

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

October 17, 2014

National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue, SE
West Building
Washington, DC 20490

Re: NHTSA ID Number: 10609498
Telephone conversation: Ref. No. [REDACTED]

OCT 21 2014

The purpose of this letter is:

1. To correct a data entry on the complaint, NHTSA ID Number 10609498 (attachment 1).
2. To provide supporting documentation for claim no. 10609498.

Regarding the above reference citations data entries on complaint no. 10609498; data element identified as "Number of injuries", should be changed from 0, to 2 (please see attachment 1). In addition, attachment 2, Total Loss Report, is provided to support my claim of driver side airbags non-deployment and passenger side airbag activation but non-deployment.

Attachment 3 depicts additional pictures taken at the scene of the accident of the driver's side of the vehicle to show non-deployment of airbag. Attachment 4 depicts pictures of the passenger side of the vehicle where the airbag activated but did not deploy.

If there are any questions or further clarification regarding this claim, please advise.

Thank you for your assistance in the matter.

Sincerely,

[REDACTED]
Woodbridge, VA
[REDACTED]

NM
11/20/14
CN

safercar.gov

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2009 PORSCHE 987 CAYMAN

| Recalls | Investigations | Complaints | Service Bulletins |
|---------|----------------|------------|-------------------|
| 0 | 0 | 1 | 5 |

Have a safety-related Complaint? Let us know by going to our [File a Complaint Page](#)

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Recalls | Investigations | **Complaints** | Service Bulletins

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 1 - 1 out of 1

| | |
|---|-------------------------------------|
| Date Complaint Filed: 07/10/2014 | Date of Incident: 02/08/2014 |
| Component(s): AIR BAGS | NHTSA ID Number: 10609498 |

All Products Associated with this Complaint

Details [Associated Documents](#)

Crash: Yes Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Porsche Cars North America, Inc. *2*

Vehicle Identification No. (VIN): WP0AA29839U... *02/17/2014*

SUMMARY:
 HIT BY 2005 CHEVROLET TAHOE. INITIAL IMPACT THE DRIVER'S SIDE DOOR. AIR BAG DID NOT ACTIVATE NOR DEPLOY. THERE WAS ALSO IMPACT ON THE PASSENGER SIDE DOOR. THE PASSENGER SIDE AIR BAG DID ACTIVATE BUT DID NOT DEPLOY HAVE PICTURE TO SUPPORT STATEMENT.

[Request Research](#)

Displaying 1 to 1 of 1

— Filter 2009 PORSCHE 987 CAYMAN Complaints

| | |
|---|---|
| Component or Part: AIR BAGS (1) Display latest <input type="text"/> Complaints | Display all Complaints that have: <input type="checkbox"/> Crash <input type="checkbox"/> Fire <input type="checkbox"/> Injuries <input type="checkbox"/> Deaths <input type="button" value="GO"/> |
|---|---|

Refine/New Search

Model Year: 2009
 Make: PORSCHE
 Model: 987 CAYMAN

[Clear Entries](#) [GO](#)

ATT (1)



9800 Fredericksburg Road
San Antonio, TX 78288

August 15, 2014

[REDACTED]
WOODBRIDGE VA [REDACTED]

Reference: Total Loss Vehicle

Dear [REDACTED]

Your vehicle was determined to be a total loss on February 8, 2014, for the claim referenced below.

Policyholder: [REDACTED]
Claim #: [REDACTED]
Date of loss: February 8, 2014
Loss location: Lorton, Virginia
Owner: [REDACTED]
Vehicle: 2009 PORSCHE CAYMAN 2D
License plate #: [REDACTED]
VIN: WP0AA29839U [REDACTED]
Mileage: 67794
Type of loss: Collision

USAA retained this vehicle 2/11/2014

Insurance Auto Action sold vehicle to a private dealer on 3/31/14 as a salvage vehicle

For questions or help with your claim

If you have questions or need help with your claim, you can contact us quickly and easily:

- On usaa.com
- Using USAA's Mobile App
- By calling 1-800-531-8722, Ext. 26997

As always, we appreciate the opportunity to serve all your financial needs.

Sincerely,



Jessica L Renfro
Claims-Auto Theft Unit
Garrison Property and Casualty Insurance Company
PO Box 33490
San Antonio, TX 78265
Phone: 1-800-531-8722, Ext. 26997
Fax: 1-800-531-8669

Garrison Property and Casualty Insurance Company, a subsidiary of USAA Casualty Insurance Company, is authorized to use the USAA logo, a registered trademark of United Services Automobile Association.

