

MAY 04 2018

CL-11096251-9329

[REDACTED]
Honolulu, Hawaii [REDACTED]

April 20, 2018

National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

Re: Porsche Safety Recall AH10 – Replacing Filter Flange of Fuel Pump

Dear Sir or Madam:

I am writing to file a complaint against Porsche Cars of North America Inc. I received a letter dated November 29, 2017 informing me of a Safety Recall with this vehicle I still own. The following is my recall and auto information:

NHTSA Recall Number -- 17V-576 -- My Vehicle No. WP1AA29P35LA22L [REDACTED]

When my car was 4 years old in 2009 I had the exact problem that the recall letter was informing me of. My car broke down and required it to be towed and repaired. I wrote to Porsche Cars of North America on January 2nd of this year informing them of my situation and requesting reimbursement for the expense. It has been 3 months and I have heard nothing from them. I have enclosed my correspondence along with copies of all paperwork. I am hoping you will kindly help me resolve this unfortunate situation.

Very Sincerely,

[REDACTED]

Cc: Porsche Cars of North America

Encl: Letter to Porsche Cars of North America
Motor Werkes Invoice
Visa Receipt
Certified Mail Receipt
Porsche Safety Recall Letter

NAM
5.16.18
W

W

[REDACTED]
Honolulu, HI [REDACTED]

January 2, 2018

Porsche Cars of North America
Attn: Customer Commitment Dept.
One Porsche Drive
Atlanta, Georgia 30354

RE: Porsche Safety Recall AH10 – Replacing Filter Flange of Fuel Pump
NHTSA Recall Number: 17V-576 - My Vehicle No. WP1AA29P35L [REDACTED]

Dear Sir or Madam:

I am writing regarding a letter I received dated November 29, 2017 about the Porsche Safety Recall. This letter states there is a defect in the Filter Flange and Fuel Pump of my 2005 Porsche Cayenne.

This letter is to inform you that in 2009 when my car was 4 years old, it had to be towed in due to the following problem:

Vehicle towed in, Starts. Will Not Stay Running. Runs Rough & Dies

This repair involved the removal and replacement of both the left & right fuel pumps and new fuel filter. The total cost for the repair was:

\$1,193.60 (not including Towing Cost)

I am requesting that I be reimbursed for the above charge. Enclosed is a copy of the invoice.

Very Sincerely,
[REDACTED]

Encl: Motor Werkes Invoice
Visa Receipt

9/2/09 Mr Vign

SERVICE ORDER

DEALER MOTOR WERKES, INC. 518 CUMMINS STREET HONOLULU, HI 96814 596-7758 OR 596-7759		CUSTOMERS NAME & ADDRESS [REDACTED] HONOLULU, HI		DATE & TIME 09/02/09 08:25	
E.P.A. NUM		DAY [REDACTED]		WRITTEN BY: YS	
VEHICLE LICENCE NO. [REDACTED]		ODOMETER 33,669	VEHICLE DESCRIPTION 05POR CAYENNE	VEHICLE IDENTIFICATION NO. WP1AA29P35L [REDACTED]	
PAYMENT METHOD		<input type="checkbox"/> MC/VISA <input type="checkbox"/> OTHER	CREDIT CARD NO.	CREDIT AUTHORIZATION	
SERVICE REPAIR INSTRUCTIONS/SYMPTOMS VEHICLE TOWED IN, STARTS. WILL NOT STAY RUNNING. RUNS ROUGH & DIES. CHECK & REPORT					<input type="checkbox"/> DELIVER <input type="checkbox"/> WILL CALL <input type="checkbox"/> CALL WHEN READY
					SERVICED BY RT
					INSPECTED BY YS

TECH	QTY	PART NO.	REPAIR/SERVICE DESCRIPTION	PARTS	LABOR
POR	01	95562010323	FUEL PUMP	374.09	
SSF	01	95562010303	FUEL PUMP	269.90	
SSF	02	95520113301	SEAL RINGS	14.50	
POR	01	95562084100	FUEL FILTER	125.91	
SSF	00		COMPUTER DIAGNOSE		142.50T
			CONNECT DIAGNOSTIC TESTER TO ELECTRONIC CONTROL UNIT; RETRIEVE CODES; RESET.		
RT	00		R/R FUEL PUMPS		184.30T
			REMOVED & REPLACED BOTH LEFT & RIGHT FUEL PUMPS. INSTALLED NEW FUEL FILTER.		
STK	01	SI	SAFETY INSPECTION	19.70	9.00T

