

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

From: [Ambrose, Ann-Marie L](#)
To: [EJOOQ \(NHTSA\); Robertson, Faithia \(NHTSA\); Lewis, Brenton](#)
Cc: [NHTSA ODI CED; Strasser-Kina, Marion C](#)
Subject: ODI-11530716 & 11099474
Date: Monday, April 22, 2024 6:24:41 PM
Attachments: [REDACTED]

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[REDACTED]
Apr 19

Subject: Re: Harris Porsche (NHTSA COMPLAINT 11530716 & 11099474

To: Adam.Terrebonne@harrisporche.com, ero@caseservices.panorama.hr.a2z.com, tara.amos@porche.us, [REDACTED], nhtsa@mail.us4me.com, info@porche.us, PorscheClassCounsel@jchb.com, VSH@dot.gov, hr@exact.hr.amazon.dev, [REDACTED], NationwideOfficeofCustomerRelations@nationwide.com
Cc: Chris.Sansbury@harrisporche.com, [REDACTED]

Nhtsa complaint numbers: 11530716 & 11099474

@Adam - I've added NHTSA, Amazon, the state of Louisiana Secretary of State, federal entities that will investigate this matter. Porsche and its vendors damaged my new tires. I specially told your service department not to "plug" my new tires. When your dealership decided otherwise, you voided my warranty with continental , discount tire and covered up evidence. You've refused to release the vehicle back to porsche roadside and are now claiming storage fees. Based on what I read in the invoice you sent, your dealership did not address the warranties catalytic converter misfire.

...
On Fri, Apr 19, 2024 at 12:30 PM [REDACTED] wrote: > Please update this invoice to reflect the owners name, which is [REDACTED], Fayetteville, No
> > On Fri, Apr 19, 2024 at 10:19 AM Adam Terrebonne <Adam.Terrebonne@harrisporche.com> wrote:

Attached is your repair order as of today (4/19/24).
Your current balance is \$8,375.00

For storage fees, we will only accept cash or a cashier's check. If paying with a cashier's check, make payable to Harris Porsche.

Please let me know when you would like to pick up your Cayenne. We will require advanced notice to retrieve the vehicle from storage.

Thanks,

Adam Terrebonne
General Manager
Harris Porsche
Main 225.754.1500
Direct 225.754.1508
adam.terrebonne@harrisporche.com

CUSTOMER #:

ATLANTA, GA

HOME:

BUS:

CONT:

CELL:

INVOICE

DUPLICATE 9

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SERVICE ADVISOR: 6154 SERVICE ADVISOR NOT

SERVICE DEPARTMENT HOURS Monday - Friday 7:30 AM to 6:00 PM Saturday 9:00 AM - 12:00 PM Closed Sunday

PORSCHE Harris Porsche | Baton Rouge 12326 Airline Highway Baton Rouge, LA 70817 Phone: (225) 754-1500 Fax: (225) 754-1539 www.brianharrisporche.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	PORSCHE CAYENNE	WP1AP2A25EL		94048/94048		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT	INV. DATE
01JAN14	DL		17:00	30APR24		CASH	19APR24
R.O. OPENED	READY	OPTIONS:					

09:32	20APR23	10:04	19APR24				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A --- VEH TOWED IN --- (DIESEL EMISSION EXT WARR)CUST STATES THAT THERE WAS A BURNING SMELL COMING FROM THE VEHICLE, CUST STOPPED BY 4/8/2023 AND WE SCANNED CODES AND THERE WAS AN INACTIVE FAULT FOR CATALYTIC CONVERTER. -- DIESEL WARRANTY CUST MUST STILL APPROVE \$360 DIAG IN CASE DIESEL WARRANTY DOES NOT COVER THE REPAIR.

00C --- VEH TOWED IN --- (DIESEL EMISSION EXT WARR)CUST STATES THAT THERE WAS A BURNING SMELL COMING FROM THE VEHICLE. CUST STOPPED BY 4/8/2023 AND WE SCANNED CODES AND THERE WAS AN INACTIVE FAULT FOR CATALYTIC CONVERTER. -- DIESEL WARRANTY CUST MUST STILL APPROVE \$360 DIAG IN CASE DIESEL WARRANTY DOES NOT COVER THE REPAIR.

