


AUG 12 2014

 U.S. Department of Transportation National Highway Traffic Safety Administration		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		FOR AGENCY USE ONLY 100148	
Name: [REDACTED]		Date Received: 13-JUN-2014		Repository: <input type="checkbox"/>	
Address: [REDACTED]		Daytime Telephone Number: [REDACTED]		Reference No.: 10598063	
City: KANSAS CITY		State: MO		Evening Telephone Number: SAME	
Zip Code: [REDACTED]		E-mail Address: NOEMATI@UNK.GOV			
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).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number located at bottom of windshield on driver's side WPOCA29855S [REDACTED]		Make: PORSCHE	Model: BOXSTER	Model Year: 2005	
Date Purchased: 1/21/2014	Dealer's Name and Telephone Number: TOM WOOD PORSCHE - AUDI 317848 3158		Engine: No: Cylinders: 6	Fuel Type: GAS	
Original Owner: <input type="checkbox"/>	Dealer's City: INDIANAPOLIS	State: IN	Zip Code: 46240		
Transmission Type: 5 SP	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain: BASE 6CYL BOXER ENGINE	Multiple Failure: COMPLETE MOTOR FAILURE	Incident Date(s): 19-APR-2014	
<input checked="" type="checkbox"/> Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)			Failure Mileage: 34000	Failure Speed: 55	
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: DOTM19ABC036):		<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					
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
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	
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).					
TL* THE CONTACT OWNS A 2005 PORSCHE BOXSTER. THE CONTACT STATED WHILE TRAVELING APPROXIMATELY 55 MPH, THE ENGINE MADE A LOUD NOISE, VARIOUS WARNING LAMPS ILLUMINATED ON THE INSTRUMENT PANEL AND THE VEHICLE STALLED. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC. THE TECHNICIAN DIAGNOSED THAT THE MOTOR NEEDED TO BE REPLACED. THE INDEPENDENT MECHANIC SUGGESTED THAT THE VEHICLE BE TAKEN TO AN AUTHORIZED PORSCHE DEALER FOR REPAIRS. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER WHO VERIFIED THE FAILURE AND STATED THAT THE MOTOR HAD SELF DESTROYED AND NEEDED TO BE REPLACED. THE VEHICLE WAS TO BE INSPECTED AND REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 34,000.					
IT WAS NECESSARY TO HAVE AN AUTHORIZED DEALER (ARISTOCRAT MOTORS IN KANSAS CITY AREA) INSPECT IT AS PER PORSCHE WHICH I DID. THEY TOLD ME IT WAS NOT REPAIRABLE AND IT WOULD COST \$27,439.19 TO REPLACE. THEY COMMUNICATED THIS INFO TO PORSCHE NORTH AMERICA.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
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 to 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.					

SAVE THIS COVER SHEET - INFO ON BACK

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I WAS JUST CRUISING ALONG ABOUT 5 MILES FROM HOME AND WITHOUT WARNING IT STARTED MAKING ENGINE NOISES (NOT REALLY VERY LOUD) THEN SHUT OFF AND ALL MY PASH LIGHTS CAME ON - I COASTED TO THE SIDE OF THE ROAD AND CALLED FOR A TOW. I DIDN'T TRY TO RESTART IT AS I FEARED THE WORST - TOTAL ENGINE FAILURE. THEY'VE HAD MAJOR ISSUES WITH THESE WATER-COOLED ENGINES SINCE THEY CAME OUT IN 1998 (911'S + BOXSTERS) ITS ALL OVER THE INTERNET. SEE ENCLOSED FOR MORE AND MY COMMUNICATION WITH PERSHIE

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:


www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

NHTSA

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



May 21, 2014

Porsche North America

Re: Case No. 5300677

Gentlemen:

I am very surprised and kind of shocked at your decision not to take care of me. I found out I won't be able to actually meet with a Porsche rep so I am mailing my packet instead. As a nearly 30 year fan, customer, and life-long "Porschephile," I expected something more from your organization.

Porsche has established a reputation as truly one of the great car makers in history. Their engineering has set the standard that has been the target of the world, envied by everyone including Ferrari, Honda, and even Mercedes I'm sure. No compromises – that's what they supposedly hung their hats on. Mercedes has "the best or nothing" as a guiding principle and they have had Porsche make some of their engines!

I am sure Ferry Porsche is rolling in his grave over these water-cooled engines, but, more than that, over the lack and laggardly response to resolving the problems. Twenty-five or thirty years ago, when the 911 was supposed to die, Porsche would have gotten their very best people together and spent a ton of money and midnight oil to resolve the issues, but not now. They've had problems with these engines from the beginning, and it's taken until 2012 to finally redesign it. When they built mine in 2005, they had been failing catastrophically like mine did for eight years. It took them another seven to fix. It's a different company now, I guess, distant cousins to the original version.

I'm a student of history, among other things, and I can site facts about the company going back to Dr. Porsche and his relationship with Hitler and his autobahn. The "people's car" (VW) and even Porsche's brief internment after WWII, which eventually led to what is now Porsche Motor Car Company. Even though I'm a person of modest means and station in life, I think I'm aware of where we're at now and my admiration of your company has been obliterated.

By the way, I've owned 7 Porsches – 5 911s (air-cooled), a 928S, and this 2005 Boxster, so I think I know of what I speak. I sold my 1987 911 Cabriolet, one month before I bought the Boxster, because I wanted a more modern car with good AC, cruise, and safety features. I spent \$7,000 resolving the valve guide problem that typically occurs, on '87s especially, at about 100,000 on the odometer, including new piston rings and a new clutch with the updates.

I placed it on *cars.com* and sold it in a little over two months to a German, interestingly, who lives in Frankfort and works for Lufthansa. It was transported to Houston then shipped to Frankfort via Rotterdam. One month later, January of 2014, I flew to Indianapolis and bought what I thought was a pristine Boxster from Tom Wood Porsche-Audi.

