

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 03-OCT-2017 NOV 15 2017	Repository ☐ Reference No. 11031568
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	Zip Code	Evening Telephone Number		
CORAL GABLES	FL				
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 WP0AA2A93FS		Make PORSCHE	Model 911	Model Year 2015	
Date Purchased 4/4/17	Dealer's Name and Telephone Number THE COLLECTION 305-444-5555		Engine: No: Cylinders 6	Fuel Type: GASOLINE	
Original Owner ☐	Dealer's City CORAL GABLES	State FL	Zip Code 33		
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: EXCESSIVE OIL C	Incident Date(s) 15-MAY-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 060000 ENGINE (PWS)			Failure Mileage 10000	Failure Speed N/A NORMAL	
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 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 2015 PORSCHE 911 CARRERA. SEVERAL TIMES, WHILE DRIVING, THE CHECK OIL LEVEL WARNING INDICATOR ILLUMINATED. WHEN THE CONTACT FILLED THE VEHICLE WITH FUEL, HE ALSO HAD TO ADD OIL TO THE ENGINE. THE CONTACT STATED THAT HE HAD TO ADD OIL APPROXIMATELY EVERY 500-900 MILES. THE VEHICLE WAS TAKEN TO THE COLLECTION (200 BIRD RD, CORAL GABLES, FL 33146 (305) 444-5555) WHERE A FAILURE COULD NOT BE DIAGNOSED. THE CONTACT WAS ADVISED THAT THIS WAS A NORMAL ISSUE FOR THIS VEHICLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE, BUT NO ASSISTANCE WAS OFFERED. THE FAILURE MILEAGE WAS APPROXIMATELY 10,000. THIS IS A MALFUNCTION AS WELL AS A SAFETY ISSUE. THE EXCESSIVE OIL CONSUMPTION EACH 500-700 MILES MEANS YOU HAVE TO ADD OIL STOP THE CAR OR THE ENGINE CAN FREEZE UP ON YOU. YOU MIGHT BE ON A LONG TRIP NO GAS STATIONS OR ON HIGHWAY AND HAVE TO STOP TO ADD OIL OR IN A UNSAFE AREA. NOT ACCEPTABLE					
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.					

CUSTOMER #:

UNIT#

THE COLLECTION®

200 Bird Road, Coral Gables, FL 33146 Tel: (305) 444-1111
thecollection.com

INVOICE

MIAMI, FL

PAGE 1

MV - 00154

MVR - 9410054

HOME

BUS:

SERVICE ADVISOR: 10190 FRANK RONQUILLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	15	PORSCHE 911	WP0AA2A93FS		12216/12217	T6065	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23MAY15 IS			WAIT 21AUG17		0.00	CASH	21AUG17
R.O. OPENED	READY	OPTIONS: SOLD-STK: DLR:					
		ENG:3.4 Liter GDI DOHC TRN:PDK					

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

A CUSTOMER STATES THAT HES HAD TO ADD 1.8L'S OF OIL 3 TIMES IN THE LAST 2600 MILES ADVISE

CS CUSTOMER STATES THAT HES HAD TO ADD 1.8L'S OF OIL 3 TIMES IN THE LAST 2600 MILES ADVISE
9979IPOSP

(N/C)

12217 INSPECTED VEHICLE FOR OIL LEAKS. NO OIL LEAKS FOUND. CHECKED AND CORRECTED OIL LEVEL WITH TESTER. ADDED 0.7L

B PERFORM PORSCHE MULTI-POINT INSPECTION, CHECK ALL FLUID LEVELS, TIRE CONDITION, TIRE PRESSURE AND OPERATION OF ALL LIGHTS.

QCP PERFORM PORSCHE MULTI-POINT INSPECTION, CHECK ALL FLUID LEVELS, TIRE CONDITION, TIRE PRESSURE AND OPERATION OF ALL LIGHTS.
9979IPOSP

(N/C)

12217

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES, AS POSSIBLE.

Thank you for giving The Collection Service Department this opportunity to service your automotive needs. If you have any questions about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

LIMITED WARRANTY. The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Refer to the back of your customer copy for individual parts and labor guarantees. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
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
DEDUCTIONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00