

JUL 02 2018

[REDACTED]  
Dallas, TX  
[REDACTED]

CL-1111598-1998

June 11, 2018

Mr. Klaus Zellmer  
President and CEO  
Porsche Cars North America  
One Porsche Drive  
Atlanta, GA 30354

Dear Mr. Zellmer,

I am writing in regards to my 2011 Porsche Cayenne Turbo (WP1AC2A20BL[REDACTED]) and the July 2017 Recall AH08. My car was impacted by this recall. Prior to the recall, when the problem with the cam adjuster bolts was widely known, I had the AH08 repair completed on March 23, 2017 at my expense by Park Place Porsche. My out of pocket expense was approximately \$3,000.

On July 31, 2017 Porsche issued a recall for the issue. Six months later on January 12, 2018, Porsche finally issued instructions on how to get reimbursed for anyone that had out of pocket expenses related to the repair. I quickly submitted the required forms (copies attached) on January 21, 2018. I have not received reimbursement nor any communication on the claim (number [REDACTED]).

On April 23, 2018 I called both the claims company (GCG) and 800-Porsche and neither provided any meaningful update nor expected date of reimbursement. The *NHTSA Safety Recall Compendium* (pages 10-11) guidelines require reimbursement within 60 days of a consumer request:

*Manufacturers are required to act on claims for reimbursement within 60 days of their receipt, including issuing the appropriate notices where claims have been denied. For claims for reimbursement that are incomplete at the time of submission, within 60 days of the manufacturer's receipt of the incomplete claim, it must advise the claimant of the incompleteness, identify what additional information is needed, and offer an opportunity to resubmit the claim with the complete information.*

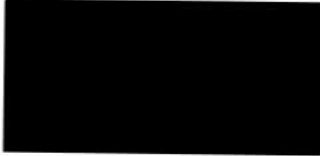
GCG and Porsche have exceeded the notification and reimbursement time limit by 3 months.

Thank you for your efforts to resolve this matter immediately. I'd like for your office to confirm receipt of this letter and update me on efforts to quickly resolve the issue. I am a proud

AM  
7.12.18  
UO

Porsche owner and have been for many years. I am disappointed in how this issue is being handled.

Sincerely,



CC: Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Ave., S.E.  
Washington, D.C., 20590

cc: Mark Giardina, Park Place Porsche  
Patrick Huston, Park Place Porsche

**PCNA Camshaft Controller/Adjuster Recall**

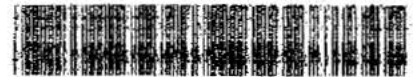
c/o GCG

PO Box 10506

Dublin, OH 43017-1506

Toll-Free: 1-877-919-6430

PPR

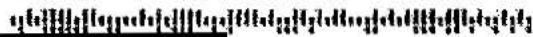


Control No: [REDACTED]

Claim No: [REDACTED]

8678

PPR2010150001



DALLAS, TX [REDACTED]

**REQUIRED ADDRESS INFORMATION OR CORRECTIONS**

If the pre-printed address to the left is incorrect or out of date, OR if there is no pre-printed data to the left, YOU MUST provide your current name and address here:

Name:

Address:

City/State/Zip:

**PORSCHE AH08 RECALL CAMSHAFT CONTROLLER CLAIM FORM**

*In Re: Porsche Cars North America, Inc. AH08 Recall - Replacing Fastening Screws for Camshaft Controllers*

Please note, if you have previously incurred any expense in relation to the camshaft controllers (adjusters), you may be eligible for reimbursement. If you are the current owner of this vehicle, please be sure to have the AH08 repair completed before submitting for reimbursement of previous repairs. Please send all previous invoices and related information to the provided address below, paying attention to the following points:

1. Please provide as complete information in the sections below as possible. Without a name, contact information and Vehicle Identification Number (VIN), your claim will most likely be rejected. Where exact dates aren't known, please provide your best approximation.
2. If you are the current owner, please provide date the AH08 Recall Repair was performed.

Repair Date: (mm/dd/yyyy) 03/23/2017

3. Attach the clearest and most legible copies of all documents you submit.
4. All information is subject to verification by the Settlement Administration and Porsche Cars North America, INC.
5. Please submit the completed form and supporting documents to the Settlement Administrator listed below.