The car is beautiful, only had 34,000 miles, 33,848 to be exact, and was always serviced at the dealership. Only Mobil One synthetic was used, of course. I've had it now for a little over 90 days (88 days until it failed catastrophically), and barely got a chance to drive it due to our terrible winter – 1,400 miles total! This is truly a financial disaster for me. I've spent almost \$25,000 for it, including taxes, insurance and license and this doesn't include the travel expenses, gas, etc. and airfare. Tom Wood insisted I pay cash or they couldn't provide the original signed title before I left the state, so I complied, as I didn't feel comfortable leaving for Kansas City without the actual title. This caused me to nearly deplete my life savings (down to about \$1,200.00) just so I could do the deal. Now I own a nice piece of art – it's no longer a car. On 5/2/14, Aristocrat Service notified me that the engine is unrepairable, and it will cost \$27,639.19 to replace. Insane!

In conclusion, this letter is only the beginning, gentlemen. I'm a Terrier when it comes to persistence and you're going to feel me tugging at your heels for as long as it takes until I'm made whole. I'm 72 years old, my kids are grown and I'm single. I'm self-employed, but this will now be my sole raison d'etre. In the not too distant future, even Volkswagen in Germany will be made aware of my situation. Toyota and GM are going to have company as far as publically-exposed scandals are concerned. Speaking of Toyota and GM, VW wants to be #1 in terms of market share; but I'm going to do my utmost to expose their crown jewel, Porsche, and help quash that dream. We all have shattered expectations though – don't we. I want another engine (with a warranty) or \$25,409.00 to buy me out. I'll throw in the car. There's still time to change your minds. I've got nothing to lose.

Sincerely

A large black rectangular redaction box covers the signature area. Below it, a smaller black rectangular redaction box covers the return address area.

Enclosures

cc: Aristocrat Motors
Tom Wood Porsche-Audi

P.S. My character is unassailable. It took me eight years to graduate from college (before the internet when you actually attended class) while working full-time and helping raise 4 children. My wife was a stay-at-home mom and we lived very modestly, but I still graduated *cum laude*. Also, I've had an 800+ credit score for over 25 years. I'm not your average Joe!



PORSCHE

[REDACTED]
Kansas City MO [REDACTED]

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

May 29, 2014

Re: VIN WPOCA29855S [REDACTED]
Your Case Number is 5300677

Dear [REDACTED]

You recently contacted Porsche Cars North America regarding the 2005 Boxster.

We have thoroughly reviewed your case, and assure you that we have taken into full consideration all of the facts regarding the situation. Our records indicate that the subject vehicle is four years beyond the completion of the New Car Limited Warranty; therefore we respectfully must decline your request. We sincerely apologize for not being able to assist further in this matter.

We understand that you may not agree with our decision but, again, we have carefully reviewed all of the factors surrounding this request and our decision is non-negotiable.

Very truly yours,

A handwritten signature in black ink, appearing to read "Edmund D. Evans".

Edmund D. Evans
Customer Commitment Senior Specialist

June 9, 2014

Mr. Edmund Evans
980 Hammond Dr.
Suite 1000
Atlanta, GA 30328

Re: VIN No. WP0CA298555 [REDACTED]
Case No. 5300677

Dear Mr. Evans:

I received your response to my request for assistance with my Boxster and the complete failure of the engine. I'm not surprised that you declined to assist me since it's obvious that Porsche is only interested in the bottom line and doesn't stand behind its product anymore. To call yourselves "Customer Commitment" is a joke. Your response to my situation only confirms my opinion that hubris is alive and well at Porsche.

In addition, as you know, the U.S. Government is cracking down on auto companies over safety issues – recent GM troubles over the ignition switch and the hazard to the public when the motor shuts down only the latest example. Porsche's engine failures have probably led to some pretty dicey situations out on the road, possibly some accidents. I was lucky I was able to coast to the side of the road and not passing somebody or something when mine failed suddenly. I feel Porsche has ignored the law by their decision not to alert the public and their customers about these engines. How many have failed? 20-25% - and continue to.

Your profits (short term) are all you care about now – the ads that "there is no substitute" have been supplanted. It's sad. Now you brag about sales figures like I saw in the May 2014 edition of "911 & Porsche World." In it, Porsche boss, Matthias Muller states that Porsche deliveries world-wide increased 3.4% to 22,515 in January and February alone. Interestingly, on that same page, all the new Porsche GT3 engines are being replaced due to problems.

