

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

From: [Amos, Tara Marie L.](#)
To: [EJOO \(NHTSA\); Robertson, Faith \(NHTSA\); Lewis, Brenton](#)
Cc: [NHTSA ODI CED; Strasser-King, Marlon C](#)
Subject: ODI-11530716 and 11099474
Date: Thursday, April 18, 2024 3:59:40 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

• [REDACTED]
Apr 08

Subject: Re: [REDACTED] VS PORSCHE
To: tara.amos@porsche.us, NationwideOfficeofCustomerRelations@nationwide.com, damageteam@agero.com, info@porsche.us, PorscheClassCounsel@lchb.com, eeoc@updates.eeoc.gov, nhtsa@mail.usdoj.gov

What is the status of a loaner vehicle and reimbursement for expenses to date?

On Mon, Apr 8, 2024 at 3:23 PM Amos, Tara (PCNA-CR) <tara.amos@porsche.us> wrote: > Good Afternoon [REDACTED], >> I hope you are doing well. I want to assure you that your case has been under thorough investigation, including gathering insights from Harris Porsche to gain a comprehensive understanding of the situation. I sincerely apologize for the delay in responding to you. Moreover, it appears I must have miscommunicated regarding the escalation of the case to legal. Rest assured, I will personally reach out to you again later this week to provide you with further updates. >> Kind Regards, >> Tara Amos > Executive Case Specialist > Porsche Cars North America, Inc. > One Porsche Drive, Atlanta, GA 30354 >>> >> From: [REDACTED] > Sent: Monday, April 8, 2024 6:10 AM >> To: Amos, Tara (PCNA-CR) <tara.amos@porsche.us>; [REDACTED]; Damage Team <damageteam@agero.com>; [REDACTED]; [REDACTED] <NC-57@codssnc.com>; OCR <ocr@ed.gov>; SM_NC_CARECOORDINATION@wellcare.com; Victoria J. Shawl <Victoria.Shawl@wellcare.com>; ocr.do@ed.gov; ocroust; NationwideOfficeofCustomerRelations@nationwide.com; oliviae@nomedicaidombudsman.org > Subject: [REDACTED] VS PORSCHE >> Tara - how many times will someone from Porsche USA / PORSCHE North America call me and LIE about resolving this matter with my vehicle? We spoke on March 22, 2024. Today is Monday, APRIL 8, 2024. You promised that someone was going to get my case escalated to legal. What is the status? >>> >> On Fri, Mar 22, 2024 at 11:11 AM Amos, Tara (PCNA-CR) <tara.amos@porsche.us> wrote: >> Good Morning [REDACTED], >> Unfortunately, I'm having trouble hearing you in the meeting. May I call you from a phone? >> Kind Regards, >> Tara Amos > Executive Case Specialist > Porsche Cars North America, Inc. > One Porsche Drive, Atlanta, GA 30354 >>> >> From: [REDACTED] > Sent: Friday, March 22, 2024 11:05 AM > To: Amos, Tara (PCNA-CR) <tara.amos@porsche.us> > Subject: Re: Accepted [REDACTED] Porsche mtg w/Tara Amos >>> Good morning- I just realized I entered [REDACTED] Thursday (yesterday) in error on the meeting invite. I've updated it. I am on the call. >> Here is the link: >> [REDACTED] as invited you to join a video meeting on Google Meet. Join the meeting: >> [REDACTED] >> On Fri, Mar 22, 2024 at 9:20 AM Amos, Tara (PCNA-CR) <tara.amos@porsche.us> wrote:

**UNC FAMILY MEDICINE
CHAPEL HILL**

590 Manning Dr
Chapel Hill NC 27599-
6119

Phone: 984-974-0210

Fax: 919-966-6126



To Whom it May Concern,

This letter is to verify that [REDACTED] is a patient under my care. She has multiple chronic health conditions, which are exacerbated by emotional stress. For this purpose, I recommend that [REDACTED] have access to an emotional support animal to reduce emotional distress and promote healthy behaviors. Her emotional support animal is a dog of PekaPoo breed with a weight of 10 lbs.

Sincerely

LeRon C Jackson MD, MPH



LE

Apr 08

Subject: !! URGENT: 1498883; [REDACTED] /S Porsche : NATIONWIDE
To: tara.amos@porsche.us; [REDACTED] damage@agero.com; [REDACTED] nhtsa@mail.us4me.com, info@porsche.us, PorscheClassCounsel@lobj.com, Samantha.garyelink@libertymutual.com, [REDACTED] @usda.gov, upload@myassurant.com; [REDACTED] @socialupdates.eeoc.gov, NationwideOfficeofCustomerRelations@nationwide.com, programintake

@ NHTSA - 1498883

Please log the response below from Tara Amos (PORSCHE North America). Tara is PRETENDING as if she doesn't understand how PORSCHE, their DEALERSHIPS and third parties HAVE been negligent for over 10 years with my BUSINESS VEHICLE.