You must submit the Claim Form and all supporting documents by U.S. Mail, email, facsimile, Federal Express or other reputable courier service and postmarked to:

**PCNA Camshaft Controller/Adjuster Recall**

c/o GCG

PO Box 10506

Dublin, OH 43017-1506

Email: [questions@CamshaftAdjusterRecall.com](mailto:questions@CamshaftAdjusterRecall.com)



QUESTIONS? VISIT [www.CAMSHAFTADJUSTERRECALL.COM](http://www.CAMSHAFTADJUSTERRECALL.COM) OR CALL TOLL-FREE 1-877-919-6430

To view GCG's Privacy Notice, please visit <http://www.choosegcg.com/privacy>



## SECTION I: CONTACT & VEHICLE INFORMATION

Name:

[REDACTED]

Your Address:

[REDACTED]

City:

DALLAS

State:

TX

Zip:

[REDACTED]

Telephone Number:

[REDACTED]

Email Address (if applicable):

[REDACTED]

Vehicle Identification Number (VIN):

WP1AC2A26BL [REDACTED]

Vehicle Model & Type:

CAYENNE TURBO

Current Owner/Lessee?

If you are the current owner/lessee, how long have you owned your vehicle?

☒ Yes

☐ No

☒ 2 Years

If you are not the current Owner/Lessee:

Date sold/transferred:

/ /

Name, address, phone number & email of buyer/new owner or leasing company (provide as much information as possible):

Did you purchase your vehicle New or Used?

New

☒

Used

If you purchased or leased your vehicle NEW:

Date of purchase or lease:

/ /

Name & location of Porsche dealership where the vehicle was purchased or leased from:

**If you purchased your vehicle USED:**

Date of purchase:

Mileage at time of purchase:

05 / 14 / 2016

79136

Did you purchase or lease your used vehicle from a Porsche dealership?

Yes ☐ No ☒

If YES, did you purchase a PCNA Approved Certified Pre-Owned (ACPO) vehicle with an ACPO limited warranty?

Yes ☐ No ☐

State the name & location of business or person from which or from whom you purchased or leased your used vehicle:

RELIABLE CHEVROLET  
800 N. CENTRAL EXPWAY  
RICHMOND, TX 75080

## SECTION II: CLAIMANT INFORMATION

1) What type of claim are you submitting?

A. Reimbursement For a Past Camshaft Controller Repair

☒ The camshaft controllers of my vehicle were repaired before June 06, 2017, and I incurred out-of-pocket expenses for that repair. I am submitting a claim for reimbursement of my out-of-pocket expenses.

2) If you checked box #1A above, please provide the following:

Repair Date:

Out of pocket cost:

03 / 21 / 2017

\$ 2978.21

Name & address of repair facility:

PARK PLACE PORSCHE  
6113 LEMMON AVE  
DALLAS TX 75209

Repair document number and total charges listed for camshaft controller repair:

INVOICE #

\* 2978.21

With oil service was listed on a separate item, it was  
explained as a required repair with the camshaft  
replacement.



### SECTION III: DOCUMENTS

Attach to this form the clearest and most legible copies of the following documents and check the corresponding boxes at the end of each description:

1. The repair order and/or other repair documents that identify the vehicle identification number (VIN), the mileage, the reason the camshaft controller(s) were repaired/replaced, and the model and year of the Porsche vehicle. Multiple documents for the same repair may be used to provide this information.
2. Proof of payment, which may include receipts, invoices, credit card slips, cancelled checks and other records of expenses paid out-of-pocket for the camshaft controller repair.
3. Proof that you owned or leased the vehicle at the time of the camshaft controller repair such as DMV registration documents or insurance company statements.
4. For Approved Certified Pre-Owned (ACPO) vehicles only, proof of purchase of the vehicle with a Porsche ACPO Limited Warranty.

**IMPORTANT:** If you are unable to provide documents for any of the categories required in (1) - (4) above, you may still make a claim by **providing in the space below** a description with as much detail as possible identifying what those missing documents are, the information contained therein, and the names and contact information for persons or organizations who you contacted for such documents.