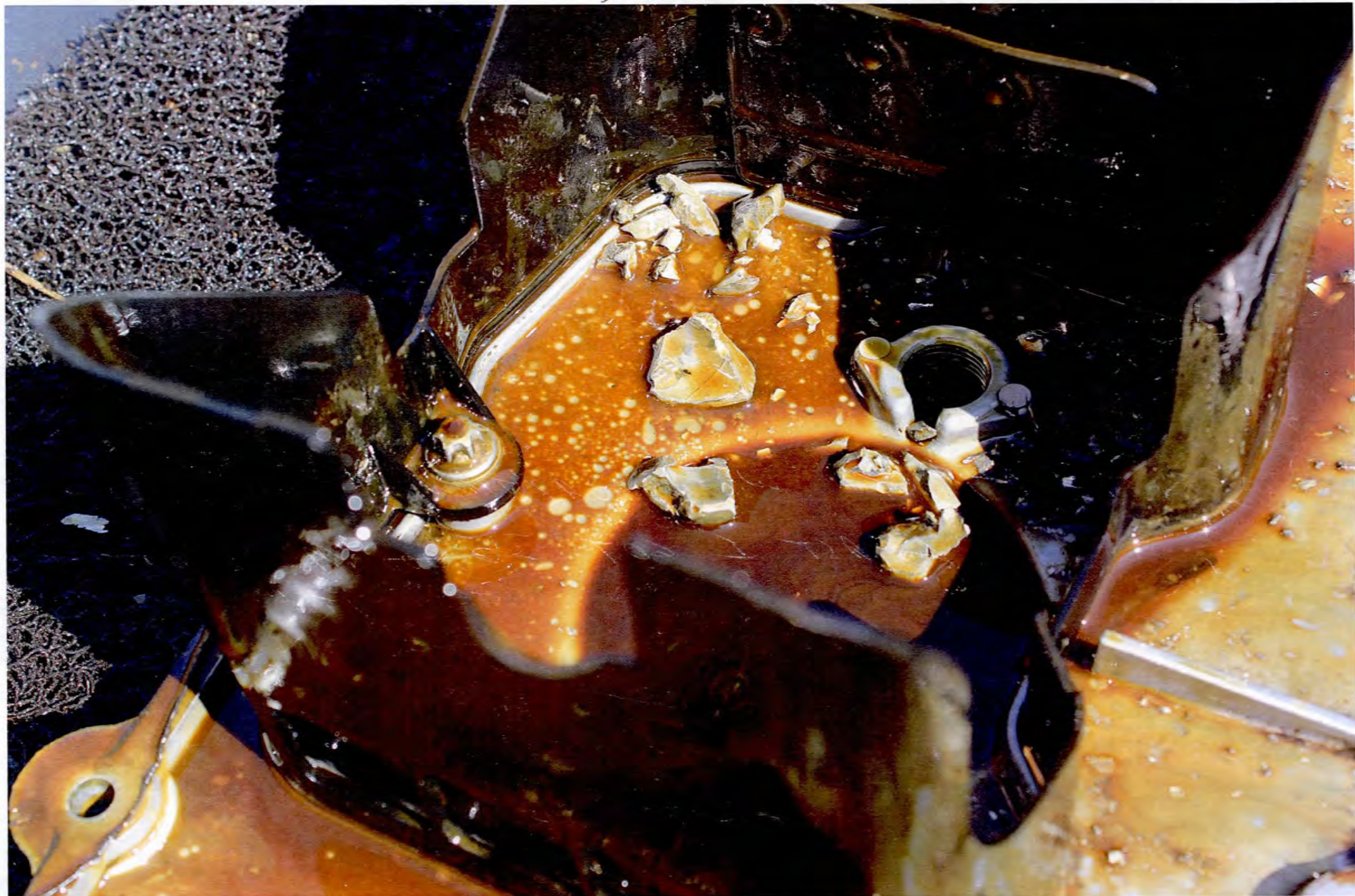
In conclusion, I hope certain people take note of what I've gone through and try to make things right. I was a dedicated Porscheophile, now I'm a Porschephobe. To spend \$55,000 for a Boxster that's only going to last 35,000 miles is completely bizarre. I just bought a Nissan Altima last year for \$20,000. I already have 122,000 miles on it. I had the fluids changed, new plugs installed, and bought new tires, and I'm good to go now for another year. What's wrong with this picture??

Very truly yours,

[REDACTED]
[REDACTED]



IF PORSCHE DENYS MY CLAIM PLEASE ON
SEE OTHER SIDE/CARS.COM - ET AL



THEY DID DENY MY CLAIM BUT
MAYBE THE DEPT. OF TRANSPORTATION WILL DO SOMETHING

SOME SUGGESTED PICS

~~CAR ON TOW TRUCK~~

~~CAR ON TOW TRUCK WITH HAPPY RIDERS~~

~~CAR WITH RIDERS BEING PULLED BY A HORSE~~

~~CAR PARKED AT A MUSEUM WITH A~~

~~CAPTION "BEAUTIFUL ART BUT~~

~~UNDRIVABLE JUST LIKE~~

~~THE OTHER ART INSIDE"~~

~~THIS PHOTO WITH CAPTION "WELL, AT~~

~~LEAST I GOT 25,000 MILES OUT OF
1400 "X"~~

THIS IS A REVIEW I FOUND
ON THE INTERNET. THE MOST
COMPLETE OF NUMEROUS REVIEWS ON "Vehy
Reviews" SITE

I owned a 2006 Porsche Boxster S for 2½ years, and recently sold it and bought a Honda S2000. I sold the Boxster because of the looming problem of IMS. I personally am done with German cars, at least new(er) ones, pretty much anything German built since about the late 1990's onward.

The Boxster is an absolute blast to drive, as are all Porsche cars. There's nothing like a mid-engine car and its low polar moment of inertia for phenomenally neutral handling. But, while I loved driving it, owning it was a different experience than a half hour test drive. It is a great combination of performance and luxury. However, Porsche has also done a fantastic job of marketing itself over the years. The company has set standards for skillful product placement. So many movies and television shows have Porsches in them whenever "upscale, affluent" lifestyles or "beautiful people" are depicted. Porsche itself now touts the "Porsche lifestyle" in their marketing, just like BMW. Their efforts have been phenomenally successful. Most people think "Porsche" when they think "upscale" car, or "upscale" lifestyle. Just like the cigarette advertising of the second half of this century, a whole generation - us - now has Porsche successfully branded on our psyches as the "it" car to have. Most people that are - or want to be - "upscale" want to have a Porsche (BMW has been even more aggressive with brand image marketing, maybe Porsche gets the silver medal to BMW's gold in this regard).

For many years Porsches richly deserved that reputation. The 911, which started the whole legend, was for decades fun to drive, beautifully engineered, and reliable, the standard by which all others were judged. There has never been anything else like it. I've owned several air-cooled Porsches before the Boxster, starting with the 356. The last one I had was a 1990's 964 series 911, one of the later air cooled ones, and will always regret selling it. Unfortunately (IMHO), Porsches today have morphed into a different animal. After years of aggressive marketing, Porsche is now focused on maximizing profits.

Think about this: Porsche's company mottos in the past used to be "Excellence is expected", or "There is no substitute". For the past 10 years, ever since the introduction of water cooled Porsches, the official company motto is now "The most profitable car company in the world". The IMS issue is what you get when a company - and its CEO - are focused on maximizing short-term profit, no matter what.

