall record
 # 10574871
 # 10574871



PORSCHE

[REDACTED]
Glenwood, IL [REDACTED]

February 3, 2014

Porsche Cars North America, Inc.
980 Hammond Drive
Suite 1000
Atlanta, Georgia 30328
(770) 290-3500 Fax: (770) 290-3700

Re: VIN: WPOCA298XVS [REDACTED]
1997 Porsche Boxster Tiptronic
Your Case Number is 5290211

Dear [REDACTED]

Porsche Cars North America is in receipt of your recent correspondence concerning your 1997 Boxster Tiptronic. As the individual responsible for Porsche customer service in your area, I am responding to your request for assistance.

We have thoroughly reviewed your case. We assure you that we have taken into full consideration all of the facts regarding your situation and respectfully must decline to participate financially in the cost of this repair to your vehicle. We sincerely apologize for not being able to assist in this matter.

Very truly yours,

Justin Miller
Customer Commitment Resolution Specialist

cc: L. Letizia, Regional AfterSales Manager, Porsche Cars North America
K. Weaver, Senior Customer Commitment Specialist, Porsche Cars North America
K. Marino, Service Manager, Porsche of Beachwood



PORSCHE

[REDACTED]
Cincinnati, OH [REDACTED]

Porsche Cars North America, Inc.
980 Hammond Drive
Suite 1000
Atlanta, Georgia 30328
(770) 290-3500 Fax: (770) 290-3700

March 4, 2014

Re: VIN - WPOCA298XVS [REDACTED]
Your Case Number is 5290211

Dear [REDACTED]

We are in receipt of your recent letter regarding our decision for goodwill consideration for your 1997 Boxster.

Unfortunately, Porsche Cars North America's position as stated previously remains unchanged. Again, this decision is based primarily on the fact that your vehicle is 15 years outside of the Porsche New Car Limited Warranty end date.

We understand that you may not agree with our decision but, again, want you to know we have carefully reviewed all of the factors surrounding your request. Our position will remain as originally stated, and this decision is firm.

Very truly yours,

Kristen Weaver
Customer Commitment Sr. Specialist

Porsche 513-271-3200

1997 Porsche Boxster (986) F6-2.5L

Vehicle » Restraints and Safety Systems » Technical Service Bulletins » All Technical Service Bulletins » Restraints - Warning Light ON/DTCs 45, 46, 48 & 49 » Work Procedure » Measure - A

Work procedure for Measure A (both seats) with fault code 45, 46, 48 and/or 49

Changing the vehicle-side plug on the seat plug connection, installing new belt buckles and changing the ground wiring harnesses. In case of repeated repair: If vehicle has airbag control module, part number, 996.618.219.00, replace with airbag control module, part number, 996.618.219.02.

from 98 3VS 62 0061 to 98 3YS 62 0307
 from 98 3YS 66 0061 to 98 4YS 66 0067
 from 98 6WU 62 0061 to 98 2YU 62 0755
 from 98 8YU 66 0061 to 98 3YU 66 0064

Applies for vehicles M.Y. 1997 (V) - 2000 (Y) with fault code 45, 46, 48 and/or 49 within the VIN ranges shown.

Part Number	Description
996.803.183.09	Driver's side belt buckle
996.803.183.10	ditto, passenger's side
000.043.206.06	Service set belt buckle (2 sets required), contains: 1 lead 1.5 mm ² (brown, l = 500 mm) with cable lug, 4 leads 0.5 mm ² (brown) with contact springs (gold-plated/greased), 4 wire-end ferrules 2.5 x 7, 1 wire-end ferrule 4 x 9, 4 shrink tubing 4 x 35, 1 shrink tubing 6 x 35, 1 plug cap (for vehicle-side plug), 2 tie-wraps.
996.618.219.02	Airbag control module (only in case of repeated repair)

Parts Information

Knife	Stripping pliers
Side cutters	Small flat screwdriver
Torx E12 socket wrench	Medium-size phillips screwdriver
3/8" ratchet with extension	A/f 10 combination wrench
Solder	Soldering iron
Heat gun	Flat-nosed pliers
Narrow steel-wire brush	Porsche press-out/unlocking tool
Electrical tape	Crimping pliers

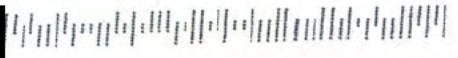
Tools

Work Procedure Measure A:

1. Disconnect battery.



Cincinnati, OH



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 1200 New Jersey Avenue SE
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