

From: [EVOQ \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint: ----10995234-----
Date: Monday, July 31, 2017 1:03:50 PM
Attachments: [Scanned from a Xerox Multifunction Printer.pdf](#)

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

From: [REDACTED]
Sent: Wednesday, July 26, 2017 10:42 AM
To: EVOQ (NHTSA) <EVOQ@dot.gov>
Subject: Re: Follow up to ODI Complaint: ----10995234-----

Mileage was incorrectly stated at 36,000. Actual mileage is 46,000

From: EVOQ (NHTSA) <EVOQ@dot.gov>
To: [REDACTED]
Sent: Friday, July 7, 2017 12:19 PM
Subject: FW: Follow up to ODI Complaint: ---10995234-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



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

Date Received

14-JUN-2017

Repository ☐

Reference No.
10995234

OWNER INFORMATION (Type or Print)

Name

Address

City DEWITT

State MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

WPOAC2A74A

Make

PORSCHE

Model

PANAMERA TURBO

Model Year

2010

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

03-JUN-2017

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage

~~36000~~
46000

Failure Speed

70

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)

☐ Original Equipment

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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 2010 PORSCHE PANAMERA TURBO. WHILE DRIVING 70 MPH AND ATTEMPTING TO PASS A VEHICLE, THE CHECK ENGINE AND ALL WHEEL DRIVE SYSTEM INDICATORS ILLUMINATED. THE REAR OF THE VEHICLE BEGAN TO SWERVE INDEPENDENTLY. THE CONTACT PULLED OVER AND WAS UNABLE TO RESTART THE VEHICLE. THE VEHICLE WAS TOWED TO OKEMOS AUTO COLLECTION (2186 JOLLY RD, OKEMOS, MI 48864) WHERE IT WAS DIAGNOSED THAT THE ENGINE EXPERIENCED A LOWER END FAILURE, AS EVIDENCED BY THE ENGINE OIL AND COOLANT MIXING. THE ENGINE NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THE CONTACT SHOULD PAY FOR THE DEALER TO DISASSEMBLE THE ENGINE TO DETERMINE IF IT WAS AN INTERNAL FAILURE, AND PORSCHE WOULD ASSIST, IF NECESSARY. THE DEALER ALSO STATED THAT A CAM SHAFT REPAIR WAS PREVIOUSLY PERFORMED ON THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 17V368000 (ENGINE). THE APPROXIMATE FAILURE MILEAGE WAS 36,000.

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.