If you take a close, critical, objective look at the Boxster, it is apparent that the company has gone through it with a fine toothed comb looking for ways to cut costs. They clearly looked at everything and asked, "will people still buy it for the same price if we do this"? The Boxster doesn't

even have a limited slip differential, which is shameful in any sports car (but then, the mall profiling crowd will never know the difference). It even lacks an oil dipstick, instead using an electronic oil measuring system (might seem cool at first, but it's a lot more straightforward, and reliable, to just pull out a dipstick and see the oil level and condition). Save \$5 here and \$10 there, the next thing you know, it's \$1,000 more profit per unit, an impressive accomplishment in the razor-thin margins of the automobile industry - and you're on your way to becoming the 'most profitable car company in the world'.

People may poke fun at crudeness of Mustangs or the rattles of a Hyundai, but even in a \$12,000 Korean car you can reasonably expect the engine to last 100,000 miles if it is given a modicum of care. In this day and age, when reliability is expected, selling any car, especially a \$60,000 one, where 10% to 20% of engines can fail at any time, without warning, is reprehensible and completely unacceptable. Think about how people would react if 10%-20% of Toyota or even GM engines would fail unpredictably. People would take to the streets with torches and pitchforks like the villagers heading for Frankenstein's castle.

In addition to the appalling IMS design flaw, there were other a few other things that ultimately I just couldn't stand about the Boxster - which screamed of cost-cutting and brazen attempts to reach into my wallet and empty it - which is why I sold it -

1) The car is fragile. The seat leather was so cheap that every 4th or 5th time I drove the car I had to recondition the leather because it would wear through the dye. Buttons would break. Electrical components would fritz. The top was wearing holes through it (which might not have been tolerable if a replacement convertible top wasn't \$6,000).

2) You can't see the engine. It's in a sealed bay, accessible only from the bottom. Engine access in a mid-engine car is always tight (I've had mid engine cars before), but the Boxster is specifically designed to discourage owner access and force you to bring it to the dealer for everything, since the only way to get to the engine is on a lift and by removing the belly pan. Which results in.....

3) Maintenance costs are heart-stopping, and for no good reason. The Boxster was designed to make owners dependent on the dealer, and addicted to expensive - and not easily substituted - maintenance. Oil changes are \$230. Brake rotors last about 15,000 miles. The final insult was when the dealer tried to shake me down for a \$450 annual "comprehensive inspection". When I asked why, they said that if I ever

had a warranty claim – like, just maybe, IMS – they wouldn't back it up unless they did this "annual inspection" to verify proper maintenance, no abuse, etc. Which means, the dealer wants a \$450 yearly bribe just to honor the warranty the car came with. I guess the dealers are just following Wendelin Wiedeking's example of vacuuming up owner's money any way they can.

Where the Boxster was unreliable, the S2000 is a robust Honda. Where the Boxster was fragile the S2000 is well built. To the Boxster's lack of engine access and outrageous maintenance costs the S2000 has the best engine access of any car I've owned in the past 10 years, and with simple, straightforward upkeep costs.

Overall, after owning both, the S2000 to me just feels like more of a true enthusiast's car, while the Boxster has evolved into more of a car for posers, or for orthodontist's mistresses (some posers might be too insecure to have an objective discussion about cars, but then, maybe the old joke about (some) Porsche owners and porcupines is true....). To me, the S2000 has similar performance, is much more reliable, and costs half as much. Every time I drive it I get a huge smile on my face, and can't believe a car can be this much fun (in some ways even more "fun" than my 911, which was a fantastic but 'serious' car).

And, I don't worry about a ticking time bomb of a design flaw in the S2000's engine waiting to grenade itself without warning or provocation like the Boxster's IMS Sword of Damocles hanging over the head of every owner.

I know some people will consider it sacrilege for me to not unquestioningly worship at the altar of Porsche, and I'm sure I will no doubt be lambasted for my blasphemous comments. But, I've been to the top of the Porsche mountain, and while I loved my old 911, the Boxster just is not a Porsche from the "excellence is expected" school – it seems to be built by the same kind of people and mentality that brought us the current wonderful economy.

Porsche's CEO Wendelin Wiedeking, and his CFO Harald Härter, should be congratulated on their masterful and cunning, but also devious scheme in which Porsche acquired VW. Since hedge fund managers are among the lowest forms of life on Earth, maybe Wiedeking and Härter should get a medal for giving them a taste of what they have been doing to the rest of us. But, I think this also shows where their heads are at. They are obsessed with profits at any and all costs. They are not focused on making great cars. Their priority is to come up with conniving tricks to make

money. Good for them, and good for their shareholders (in the short term – profits may be up 52% now, but let's see what happens in a few years as more people realize what the reality is with current model Porsches). But that doesn't mean I want to be part of it and own a car built by these kind of people.

The fantasy is that Porsches are built by bespectacled engineers in leather aprons, lovingly assembling each engine by hand. While there may have been some kernel of truth to that image in the past, today the reality is Wiedeking and Härter with a spreadsheet looking for one more corner to cut to make another buck (or Euro, as the case may be) today.

Porsche owners can be very passionate about their cars. I used to be. That passion could easily become anger as people realize they were duped. Wiedeking better look out his window to check for a crowd with torches and pitchforks on the horizon...

Wait a minute.... I think I may have seen this movie before. Let me think.... Glorious past history... great cars that were the standard of the world, that people genuinely wanted to buy.... Dedication to engineering and quality.... Then, mushrooming egos, sacrificing quality for the sake of chasing more short-term profits, obsession with money, growing disregard for the product which ultimately led to buyers getting tired of being burned and walking away. Isn't this the same kind of myopic nonsense that got the American car manufacturers swirling down the porcelain bowl?

TYPE THIS FIRST

Login to reply
CARNICK 11/8/2008

I'm sure you guys have seen this before, but it is an excellent summary I think.

ENCLOSED COPIES TO TOM WOOD AND ALI STOKRAT !