*****THANK YOU*****
 FOR GIVING US THE OPPORTUNITY OF
 SERVICING YOUR VEHICLE TODAY

check 10/5/09 \$1,193.60 To Visa

CUSTOMER REQUESTED RETURNED PARTS <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		SAFETY RECOMMENDATIONS				TOTALS																			
I, the registered owner, authorize you to perform the above repairs and furnish necessary materials. I understand any cost quoted hereafter is an estimate only. Your employees may operate vehicles for inspection, testing, delivery or repairs. I understand I am responsible for any damage to vehicle or contents therein. I agree to pay reasonable charges for vehicle left more than 48 hours after completion of repairs are completed. Any person's liability is released and assumed by the amount of repair costs, including those for any parts work or repair cost on this vehicle. In the event an attorney is retained by the owner and/or state to bring suit for collection of payments due, I agree to pay cost of collector and any reasonable attorney fees. Receipt of a copy of this order is hereby acknowledged.		TIRES, BRAKES, BATTERY & COOLANT				LABOR 335.80																			
		<table border="1"> <tr> <th>TIRES</th> <th>RF</th> <th>LF</th> <th>RR</th> <th>LR</th> <th>SPARE</th> </tr> <tr> <td>TREAD</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>PSI</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>				TIRES	RF	LF	RR	LR	SPARE	TREAD						PSI						PARTS 804.10	
		TIRES	RF	LF	RR	LR	SPARE																		
		TREAD																							
		PSI																							
BRAKES-F % BRAKES-R %				SALES TAX 53.70																					
BATTERY				GASOLINE GAL																					
COOLANT				SUB-LET																					
CUSTOMER SIGNATURE X						DEPOSIT (
						TOTAL 1,193.60																			



PORSCHE

IMPORTANT SAFETY RECALL

Porsche Cars North America, Inc.

One Porsche Drive
Atlanta, Georgia 30354

1-800-PORSCHE

Honolulu HI

November 29, 2017

This notice applies to your vehicle: WP1AA29P35
NHTSA Recall Number: 17V-576

Subject: Porsche Safety Recall AH10 - Replacing Filter Flange of Fuel Pump

2004-2006 Cayenne
2003-2006 Cayenne S
2003-2006 Cayenne Turbo

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has determined that a defect which relates to motor vehicle safety exists in certain model year 2004-2006 Cayenne, 2003-2006 Cayenne S, and 2003-2006 Cayenne Turbo models. Fine hairline cracks can appear, after an extended period of use, on the filter flange of the fuel pump of the affected vehicles. External aging exposure and oxidization reduces the component strength over an extended vehicle life. Additionally, fuel components intrude into the fuel filter flange material under pressure from the inside and cause tension within the component. Porsche believes that the combination of both may, over time, eventually lead to the formation of small cracks, allowing fuel to seep from the fuel filter flange. Fuel leakage in the presence of an ignition source may cause a risk of fire. Our records show that you are the owner of a vehicle affected by this action.

Fine hairline cracks can appear, after an extended period of use, on the filter flange of the fuel pump of the affected vehicles. External aging exposure and oxidization reduces the component strength over an extended vehicle life.

Porsche is conducting a safety recall and the affected components will be replaced at no charge to you. The replacement parts required for remedying your vehicle are currently being manufactured as a matter of high priority. Unfortunately, at this time, parts are not available. Be assured we will keep both you and your authorized Porsche dealer abreast of the necessary parts availability so that repairs may be scheduled as soon as possible.

[This recall will be carried out at no expense to you. Please be aware that if, after we have notified you that replacement parts for your vehicle are available, you require any assistance in making an appointment to have this recall performed, please call or write:

Porsche Cars North America, Inc.
Attn: Customer Commitment Department
One Porsche Drive
Atlanta, GA 30354
1-800-PORSCHE

767-7243

If you still cannot obtain satisfaction, you may file a complaint with:

National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to
<http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause you. However, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Very truly yours,



Glenn Garde
Vice President, After Sales

PORSCHE CARS NORTH AMERICA, INC.

MOTOR HERPES INC
518 CUMMINS ST
HOMERUN N. ME 96814

TERMINAL ID:
TERMINAL #:

002915361
1029-15361

DISA
11:24 AM
SALE
BALANCE: [REDACTED]
DATE: 11/11/17
SD: 003



ACCOUNT # 0000
ITEM: 14111
RTRN NO: 025002

TOTAL \$1192.60

CUSTOMER COPY

1416 0205 0000 0001

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
Domestic Mail Only

For delivery information, visit our website at www.usps.com®

ATLANTA GA 30354

Certified Mail Fee	\$3.45
Extra Services & Fees (check box, add fee)	\$0.00
<input type="checkbox"/> Return Receipt (hardcopy)	\$0.00
<input type="checkbox"/> Return Receipt (electronic)	\$0.00
<input type="checkbox"/> Certified Mail Restricted Delivery	\$0.00
<input type="checkbox"/> Adult Signature Required	\$0.00
<input type="checkbox"/> Adult Signature Restricted Delivery	\$0.00

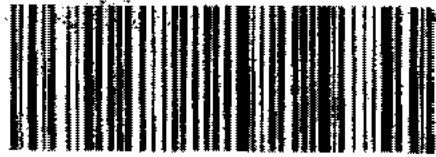
0029
33
Postmark
Here
01/29/2018

Postage \$0.50
Total Postage and Fees \$3.95

Sent To
PORSCHE CARS OF NORTH AMERICA
Street and Apt. No., or PO Box No.
ONE PORSCHE DRIVE
City, State, ZIP+4®
ATLANTA, GEORGIA 30354

CERTIFIED MAIL

Honolulu, HI



7016 3010 0000 8631 8936

W48 226

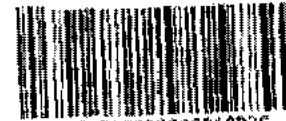
National Highway Tra
1200 New Jersey Ave
Washington, D.C. 205

Department of Transportation

To: W48-226
Location Code: DOT
Cost Center: 4 West
Mail Point: NVS-200,210,300,010
External Carrier: PRIORITY
Sender:
Manufacturer:
Purchase Order:

DOT

4/30/2018 12:33:58 PM



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