Enc: Physical Damage - Initial Estimate CHARLES ARUANNO
Physical Damage - Initial Photo CHARLES ARUANNO

USAA
1003
VISIT US AT USAA.COM
PO BOX 33490
SAN ANTONIO, TX 78265
Phone: (800) 531-8222

Claim #: [REDACTED]
Workfile ID: [REDACTED]

Estimate of Record

Written By: CHUCK ARUANNO, License Number: 5254, 2/11/2014 6:11:36 PM
Adjuster: ARUANNO, CHARLES, (703) 509-5231 Business

Insured: [REDACTED] Policy #: [REDACTED] Claim #: [REDACTED]
Type of Loss: Collision Date of Loss: 02/08/2014 12:00 AM Days to Repair: 20
Point of Impact: 15 Total Loss Deductible: 250.00

Owner: [REDACTED] **Inspection Location:** UNKNOWN
WOODBRIDGE, VA [REDACTED] 15 LE WAY DR
[REDACTED] Evening FREDERICKSBURG, VA 22406
[REDACTED] Cellular Other

Appraiser Information: Charles.Aruanno@usaa.com
(703) 509-5231

Repair Facility: FREDERICKSBURG FIS

VEHICLE

Year: 2009 Color: Black Int: License: [REDACTED] Production Date: 12/2008
Make: PORS Body Style: 2D CPE State: VA Odometer: 67794
Model: CAYMAN Engine: 6-2.9L-FI VIN: WP0AA29839U [REDACTED] Condition:

TRANSMISSION

Automatic Transmission

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors

DECOR

Dual Mirrors
Tinted Glass
Console/Storage

CONVENIENCE

Air Conditioning

Intermittent Wipers

Tilt Wheel

Cruise Control

Rear Defogger

Keyless Entry

Alarm

Message Center

Steering Wheel Touch Controls

Telescopic Wheel

Climate Control

Home Link

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

Auxiliary Audio Connection

SAFETY

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

Front Side Impact Air Bags

Head/Curtain Air Bags

SEATS

Bucket Seats

Reclining/Lounge Seats

Leather Seats

Heated Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

Metallic Paint

OTHER

Fog Lamps

Traction Control

Stability Control

Rear Spoiler

Xenon Headlamps

Power Trunk/Gate Release

Estimate of Record

2009 PORS CAYMAN 2D CPE 6-2.9L-FI Black

| Line | Oper | Description | Part Number | Qty | Extended Price \$ | Labor | Paint |
|------|------|--|----------------|-----|-------------------|-------|-------|
| 1 | | FRONT BUMPER | | | | | |
| 2 | | O/H front bumper | | 0 | 0.00 | 4.0 | 0.0 |
| 3 | <> | Repl Bumper cover w/o headlamp washer auto trans | 98750519116 | 1 | 1,084.06 | Incl. | 3.0 |
| 4 | | Repl LT Outer grille | 98750555305G2L | 1 | 100.15 | Incl. | 0.0 |
| 5 | | Repl Impact bar | 99750514102 | 1 | 210.71 | Incl. | 0.0 |
| 6 | | FRONT LAMPS | | | | | |
| 7 | | Repl LT Headlamp assy | 98763116922 | 1 | 1,321.88 | 0.8 | 0.0 |
| 8 | | Aim headlamps | | 0 | 0.00 | 0.5 | 0.0 |
| 9 | | Repl LT Fog lamp | 98763104503 | 1 | 369.73 | 0.3 | 0.0 |
| 10 | | Repl LT Marker lamp assy | 98763101700 | 1 | 23.54 | Incl. | 0.0 |
| 11 | | FENDER | | | | | |
| 12 | | Repl RT Fender w/o antenna | 98750303206GRV | 1 | 442.58 | 3.5 | 2.2 |
| 13 | | Overlap Major Non-Adj. Panel | | 0 | 0.00 | 0.0 | -0.2 |
| 14 | | Add for Edging | | 0 | 0.00 | 0.0 | 0.5 |
| 15 | | Deduct for Overlap | | 0 | 0.00 | -0.5 | 0.0 |
| 16 | | Repl LT Fender w/o antenna | 98750303102GRV | 1 | 442.58 | 3.3 | 2.2 |
| 17 | | Overlap Major Non-Adj. Panel | | 0 | 0.00 | 0.0 | -0.2 |
| 18 | | Add for Edging | | 0 | 0.00 | 0.0 | 0.5 |
| 19 | | Deduct for Overlap | | 0 | 0.00 | -0.5 | 0.0 |
| 20 | | Repl RT Rr fender liner | 98750420400 | 1 | 74.70 | Incl. | 0.0 |
| 21 | | Repl LT Rr fender liner | 98750420300 | 1 | 75.12 | Incl. | 0.0 |
| 22 | | Repl RT Ft fender liner auto trans w/o R | 98750412409 | 1 | 94.53 | Incl. | 0.0 |
| 23 | | Repl LT Ft fender liner auto trans w/o R | 98750412309 | 1 | 94.53 | Incl. | 0.0 |
| 24 | | WHEELS | | | | | |
| 25 | | Repl RT Wheel front, 8x18 Cayman II | 98736213703 | 1 | 1,096.07 m | 0.3 | 0.0 |
| 26 | | Repl LT Wheel front, 8x18 Cayman II | 98736213703 | 1 | 1,096.07 m | 0.3 | 0.0 |
| 27 | | Repl RT Wheel rear, 9x18 Cayman II | 98736213903 | 1 | 1,128.67 m | 0.3 | 0.0 |
| 28 | | FRONT SUSPENSION | | | | | |
| 29 | | O/H frt susp rt | | 0 | 0.00 m | 4.8 | 0.0 |
| 30 | ** | Repl A/M RT ABS sensor | UP532328 | 1 | 99.74 m | Incl. | 0.0 |
| 31 | | Repl RT Hub | 99134160502 | 1 | 244.70 m | Incl. | 0.0 |
| 32 | ** | Repl A/M RT Bearing | ATM99905305405 | 1 | 93.59 m | Incl. | 0.0 |
| 33 | | Repl RT Knuckle w/o ceramic brakes | 99734115805 | 1 | 777.88 m | Incl. | 0.0 |
| 34 | | Repl RT Stub axle | 99734113100 | 1 | 214.56 | Incl. | 0.0 |
| 35 | | Repl RT Lower cntrl arm | 99734104300 | 1 | 257.42 m | Incl. | 0.0 |
| 36 | | Repl RT Track bar | 99734105304 | 1 | 403.04 m | Incl. | 0.0 |
| 37 | | Repl Susp crossmember | 99734108106 | 1 | 898.55 m | 3.8 | 0.0 |
| 38 | | Deduct for Overlap | | 0 | 0.00 | -0.3 | 0.0 |
| 39 | | Repl Stabilizer bar all | 99734370108 | 1 | 228.00 m | Incl. | 0.0 |