DESCRIPTION OF FAILURE

I placed this on Tom Wood's dealership's reviews in late April/early May, 2014.

I placed a similar review on a *Cars.com* ad 5/7/14.

Note: This is only the beginning of my campaign to expose the new "Porsche" to the public.

I bought a 2005 Boxster from Tom Wood Porsche-Audi in January of this year (2014). It has failed catastrophically. It only has 35,000 miles on it and the previous owner always had it serviced by Tom Wood Porsche-Audi. It had a little under 34,000 miles on it when I bought it, so I only managed to get about 1,400 miles before the engine failed. The car has zero history of misuse and never been redlined. Pieces of piston, cylinder wall, etc. are in the oil pan (bottom plate), as well as coolant mixed with motor oil. It was evaluated at Aristocrat Motors here in Kansas City, as per Porsche's protocol, and found to be completely unfixable. This information was electronically-transmitted to Porsche and to Tom Wood Porsche-Audi in Indianapolis. The service departments of Aristocrat and Tom Wood are well aware of all of this. I blame Porsche, of course, but Tom Wood sold it to me and it should have had a pre-delivery inspection. It seemed pristine.



run/road recognition	open
idle recognition	closed
Start enable switch	open
Stop light switch	open
Stop light switch	open
Immobilizer	not active
A/C request	active
Cruise-control readiness	on
Clutch switch	Not actuated
Cruise-control - store/accelerate	Not actuated
Cruise-control decelerate/resume	Not actuated
Operating hours counter	27.400 h
Recall campaigns 3	0x00 00
Recall campaigns 4	0x00 00
Throttle angle, nominal value	0
Number of ignitions at speed > maximum speed, range 1	0
Number of ignitions at speed > maximum speed, range 2	0
Number of ignitions at speed > maximum speed, range 3	0
Number of ignitions at speed > maximum speed, range 4	0
Number of ignitions at speed > maximum speed, range 5	0
Number of ignitions at speed > maximum speed, range 6	0
Operating hours counter reading at overspeed, range 1	0.000 h
Operating hours counter reading at overspeed, range 2	0.000 h
Operating hours counter reading at overspeed, range 3	0.000 h
Operating hours counter reading at overspeed, range 4	0.000 h
Operating hours counter reading at overspeed, range 5	0.000 h
Operating hours counter reading at overspeed, range 6	0.000 h

THIS EVALUATION USING COMPUTER IN SERVICE DEPT. 1/21/14

Tom Wood Porsche

*0
0
0
0
0
0
0*

NO REDLINE ABUSE

CUSTOMER #: 110601

401092



ARISTOCRAT MOTORS

INVOICE

PORSCHE · SAAB

9400 West 65th Street, Merriam, KS 66203
913-677-3300
Service Fax 913-677-9198
www.aristocratmotors.com

DUPLICATE 2
PAGE 1

SERVICE ADVISOR: 81065 TODD HURLBURT

KANSAS CITY, MO
HOME: CONT:N/A
BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHT/BLK	05	PORSCHE BOXSTER	WP0CA29855S		35272/35272	T4996	
IN SERVICE DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21JAN14 DD		28FEB2010	17:00 30APR14	RO	0.00	CASH	16JUN14
R.O. OPENED	READY	OPTIONS: DLR:1152 ENG:2.7_Liter					
15:50 25APR14	08:35 16JUN14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A						0.00	0.00
A CUSTOMER PAID THE TOW /INDICATES VEHICLE WAS TOWED ONLY// VEHICLE TOWED TO ARISTOCRAT FROM INDEPENDENT REPAIR FACILITY/ CPT CUSTOMER PAID THE TOW /INDICATES VEHICLE WAS TOWED ONLY							
81089 CPPO							

B							
CUSTOMER STATES WHILE DRIVING ENGINE QUIT RUNNING/ CK AND ADVISE// 0000 BORESCOPED ENGINE/CYLINDER WALLS DAMAGED/ BANK 1 / NEEDS ENGINE REPLACED/CUSTOMER DECLINED REPAIRS/							
81089IJSVC (N/C)							

Thank You for letting Aristocrat Motors serve you. Our goal is that you had nothing less than a truly exceptional experience. If you receive a survey from the Manufacturer please fill it out. Your response is our guide to providing truly exceptional service. Thank you for choosing Aristocrat Motors

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS AMOUNT	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Bob Hindson Racing, Incorporated
 2916 Holmes st.
 Kansas City, MO. 64109
 Phone - 816-561-6665 Fax - 816-561-3781

INVOICE
14301
 Org. Est. # 026255

INVOICE

Print Date : 04/25/2014

[Redacted]
 Kansas City, MO
 Home [Redacted] - Cellular [Redacted]
 Cust ID : 1140

2005 Porsche - Boxster - 2.7L, H6 (164CI)
 Lic # : - MO Odometer In : 35272
 Unit # : Odometer Out : 35272
 Vin # : **WP0CA29855S** [Redacted]
 Hat # : Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Hours	Extended
---------------------------	-----	------	----------	-------------------	-------	----------

				Driving car on interstate, engine started to stutter, loss of power, heard funny noise, engine stopped, dash lights illuminated. Did not try to restart, towed car directly to BHR.	1.80	180.00
				Diagnose Motor will not turn 360 rotation by hand. Drop oil sump plate. Cylinder wall and piston material found in oil baffle. Coolant found in oil. Cylinder wall has D Chunk'd. Complete motor failure. Complete replacement or rebuild required. Car towed from BHR to Aristocrat Motors. Half quart of engine oil provided to tow driver.		