The FEDERAL government mandated that my vehicle be fixed from their DIESEL EMISSIONS SCANDAL.

I purchased the vehicle on September 2, 2013*4. Today is April 8, 2024.

THE VEHICLE IS STILL NOT FIXED!!!!!!!!!!!!!!

Regards,
LFTYSPN LLC
A USDA APPROVED FARMING COMPANY

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LeRon C Jackson MD, MPH



[Opens a new window](#)

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> Sent: Monday, April 8, 2024 8:10 AM > To: Amos, Tara (PCNA-CR) <tara.amos@porsche.us> > Subject: [redacted] Damage Team
<damageteam@agero.com> > [redacted] <[redacted]@codssnc.com>
OCR <ocr@ed.gov>; SM_NC_CARECOORDINATION@wellcare.com; Victoria J. Shawl <Victoria.Shawl@wellcare.com>; ocr.dodged.gov; ocr.aust; ocr.aust
<NationwideOfficeofCustomerRelations@nationwide.com>; diviaae@nomedicaidombudsman.org > Subject: [redacted] VS PORSCHE >> Tara - how many times will someone from Porsche USA /
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Sincerely

LeRon C Jackson MD, MPH



LF

Subject: Re: Request [REDACTED] Re: [REDACTED] VS PORSCHE
To: tara.amos@porsche.us, nhtsa@mail.us.4me.com

My porche was recalled by NHTSA. To date, the catalytic converter is NOT fixed.

On Thu, Apr 11, 2024 at 10:03 AM NHTSA Service Desk <noreply@us.4me.com> wrote:

Dear Lftyspn Farms,

A Ambrose mentioned you in the following request:

Request [REDACTED] Re: [REDACTED] VS PORSCHE

@Lftyspn Farms

Dear [Lftyspn Farms](#)Opens a new window.

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

Unfortunately, this is not a matter that NHTSA has jurisdiction over. The Hotline Information Center can provide you with assistance and information regarding vehicle safety, recalls, or motor vehicle equipment defects.

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

[NHTSA.dot.gov](#)Opens a new window Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Have a great day,
NHTSA Service Desk

LF

[Lftyspn Farms](#)
Apr 16

Subject: Re: Request [REDACTED] Re: [REDACTED] VS PORSCHE
To: tara.amos@porsche.us, nhtsa@mail.us.4me.com, PorscheClassCounsel@lohb.com, damage@agero.com, info@porsche.us, [REDACTED]

Porsche USA, Brian Harris Porsche, Porsche of New Orleans, Leith Porsche, Jim Ellis Porsche and Hennessey Porsche are still discriminating against me. These are all of the places I have taken my vehicle for service since 2014. The vehicle was purchased as a certified pre-owned vehicle from Jim Ellis Porsche. This discrimination has been going on since 2014 (date of purchase). Since 2014, Porsche USA corporate have maliciously attacked my character, health conditions of myself and my employees and by businesses. Jason Nelson is the person at Porsche USA who continuously discriminated against me upon contacting Porsche Corporate in 2014 about the numerous mechanical and electrical issues. Jason no longer works for the company. I have told Porsche about his discrimination. They have done nothing. Porsche kept my vehicle for over 2 months in 2017 and NEVER explained why. This is before the Federal Government BANNED Porsche from making diesels. My vehicle and the documentation related to the "Certified Pre-Owned" purchase was falsified. I sent all proof to Porsche. As one example, I purchased my vehicle (cash) in September of 2014. Still, to this day, they have my date of sale as August 31, 2014. This impacts my warranty (that they REFUSE to enforce with their dealership). My vehicle has been SITTING, at the dealership since April 2023. This is when the vehicle was towed to the dealership by Agero. While I was under doctors care (over 900 miles away from my farm), I had an acute medical emergency and was diagnosed with several terminal health conditions. While all of this was happening, Porsche called me (my service advisor was Nikki) and advised my tire was flat. They NEVER called their tow truck company to report the damage and REFUSED to speak to my insurance company. I told the dealership NOT TO PLUG MY TIRE. They plugged my tire ANYWAY!!!!!! I have communicated this to multiple new corporate employees. The most recent employee to reach out to me has been Tara Amos (copied on this email). Tara has consistently and REPEATEDLY ignored these FACTS. The dealership has NOT honored my warranty / repaired whatever is causing the "catalytic converter misfires". I communicated to Porsche that on March 27, 2023, I noticed a burning smell at the same time my check engine light, AD Blue light and several other lights on the dashboard started flickering. The car was driven to the dealership where they confirmed that the catalytic converter misfire was covered under warranty. To date, Brian Harris Porsche, REFUSES TO REPAIR MY CORPORATE VEHICLE. I am a FARMER. Their negligence has caused my business to go bankrupt. Tara has REFUSED to listen to me and investigate her co-workers and previous dealerships that have discriminated against me since 2014. PLEASE HELP!!! These issues were also reported to Ashely Massengale (legal counsel for Porsche USA). She did nothing to assist me.

