



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (EOIA) 5 U.S.C. 552(B)(6)

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

AGENCY USE ONLY 100148

Date Received
NOV - 7 2013
09-AUG-2016

Repository ☐

Reference No.
10894403

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ATLANTA State GA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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 WP1AF2A24DL [REDACTED] Make PORSCHE Model CAYENNE Model Year 2013

Date Purchased 12/30/13 Dealer's Name and Telephone Number Tim Ellis Porsche Atlanta Perimeter Engine: No. Cylinders 6 Fuel Type: diesel
Original Owner ☐ Dealer's City Atlanta State GA Zip Code 30328

Transmission Type auto ☒ Antilock Brakes Powertrain X1 Incident Date(s) 01-APR-2016
☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY Failure Mileage 27000 Failure Speed 35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Pirelli Tire Model (Name or Number) P235/45R18 Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: Left Front
Tire Component Code 162000 Tire Failure Type: Crack

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Porsche Date Manufactured: 2013 Model No./Name: Cayenne
Seat Type: Child Seat Installation System: ISOFIX
Child Seat Component Code: 162000 Failed Part: ISOFIX

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ 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 2013 PORSCHE CAYENNE. WHILE DRIVING 35 MPH, THE VEHICLE VEERED TO THE RIGHT. THE CONTACT HAD TO STEER THE VEHICLE IN EXCESS TO KEEP THE VEHICLE IN POSITION. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE SUBFRAME HAD SHIFTED AND NEEDED TO BE UNBOLTED AND SHIFTED BACK INTO THE PROPER POSITION. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 27,000. THE VIN WAS UNAVAILABLE.

The dealer service department claims they would not cover the repair cost. The reasoning was that because some of the wheels had curb rash (minor) the contact could have caused the subframe shift. I reported the issue to Porsche NA and they would not support me for warranty coverage and sided with the service dept. The car has never been in an accident.

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.

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

I first noticed the problem going to work as usual. The car was drifting right. I was repeatedly turning the steering wheel back to the left. The issue was becoming increasingly worse to the point that the steering management system light activated and disabled the system. The vehicle has never been in any type of accident requiring significant repair. Only minor scrapes, curb rash, and door dings. This did not occur gradually overtime but suddenly.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

N METRO

GA 301

27 OCT '16

PM 2 L



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, NEF-100
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



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



CUSTOMER #:

INVOICE

Porsche Atlanta Perimeter

4006 Carver Drive · Atlanta, GA 30360
Main: (770) 234-2100 · Direct: (770) 216-7555
www.jimellis.com
A Jim Ellis Automotive Dealership

PAGE 1

ATLANTA, GA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 39654 Tony Betancourt

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
JET BLACK	13	PORSCHE CAYENNE DIES	WP1AF2A24DL		27658/27660	T3067	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29DEC12 IS							
29DEC12 DD			12:30 08AUG16		0.00	CASH	08AUG16
R.O. OPENED	READY		OPTIONS:	SOLD-STK:	ENG:3.0_Liter_DDI_DOHC		
14:03 02AUG16	11:15 08AUG16		TRN:TIP				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES CAR PULLS TO RIGHT

0 GENERAL COMPLAINT

857 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

27658 ADJUST RIDE HIGHT - AND PERFORM ALIGNMENT - TEST DRIVE -
STILL PULLING - PERFORM ANOTHER ALIGNMENT - CHECK RIDE HIGHT - FOUND
SUBFRAME SHIFTED TO THE LEFT - NEED TO LOOSEN SUBFRAME AND SHIFT BACK
TO ORIGINAL POSITION