Estimate of Record

2009 PORS CAYMAN 2D CPE 6-2.9L-FI Black

| | | | | | | | | | |
|------------------|----|------------------------------------|--|----------------|---|------------------|---|-------------|-------------|
| 40 | ** | Repl | A/M RT Stabilizer link | CCHK750083 | 1 | 52.27 | m | Incl. | 0.0 |
| 41 | | Repl | RT Strut w/o R w/o active suspension | 98734304201 | 1 | 433.12 | m | Incl. | 0.0 |
| 42 | | RESTRAINT SYSTEMS | | | | | | | |
| 43 | | Repl | RT Ft seat air bag w/o sport or collapsible seat beige | 997803082025Z1 | 1 | 274.35 | m | 0.3 | 0.0 |
| 44 | | Repl | RT Head air bag | 99780309204 | 1 | 304.53 | m | 0.3 | 0.0 |
| 45 | | Repl | Control module | 99761821708 | 1 | 703.97 | m | 1.5 | 0.0 |
| 46 | | Repl | RT Side impact sens | 99761822101 | 1 | 102.46 | m | 0.3 | 0.0 |
| 47 | | Repl | RT Belt & retractor black | 98780303408A23 | 1 | 240.08 | | 1.2 | 0.0 |
| 48 | | Repl | LT Belt & retractor black | 98780303305A23 | 1 | 240.08 | | 1.2 | 0.0 |
| 49 | | STEERING GEAR & LINKAGE | | | | | | | |
| 50 | ** | Repl | RECOND Gear assy remanufactured | 987347011X | 1 | 1,032.82 | m | 2.7 | 0.0 |
| 51 | | | Deduct for Overlap | | 0 | 0.00 | | -0.3 | 0.0 |
| 52 | | DOOR | | | | | | | |
| 53 | | Repl | LT Door shell aluminum | 99753101105GRV | 1 | 1,777.87 | | 6.2 | 3.0 |
| 54 | | | Overlap Major Adj. Panel | | 0 | 0.00 | | 0.0 | -0.4 |
| 55 | | QUARTER PANEL | | | | | | | |
| 56 | | Repl | RT Quarter panel | 98750396206GRV | 1 | 1,647.98 | | 21.0 | 3.2 |
| 57 | | | Overlap Major Non-Adj. Panel | | 0 | 0.00 | | 0.0 | -0.2 |
| 58 | | Repl | LT Quarter panel | 98750396105GRV | 1 | 1,647.98 | | 21.0 | 3.2 |
| 59 | | | Overlap Major Adj. Panel | | 0 | 0.00 | | 0.0 | -0.4 |
| 60 | | | Deduct for Rear Bumper R&I | | 0 | 0.00 | | -2.0 | 0.0 |
| 61 | | Repl | RT Air vent cover | 98657264401 | 1 | 27.44 | | 0.3 | 0.0 |
| 62 | | Repl | LT Air vent cover | 98657264301 | 1 | 27.44 | | 0.3 | 0.0 |
| 63 | | Repl | RT Vent grille | 98750456202G2X | 1 | 59.41 | | 0.3 | 0.0 |
| 64 | | Repl | LT Vent grille | 98750456102G2X | 1 | 59.41 | | 0.3 | 0.0 |
| 65 | | Repl | RT Frame | 9875047500201C | 1 | 48.46 | | Incl. | 0.0 |
| 66 | | Repl | LT Frame | 9875047490201C | 1 | 48.46 | | Incl. | 0.0 |
| 67 | | REAR LAMPS | | | | | | | |
| 68 | | Repl | RT Tail lamp | 98763142604 | 1 | 512.96 | | Incl. | 0.0 |
| 69 | | REAR BUMPER | | | | | | | |
| 70 | <> | Repl | Bumper cover w/o reverse sensor | 98750541129 | 1 | 786.22 | | 2.5 | 2.5 |
| 71 | | | Overlap Major Non-Adj. Panel | | 0 | 0.00 | | 0.0 | -0.2 |
| 72 | | | Deduct for Rear Bumper R&I | | 0 | 0.00 | | -2.0 | 0.0 |
| 73 | | | Clear Coat | | 0 | 0.00 | | 0.0 | 2.5 |
| SUBTOTALS | | | | | | 20,899.71 | | 75.7 | 21.2 |