Org. Estimate	\$ 180.00	Revisions	\$ 0.00	Current Estimate	\$ 180.00	Labor:	180.00
						Parts:	0.00
						Sublet:	\$0.00
						Sub:	180.00
						Tax:	0.00
						Total:	180.00
						Bal Due:	\$0.00

[Payments - MasterCard - \$180.00]

Signature _____ Date _____ Time _____

Written By: Fudge, Stephen - Technicians :

**BOB HINDSON RACING INC
2916 HOLMES ST
KANSAS CITY, MO 641090000, US
8165616665**

Store #1001332891

04/25/14 01:01:29 PM

Retail Sale

Credit Card Information

CREDIT CARD NUMBER: Mastercard ...
SWIPE CARD: No
STATUS: APPROVED - 02587B
ORDER NUMBER: 10.174.5.139-1459A0C9A15-41A997D1-23026421

Qty	Unit Cost	Extended Cost
1	180.00	180.00
SUBTOTAL:		\$180.00
TOTAL:		\$180.00

I AGREE TO PAY ABOVE AMOUNT ACCORDING TO CARD ISSUER.

SIGNATURE X _____

PREVIOUS OWNER REPAIR/SERVICE RECORDS

01/21/2014
12:35:10

SUMMARY HISTORY DISPLAY

3010

PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. WPOCA29855S [REDACTED]
TOTAL R/O'S 19 TOTAL SERV. DAYS 25 MAKE PO PORSCHE

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH J#	T	OPERATION CODE.	DESCRIPTION.....
1	95608	01/20/2014	33849	A	558		
				T	731	1 I 55POZARR	USED CAR DELIVER
				T	804		
2	92683	11/19/2013	33848	A	558		
				T	193	1 I 60POZ	USED CAR CHECK
				T	731	2 I 55POZ	USED CAR DETAIL
				T	804		
3	93489	11/13/2013	33848	A	558		
				T	513	1 I 15POZ	BRAKES
				T	513	2 I 60POZZZZ	WORLD CLASS INSP
				T	513	3 I 04POZ000OC	OIL CHANGE PORSC
				T	513	4 I 19POZ	START & CHARGE S
4	87239	05/20/2013	27356	A	558		
				T	787	1 C 25POZ	TRANSMISSION
				T	787	2 I 60POZZZZ	WORLD CLASS INSP
5	86955	05/10/2013	26961	A	558		
				T	99	1 C 07POZ	WHEELS AND TIRES - Refund
6	86869	05/09/2013	26960	A	558		
				T	580	1 C 07POZZMOT2	MOUNT 2 TIRES
7	80984	10/30/2012	25798	A	558		
				T	193	1 C 04POZ	PORSCHE MAINT ME Yearly Maint - AIR FILTER ?
				T	193	2 I 60POZZZZ	WORLD CLASS INSP
8	57186	11/14/2011	20455	A	558		
				T	787	1 I 99POZZZZ	WORLD CLASS INSP
				T	787	2 I 04POZ000OC	OIL CHANGE PORSC Lof
				T	787	3 I 15POZ	BRAKES Brake Fluid Flush
				T	787	4 C 11POZCKL	CK ENGINE LIGHT rising &aults No Repairs Needed
				T	99	5 I 45POZ	SUBLET touch up paint
9	52214	06/09/2011	14454	A	558		
				T	731	1 I 55POZARR	USED CAR DELIVER
				T	735		
10	46540	11/23/2010	14042	A	558		
				T	442	1 C 32POZ	ACCESSORY MINOR Low tone horn
11	46283	11/15/2010	13966	A	558		
				T	442	1 C 04POZ000OC	OIL CHANGE PORSC
				T	442	2 C 32POZAMIN1	ACCESSORY MINOR Est. for Low tone horn
12	39978	04/09/2010	11998	A	558		
				T	442	1 C 32POZ	ACCESSORY MINOR Installed New passenger side Mud Flap
13	33708	08/20/2009	10945	A	558		
				T	442	1 W 32POZ	ACCESSORY MINOR Repaired wiring to Rear defrost
				T	442	2 C 04POZ	PORSCHE MAINT ME 20,000 mile service
				T	442	3 C 15POZ	BRAKES Brake Fluid Flush
14	33308	08/06/2009	10851	A	558		
				T	442	1 I 32POZ	ACCESSORY MINOR
				T	442	2 I 32POZAMIN1	ACCESSORY MINOR Installed New driver side Inner door handl
15	23626	07/21/2008	7084	A	725		
				T	587	1 W 32POZ	ACCESSORY MINOR Driver seat didn't work. pulled &use + Reset
16	19490	02/07/2008	6126	A	558		
				T	442	1 C 19POZ	START & CHARGE S New Battery
				T	442	2 W 11POZCKL	CK ENGINE LIGHT Low voltage &aults

01/21/2014

SUMMARY HISTORY DISPLAY

3010

12:35:10

PAGE 2

CUSTOMER NAME [REDACTED] AUDI SERIAL NO. WPOCA29855S [REDACTED]
 TOTAL R/O'S 19 TOTAL SERV. DAYS 25 MAKE PO PORSCHE

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
17	16652	10/11/2007	5702	A	558			
				T	580	1	C 07POZ	WHEELS AND TIRES <i>Replaced Driver side Rear tire</i>
18	15589	09/05/2007	5539	A	558			
				T	587	1	C 04POZ0000C	OIL CHANGE PORSC
				T	587	2	I 60POZ	USED CAR CHECK
				T	587	3	W 12PORC1	SERVICE ACTION
				T	587	4	W 12POZ	RECALL
19	193333	07/05/2006		1	A	558		
				T	193	1	I 11POZCKL	CK ENGINE LIGHT <i>cold Engine Misfire 5</i>

Using the expertise gained from years of designing and building engines, Porsche developed what is known as the M96 engine for the introduction of the Boxster in 1996. The horizontally opposed engine was developed with a throwback to the traditionally air cooled motors, having kept the opposing cylinder or boxer layout. The engine was designed from the outset with the goal of providing a common platform for both the Boxster and the upcoming Porsche Carrera. The motor was indeed scalable, encompassing a displacement that ranged from 2.5 liters all the way up to 3.8 liters at the end of its production run.