AA

[A Ambrose](#)ASRC
Yesterday

@Lftyspn Farms

Dear [Lftyspn Farms](#)Opens a new window.

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

To add documents, videos, or photos or to update your complaint, please send an email to [nhtsa.webmaster@dot.gov](#) with your ODI (Office of Defects Investigation) complaint number in the subject field. This would ensure that your documents, videos, and photos are uploaded to the correct complaint in a timely manner.

However, if you have not filed a formal complaint in regards to a vehicle failure, please call our Hotline at 1-888-327-4236 and a Customer Service Representative will be happy to assist you or you may submit it online by visiting the following link: [REDACTED]

Filing a formal complaint is a very important resource for NHTSA when a vehicle, child safety seat, tire, or vehicle equipment is not included in a recall or initiates a recall investigation for your vehicle, child safety seat, tire, or vehicle equipment. Please consider filing a formal complaint regarding your vehicle.

Detailed information on how NHTSA conducts investigations is available in the Motor Vehicle Defects and Recall Campaigns booklet available at [Motor Vehicle Safety Defects and Recalls: What Every Vehicle Owner Should Know \(nhtsa.gov\)](#)Opens a new window

We hope that you find this information helpful. However, if you need additional information on our services, please feel free to contact us at 1-888-327-4236.

Thank you,

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LF

[Lftyspn Foundation](#)
09:47am

Subject: Re: Request [REDACTED] Re: [REDACTED] VS PORSCHE
To: [REDACTED]

Cc: lara.amos@porsche.us, [REDACTED], damageteam@jagero.com, nhtsa@mail.us.4me.com, info@porsche.us, PorscheClassCounsel@lchb.com, [REDACTED]

Attached are receipts from 2014 and 2018. I reported these issues to Porsche Legal attorney Ashley Massengale. For almost 10 years Porsche has discriminated and refused reason accommodations. I am a person with multiple disabilities. Today, Dean in Customer Service also refused reasonable accommodations and discriminated against me. Dean refused to document my concerns regarding my warranty and the released discrimination from their corporation, vendors and dealerships.

Regards,

[Opens a new window](#)

10:55



91



Ashley Massengale



You haven't connected with **Ashley Massengale**



Ashley Massengale • 2nd

Associate General Counsel -- Porsche Cars
North America

DEC 4, 2014



• 9:30 am

Hi Ashley-

I need to file a formal, legal complaint regarding my purchase of a 2014 Porsche. Can you give me a name,

.

phone number and address my attorney can forward the certified document to?

Thanks so much,

[REDACTED]

[Opens a new window](#)

10:54



92



Ashley Massengale



You haven't connected with **Ashley Massengale**



MAY 17, 2018



[REDACTED]

4:58 am

Hi Ashley - I hope all is well with you. After 4 years of trying to resolve my issue with my Cayenne with Jason Nelson, we reached an impasse. I feel like I've done everything I can do with him and his team. What are the next steps for me in regards to escalation without involving attorneys? I need a resolution expeditiously.



Ashley Massengale - 8:27 am



Ashley Massengale • 6:37 am

I'm sorry you are still working on this.
I'm not sure what your next steps are really as this isn't something I work with.

[Redacted] • 1:22 pm

How can I get in touch with your legal despair, Ent or arbitrator?

Ashley Massengale • 2:05 pm

I'd ask Jason or maybe see if there are instructions in your owners manual.
Tomorrow I'll ask around legal but I am



Write a message...



[Opens a new window](#)

10:53



92



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Write a message





write a message...



[Redacted]

LF

Lfyson Farms

10:34am

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To: [Redacted], aelio18@broncos.unofsu.edu, info@porsche.us, PorscheClassCounsel@tchb.com, ang
el@dot.gov, NationwideOfficeofCustomerRelations@nationwide.com
Cc: lara.amos@porsche.us, damageteam@agero.com, nhtsa@mail.us.4me.com, [Redacted]

Case numbers with NHTSA:

11530716
11099474

...

LF

Lfyson Farms

11:04am

Subject: 11530716 and 11099474 ((NHTSA CASE NUMBERS))

To: [Redacted], aelio18@broncos.unofsu.edu, info@porsche.us, PorscheClassCounsel@tchb.com, VS
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Cc: lara.amos@porsche.us, damageteam@agero.com, nhtsa@mail.us.4me.com, [Redacted]

Porsche Cars America Case numbers:

800035665
800049806
800067673
8000111864
8000117944

11530716 2023
11099474 2018

Usdot

Nhtsa

Office of defects / Bever reviewed safety complaints.

Nvs-210

1200 New Jersey ave southeast

West bldg

Washington, 20590

...

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Thank you,

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<https://nhisa.us.4me.com/requests/1499306>Opens a new window

Have a great day,
NHTSA Service Desk

Thank you

Ann-Marie Ambrose
Quality Analyst
ASRC Federal Holding Company
aambrose@asrcfederal.com
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.