NOTES

Prior Damage Notes:
 MINOR NICKS

Estimate of Record

2009 PORS CAYMAN 2D CPE 6-2.9L-FI Black

ESTIMATE TOTALS

| Category | Basis | Rate | Cost \$ |
|------------------------------|----------------|--------------|------------------|
| Parts | | | 20,899.71 |
| Body Labor | 75.7 hrs @ | \$ 42.00 /hr | 3,179.40 |
| Paint Labor | 21.2 hrs @ | \$ 42.00 /hr | 890.40 |
| Paint Supplies | | | 450.00 |
| Subtotal | | | 25,419.51 |
| Sales Tax | \$ 21,349.71 @ | 5.3000 % | 1,131.53 |
| Total Cost of Repairs | | | 26,551.04 |
| Deductible | | | 250.00 |
| Total Adjustments | | | 250.00 |
| Net Cost of Repairs | | | 26,301.04 |

Please Present A Copy Of This Estimate To A Repair Facility Of Your Choice

*USAA Subsidiaries include: United Services Automobile Association(USAA), USAA Casualty Insurance Company(CIC), USAA General Indemnity Company(GIC) USAA County Mutual Insurance(CMI) and Garrison Property Casualty Insurance Company. Garrison Property and Casualty Insurance Company, a subsidiary of USAA Casualty Insurance Company, is authorized to use the USAA logo, a registered trademark of United Services Automobile Association.

This is not an authorization to repair. Failing to present this estimate to the repairing garage before repair may result in additional expenses to you. A USAA appraiser must authorize any supplement to this estimate. Repairs to this vehicle may require specific welding equipment as recommended by the manufacturer.

If alternative quality replacement parts have been included in this appraisal, the source for these parts has also been disclosed. If alternative quality replacement parts as listed on the appraisal are ultimately used in the repair of your vehicle, the warranty on such parts will be equal to, or greater than, the parts being replaced, as stated in USAA's limited parts warranty. USAA warrants that the parts used on your vehicle will be of like kind and quality, function, fit, safety and corrosion protection as the part or parts they replace. USAA identifies certified and validated parts for sheet metal replacement parts.

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

Estimate calculated using a preset user threshold amount for the paint and material cost.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUAL IN LIKE, KIND AND QUALITY IN TERMS OF FIT, QUALITY AND PERFORMANCE TO THE ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.



Estimate of Record

2009 PORS CAYMAN 2D CPE 6-2.9L-FI Black

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ERQ6925, CCC Data Date 2/3/2014, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM or A/M. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2014 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.



**SOME PHOTOGRAPHS
HAVE BEEN
DAMAGED DURING
SECURITY
DOCUMENT SCAN**

WOODBRIDGE, VA



W40-304

POST CLASS PARCEL

NATIONAL Hwy TRAFFIC SAFETY Admin (NHTSA)
 1200 New Jersey Ave, SE
 West bldg
 Washington, DC ~~20490~~
 20590



USPS TRACKING #



9114 9010 7574 2309 1685 15

Label 400 Jan. 2013
7690-16-000-7948