The M96 (and subsequent similar M97) water-cooled engine is definitely a strong performing engine, however along the stages of its development it has suffered from some design deficiencies that have been identified and corrected by Porsche over the 11 year lifespan of the engine. It's not uncommon to find a car listed for sale with "new factory engine recently installed" in the advertisement. No one but Porsche knows exactly how many engines were replaced under its recently discontinued engine exchange program. However, simply swapping out a broken engine for another one does not address known weaknesses in the engine due to design deficiencies. The purpose of this project is to identify some of the problem areas of the engine and offer up solutions on how to fix and/or prevent any damage from happening to your engine.

Rear Main Seal Leaks: When the M96 engine first came out, it was perhaps most known for its rear main seal (RMS) leaks. While some of the RMS problems were probably actually intermediate shaft cover leaks (see next section), there were definitely some problems with the seals on the early cars. For the most part this was a "cosmetic" issue, as the leaks did not tend to affect performance, unless they became so severe that they began to affect the proper operation of the clutch. But many engines were torn apart and/or replaced by Porsche under warranty due to this problem because when you pay \$75,000 for a high performance sports car, you expect it not to leak.

It's not really 100% clear what causes the leaky rear main seals. One cause may possibly be the fact that the crankshaft has insufficient support on the rear end. It also may be caused by the fact that the crankshaft carrier support is only pinned minimally in one plane to the outer case. This can lead to shuffling of the carrier: shuffle pinning the crankshaft carrier as is commonly done when prepping an early 911 engine for the track can help the problem.

The seal has been updated to a 997 "Cayenne-style" part number since the engine was originally introduced, and for the most part the engines no longer leak from this area when this new and improved seal is installed. If you find that your engine is leaking from the rear main seal (also known as the flywheel seal), then simply install a new one while adding a little bit of Curil-T sealant to help keep it dry (see Photo 10 of [Pelican Technical Article: Clutch Replacement](#)).

* **Intermediate Shaft Bearing Failures:** The intermediate shaft bearing is probably the most troublesome of all of the M96/M97 engine problems. The intermediate shaft bearing (IMS bearing), supports the intermediate shaft on the flywheel end of the motor. Porsche designed these motors using a sealed ball bearing that is pressed into the intermediate shaft. These types of bearings are typically used in devices like copy machines and other machinery used in dry conditions. In theory, the area where Porsche designed the bearing to sit is supposed to be dry. However, after years of use within the engine, it would appear that oil and contaminants from the engine seep past the bearing seal, wash out the original lubricant and become trapped inside. The result is that the bearing now operates in a less-than-ideal environment and begins to wear prematurely. When the bearing wears out, the timing chains on the engine may disengage, and the engine will quickly self-destruct. When the bearing does fail, foreign object debris from the bearing circulates throughout the engine, causing further damage to other areas in the engine.

On the early cars, Porsche also used a center bolt to secure the IMS bearing that was too weak and sometimes snapped. If this bolt breaks, then the intermediate shaft begins to float around in the bottom of the engine, and you can soon experience catastrophic engine failure.

This area is also highly prone to leaks. The seal around the intermediate shaft cover can leak, and it has since been updated and redesigned to prevent leakage. In addition, the three bolts that hold the intermediate shaft cover are through holes which exit into the cavity of the engine case. You must coat these bolts when reinstalling them in order to prevent oil from leaking out through the bolt holes. In general, if this area is leaking, it may indeed be a sign that your intermediate shaft is failing and you should inspect it immediately.

The good news is that the IMS bearing problems are all fixable, thanks in part to a retrofit kit that can be installed with the engine still in the car. See Project 14 for full instructions on how to update your engine.

* **Cylinder Liner Cracks:** In an effort to reduce costs during production, Porsche utilized a type of insert-mold casting process to directly incorporate Lokasil cylinder liners into the case. While this is a neat way to reduce the total number of parts used in the engine, this design basically casts a wearable part into the engine case. There is no factory replacement for the liners: when they wear, the factory expects you to buy a new engine case. In addition, the design of the cylinder liners allows them to "float" within an area filled with coolant.

Excess vibration and twisting from the normal operation of the engine appears to be causing some cracking in these liners, resulting in a small chunk of the liner breaking off. This "D-chunk" problem seems to ironically occur mostly in gently driven cars. Boxsters that are driven hard at the track or on the street do not tend to see this type of damage. At least with respect to the track cars, one theory is that these cars tend to have their oil changed much more often. The problem affects mostly the 2.5 and Carrera 3.4 engines: the 3.2 Boxster S engine appears to be unaffected because it has thicker cylinder walls than the 3.4 engine. When this failure happens, you will see oil and coolant begin to mix together, or a slight unexplained coolant loss. *My 2005 MAY NOT BE PRONE TO THIS HOWEVER..*

[THIS IS WHAT HAPPENED!]
If your engine experiences this failure, it can be rebuilt using LN Engineering's Nickasil liners installed. They take your old case, machine out the cracked or damaged Lokasil liners and install an aluminum Nickies insert which is stronger and more reliable than the factory cast-in liner. In addition, with the installation of the liners it's fairly easy to increase the bore of the cylinders which translates into increased displacement and more horsepower. If you go this route, you will also need to use some aftermarket pistons and perhaps update the software in your DME to accommodate the larger displacement.

Engine Casting Porosity: As mentioned in the previous section, Porsche used a new cost-effective method to cast in most of the oil and water cooling passages directly into the engine case. This reduced the total part count for the engine, and also helped to reduce assembly time and production cost. Unfortunately, the advanced casting technique seems to have led to a number of engine cases experiencing what has been called "engine porosity." There is not a lot of information available on this problem, but it seems to be related to problems with the initial casting process.

In some cases, there appeared to have been a leak through the internal crank case walls. The process of pouring the molten aluminum must be tightly controlled, otherwise pockets of air forming in the aluminum may result. Most of the time, post-casting inspections will reveal these flaws, but apparently some were still manufactured into running engines. The result is that oil and water became mixed within these engines. This resulted in coolant being found within the oil (turning it a milky brown color), or oil being found inside the coolant tank.