6006 CP 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

PERFORMED DIAGNOSES AND SCANNED VEH. FOUND NO ACTIVE FAULTS AT THIS TIME. VEH DID HAVE 2 INACTIVE FAULTS FOR P220100 - NOx sensor, bank 1 - signal implausible AND P20EE00 - SCR catalytic converter, bank 1, efficiency too low. BOTH THESE FAULTS ARE CURRENTLY INACTIVE AT THIS TIME AND HAVE PASSED ALL TESTING. PERFORMED MULTIPLE TEST DRIVES AND SCANNED WITH PIWIS TESTER, ALSO PERFORMED MULTIPLE VAL'S (VEHICLE ANALYSIS LOG) FOR DOCUMENTATION PURPOSES. NO FURTHER REPAIR/WORK IS NEEDED AT THIS TIME.

B PORSCHE MULTI-POINT INSPECTION / RECOMMENDED REPAIRS

RR PORSCHE MULTI-POINT INSPECTION / RECOMMENDED REPAIRS

6006 CP 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

UPON DROP OFF VEH HAD A FLAT TIRE ON THE LEFT REAR. WE PLUGGED TIRE IN ORDER TO MOVE VEH AROUND AND PERFORM TEST DRIVES. CUSTOMER STATED SHE HAD TIRE INSURANCE WITH ANOTHER THIRD PARTY REPAIR BUSINESS. THIS WAS DONE AS A TEMPORARY REPAIR AT NO CHARGE AND AS A COURTESY TO

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
*SUPPLIES	
TOTAL CHARGES	
DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

* Supplies include waste disposal, chemicals, shop towels, fender covers, cleaners, nuts, bolts, etc. You are being assessed this charge for miscellaneous materials and supplies whether or not some or all of these materials were used in connections with your repair.
 EXCLUSION OF WARRANTIES: Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.
 AUTHORIZATION FOR REPAIRS: 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 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 hereto. The dealership is not responsible for damages for freezing due to lack of antifreeze.
 NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

CUSTOMER #:

INVOICE

SERVICE DEPARTMENT HOURS Monday - Friday 7:30 AM to 5:00 PM Saturday 8:00 AM - 12:00 PM Closed Sunday

PORSCHE Hennis Porsche | Baton Rouge 12326 Airline Highway Baton Rouge, LA 70817 Phone: (225) 754-1500 Fax: (225) 754-1539 www.brianharrisporche.com

ATLANTA, GA HOME: BUS:

CONT: CELL:

DUPLICATE 9 PAGE 2

SERVICE ADVISOR: 6154 SERVICE ADVISOR NOT

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Row 1: 14, PORSCHE CAYENNE, WP1AF2A25EL, 94048/94048.

Table with columns: DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 01JAN14 DE, 09:32 20APR23, 10:04 19APR24, 17:00 30APR24, CASH, 19APR24.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: 09:32 20APR23, 10:04 19APR24.

FURTHER INSPECT VEH FOR CUSTOMERS CONCERNS. C** STORAGE FEES \$25.00 PER DAY GEN 335 DAYS OF STORAGE @ \$25.00 PER DAY PARTS: 0.00 LABOR: 8375.00 OTHER: 0.00 TOTAL LINE C: 8375.00

ESTIMATE: 0.00 20APR23 09:32 SA: 6154 CONTACT:

CUSTOMER REQUESTED A CEASE AND DESIST. AT THIS TIME CUSTOMER HAS BEEN INFORMED THAT WE (HARRIS PORSCHE) WILL NO LONGER OFFER WORK/REPAIRS ON HER VEH AT THIS TIME. TO FIND OTHER PORSCHE DEALERS REFER TO SITE https://www.porsche.com/usa/dealersearch/

Table with columns: DESCRIPTION, TOTALS. Rows include LABOR AMOUNT (8375.00), PARTS AMOUNT (0.00), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), *SUPPLIES (0.00), TOTAL CHARGES (8375.00), DISCOUNT (0.00), SALES TAX (0.00), PLEASE PAY THIS AMOUNT (8375.00).

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.

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