B MULTI POINT INSPECTION

MPI MULTI POINT INSPECTION

857 C

RF COMPLIANCE FEE

0.00 0.00

2.95 2.95

PARTS: 0.00 LABOR: 0.00 OTHER: 2.95 TOTAL LINE B: 2.95

C** Alignment, Four Wheel - Check and Adjust

SR42 Alignment, Four Wheel - Check and Adjustive Group

857 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

27658 COMPLETE ALIGNMENT

D** PERFORMED ALIGNMENT - ALL ADJUSTMENTS IN FRONT ARE TO THE MAX

ADJUSTMENT - SUBFRAME NEEDS TO BE SHIFTED TO FREE UP FURTHER

ADJUSTMENTS - WILL NEED TO REPLACE SUBFRAME BOLTS

ASR TECHNICIAN HAS ADDITIONAL REPAIR /

MAINTENANCE REQUESTS

857 CEXT

175.00 175.00

2 N-909-987-02 HEX-HEAD BOLT 14X150

7.14 6.43 12.86

2 N-910-093-02 HEXAGON-HEAD BOLT 14

5.45 4.90 9.80

PARTS: 22.66 LABOR: 175.00 OTHER: 0.00 TOTAL LINE D: 197.66

27658 AFTER SEVERAL ALIGNMENTS AND RIDE HIGHT ADJUSTMENTS FOUND THE
SUBFRAME IS SHIFTED TO THE LEFT LOOSEN AND REPLACE SUBFRAME BOLTS -
SHIFT SUBFRAME BACK TO THE ORIGINAL POSITION

Please read carefully the statement below, and sign, 72 hours after completion of work on the vehicle, I will incur a storage fee of \$10.00 a day, I, the undersigned, agree to pay all court costs and a reasonable attorney's fee and, or collection agency fee.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE
ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE.

"The Factory Warranty constitutes all of the warranties with respect to the seller 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 and the seller neither assumes nor authorizes an other person to assume for it any liability in connection with the sale of this item/items."

AUTHORIZATION FOR REPAIR AND DISCLAIMER FOR DELAY, LOSS OR DAMAGE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

STOMER #:

INVOICE

JIM Ellis
 Expect the best
 Since 1971 Automotive Group
Porsche Atlanta Perimeter
 4006 Carver Drive · Atlanta, GA 30360
 Main: (770) 234-2100 · Direct: (770) 216-7555
 www.jimellis.com
 A Jim Ellis Automotive Dealership

PAGE 1

LANTA, GA

ME: [REDACTED]

CONT: [REDACTED]

S: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 39654 Tony Betancourt

S:		CELL:		SERVICE ADVISOR:		39854 FOR:			
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
WT BLACK	13	PORSCHE CAYENNE DIES		WP1AF2A24DL			27649/27653		T3048
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO.	RATE	PAYMENT	INV DATE	
DEC12 IS			12:00 02AUG16			0.00	CASH	02AUG16	
DEC12 DD									
R.O. OPENED		READY		OPTIONS: SOLD-STK:		ENG:3.0_Liter_DDI_DOHC			
7:40 01AUG16		09:31 02AUG16		TRN:TIP					
LINE OPCODE TECH TYPE HOURS						LIST	NET	TOTAL	
STATES BILL TO RIGHT WHEN									

CUST STATES CAR PULLS TO THE RIGHT. STATES PULL TO RIGHT WHEN
 COASTING AND WHEN ACCEL. STATES PULLS ALL THE TIME. STATES HAD
 TIRES REPLACED TWICE AND CAR IS STILL PULLING RIGHT
 0 GENERAL COMPLAINT

ARTS: 8451 ISP 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00
 27649 VEHICLE OUT OF ALIGNMENT RECOMMEND ALIGNMENT

MULTI POINT INSPECTION

MPI MULTI POINT INSPECTION

8451 C

RF COMPLIANCE FEE

ARTS: 0.00 LABOR: 0.00 OTHER: 2.95 TOTAL LINE B: 2.95
 27649 PERFORMED MPI

** Alignment, Four Wheel - Check and Adjust

SR42 Alignment, Four Wheel - Check and Adjust

8451 CPC

ARTS: 0.00 LABOR: 276.00 OTHER: 0.00 TOTAL LINE C: 276.00
 27649 VEHICLE ALIGNMENT OUT OF SPEC ALIGNED VEHICLE TO PORSCHE
 STANDARDS

EST: 271.35 02AUG16 07:53 SA: 39654

CUSTOMER PAY SUPPLY FEE FOR REPAIR ORDER

22.08

PAID AUG 02 2016

Please read carefully the statement below, and sign, 72 hours after completion of work on the vehicle, I will incur a storage fee of \$10.00 a day, I, the undersigned, agree to pay all court costs and a reasonable attorney's fee and, or collection agency fee.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE
 ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE.

"The Factory Warranty constitutes all of the warranties with respect to the seller 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 and the seller neither assumes nor authorizes an other person to assume for it any liability in connection with the sale of this item/items."

AUTHORIZATION FOR REPAIR AND DISCLAIMER FOR DELAY, LOSS OR DAMAGE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	276.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	25.03
TOTAL CHARGES	301.03
LESS INSURANCE	0.00
SALES TAX	1.55
PLEASE PAY THIS AMOUNT*	302.58