The expansion and contraction of the engine due to the heat of normal operation can expose this problem as well. I have also heard of engines that simply weeped a slow bead of oil right through the walls of the engine case when running. Unfortunately, there's nothing that can be done to fix this problem, short of scraping the engine. The good news is that most of these problems were discovered on the cars when they were new, and the engines were since replaced under warranty.

Chain Tensioner Failures: There's been some chatter lately about chain tensioners failing on some of the M96 motors. If your car is noisy on startup and then suddenly quiets down, it may indicate a problem with your chain tensioners. Porsche updated the design of the tensioners in 2000 (TSB Group 1 NR 8/00), and replaced them with an improved design. I recommend that you update and replace your chain tensioners if they are the older style. See Project 16 for more information on how to identify and replace them.

Cylinder Head Cracks: In general, the cylinder heads are pretty well designed on the M96 engine. However, on some 3.2, 3.4 and 3.6 engines, small cracks can sometimes develop around the seats of exhaust valves and extend to the spark plug hole. The mounting point for the cam follower housing is also a weak point. Often these cracks can lead to coolant and oil mixing together. This is not an uncommon problem with automotive cylinder heads in general and can often be

repaired by a skilled machine shop that can weld aluminum heads.

Oil System Inadequacy: The air cooled predecessor to the M96 engine incorporated a dry-sump system that was designed to keep a significant amount of oil in reserve for extended performance driving. With the introduction of the M96 engine, Porsche moved away from that design, primarily due to the high cost of implementing a separate dry sump system. The M96/M97 motors instead were designed with a compromise system, which has an oil sump built into the bottom of the engine: a kind of hybrid between a dedicated dry sump system and a typical wet sump. As a result of the lower oil holding capacity and other factors, the M96/M97 engines tend to suffer more from oil starvation problems, particularly during high performance driving.

There are a few things you can do to protect against oil starvation problems. Firstly, be sure that your oil level is always at the high level mark of your dipstick. The M96/M97 engine doesn't have a vast extra supply of oil, so if you're a quart low, it's a significant amount. You can also add in a deep sump kit (see [Pelican Technical Article: Oil Pan Gasket Replacement / Deep Sump Installation](#)), which will expand the oil capacity of the sump by about a half a quart. Finally, you can install an Accusump oil accumulator system that will protect against unexpected oil pressure drops (see Photo 5 of [Pelican Technical Article: Track Preparation / Rollbar extension](#)).

In addition to the standard issues associated with the non-traditional sump system, the flapper windows on the bottom of the engine are manufactured out of plastic, and can break off inside the sump and clog the oil pickup tube. This leads to oil starvation and complete engine failure. The solution is to remove the bottom sump and inspect the oil control windows (see [Pelican Technical Article: Oil Pan Gasket Replacement / Deep Sump Installation](#)), and replace them if they are missing or damaged. You can also add aftermarket stainless steel windows for added protection.

As mentioned previously in [Pelican Technical Article: Oil Change](#), I do not care for Porsche's standard recommended oil change interval of 15,000 miles. The oil in engines tends to become contaminated with fuel and coolant, particularly as the cars age and seals and piston rings begin to wear. I generally like to run a thicker oil and change it every 3000 to 5000 miles. Keeping the oil fresh may help prevent some IMS bearing issues and generally prolong the life of your engine.

Connecting Rod Bolt Failures: The connecting rods that are used on the Boxster are forged out of steel and utilize what is known as a cracked-rod design. This means that the rods are forged and machined, and then broken along pre-set stress points. Then the bearings are installed and the rods are put back together again. This cracked-rod design is cheaper to manufacture, and the rod bolts don't need to have integrated "guide" pins as part of their design (like the rod bolts used on the older air-cooled engines).

Unfortunately, it would appear that the rod bolt diameter may be too small for the large loads that these engines place on the rods. A number of recent failures in some early high-mileage engines have hinted that the rod bolts are too small and may be a failure point for the connecting rod.

The failure occurs when the engine is consistently revved at the high end of its RPM range. The stock rod bolts are designed to stretch and permanently deform when tightened down to their final torque values. At RPMs of 6700 or higher, the rotating mass on the end of each rod (namely the piston and the mass of the rod itself) has a tendency to stretch the rod bolt further. Repeated stretching of the rod bolts causes them to deform and loosen up which can result in rod separation and complete engine failure.

Unfortunately, due to the cracked-rod design, the connecting rods cannot easily be rebuilt. The solution is to install aftermarket connecting rods that can accommodate larger, race proven fasteners like the ones available from ARP.

Variocam Solenoids: It's not uncommon for the variocam solenoids to fail on one side, which will result in a uneven, or lumpy idle. Moisture can get into the mechanism causing it to corrode and eventually fail. The DME computer should be able to easily detect this failure and trigger a check engine light (CEL).

Paper Oil Filters: The oil filter system on the Boxster is a bit lame in my opinion. Using the stock paper filter can lead to a

disintegration of the filter which can then clog the oil passages of the engine. Although this is a relatively rare problem, I have heard of it happening with cheaper brand oil filters. Stick to the good quality brands, and also consider upgrading to the LN Engineering screw-on oil filter upgrade (see [Pelican Technical Article: Oil Change](#)).

Air-Oil Separator Failures: The air-oil separator is an emissions device that draws vapors from the engine crankcase and then sends them back into the intake manifold. When this unit fails, the result is oil is sucked out of the engine and into the intake. While the air-oil separator will not cause immediate mechanical damage to your engine, it may make it smoke tremendously and / or run roughly (see [Pelican Technical Article: Air / Oil Separator](#)).

Oil Change Intervals: The best recommendation to any Boxster owner is to change their oil more often, say every 5,000 miles, as well as use a minimum 5w40 viscosity oil. On cars not equipped with Variocam Plus (2006 and earlier), use of a 15w50 or 20w50 provides a much higher film strength which will improve internal bearing life considerably.