Description of Any Missing Documents:

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signed:



Date:

01 / 21 / 2018

CUSTOMER #:

**Park Place****PORSCHE**

\*INVOICE\*

Experts in Excellence

DALLAS, TX

PAGE 1

6113 Lemmon Avenue • Dallas, TX 75209  
Main: 214-525-5400 Appts: 214-224-1940

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 102484 MANUEL VENEGAS

|               |           |               |                         |                                           |             |          |             |          |
|---------------|-----------|---------------|-------------------------|-------------------------------------------|-------------|----------|-------------|----------|
| PAINT TRIM    |           | YEAR          | MAKE/MODEL              |                                           | VIN         | LICENSE  | MILEAGE     | TAG      |
| WHITE         |           | 11            | PORSCHE CAYENNE TURB    |                                           | WP1AC2A20BI |          | 88466/88475 |          |
| DEL DATE      | PROD DATE | WARR EXP      | PROMISED                |                                           | PO NO.      | RATE     | PAYMENT     | INV DATE |
| 23JUL10 DD    |           |               | 22JUL2014 17:00 21MAR17 |                                           |             | VARIABLE | CASH        | 23MAR17  |
| R.O. OPENED   |           | READY         |                         | OPTIONS: SOLD-STK: DLR:0653 ENG:4.8 Liter |             |          |             |          |
| 07:59 21MAR17 |           | 11:39 23MAR17 |                         | 1)TIRE & WHEEL HP CLASS IV (800) 346-6469 |             |          |             |          |
|               |           |               |                         | IN1CPPNG BI 7/23/15                       |             |          |             |          |

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

A CLIENT STATES: PROACTIVELY REPLACE CAM ADJUSTERS. \*\*SEE MARK FOR

DETAILS\*\*

110 REPLACED CAM ADJUSTERS TO UPDATED STYLE. OLD

ADJUSTERS NOT BLOWN AT THIS TIME

104671 CPR

|    |                |                      |        |         |        |         |
|----|----------------|----------------------|--------|---------|--------|---------|
| 1  | 948-105-935-01 | VALVE-COVER GASKET   | 54.46  | 1000.00 | 54.46  | 1000.00 |
| 23 | 999-073-905-31 | OVAL-HEAD SCREW 6X30 | 3.00   |         | 3.00   | 69.00   |
| 2  | 999-073-908-31 | OVAL-HEAD SCREW 8X35 | 3.16   |         | 3.16   | 6.32    |
| 2  | 948-105-051-23 | CAMSHAFT ADJUSTER    | 725.55 |         | 725.55 | 1451.10 |
| 2  | 948-105-254-00 | FILLISTER SCREW 12X1 | 15.80  |         | 15.80  | 31.60   |

PO PARTS ONLY.

104671 INPD

|   |                |                    |  |  |  |       |
|---|----------------|--------------------|--|--|--|-------|
| 1 | 948-105-936-01 | VALVE-COVER GASKET |  |  |  | (N/C) |
| 8 | 948-105-937-02 | VALVE-COVER GASKET |  |  |  | (N/C) |

PARTS: 1612.48 LABOR: 1000.00 OTHER: 0.00 TOTAL LINE A: 2612.48

88466 \*\*C\*\* TECH 104671 8.50TU REPLACED CAM ADJUSTERS TO UPDATED  
STYLE. OLD CAM ADJUSTERS NOT BLOWN AT THIS TIME.

\*\*\*\*\*

B CLIENT STATES: PERFORMED OIL AND FILTER SERVICE.

LOF PERFORMED OIL AND FILTER SERVICE.

104671 CPM

|   |                |                   |       |        |       |        |
|---|----------------|-------------------|-------|--------|-------|--------|
| 1 | 948-107-222-00 | OIL-FILTER INSERT | 30.25 | 115.95 | 30.25 | 115.95 |
| 1 | 948-107-322-00 | SEALING RING      | 8.55  |        | 8.55  | 8.55   |
| 1 | 900-219-020-31 | SCREW PLUG        | 7.75  |        | 7.75  | 7.75   |
| 1 | 900-123-106-30 | ALUM SEAL RING    | 1.75  |        | 1.75  | 1.75   |
| 8 | 0W40 MOBIL 1   | SYNTHETIC OIL     | 6.95  |        | 6.95  | 55.60  |
| 1 | BC-100         | CLEANER           | 3.95  |        | 3.95  | 3.95   |

PARTS: 107.85 LABOR: 115.95 OTHER: 0.00 TOTAL LINE B: 223.80

88466 \*\*C\*\* TECH 104671 1.00TU PERFORMED OIL SERVICE

\*\*\*\*\*

C CLIENT STATES: COMPLIMENTARY LOAN CAR PROVIDED BY PARK PLACE PORSCHE.

LOAN CAR TO BE RETURNED WITHIN 8 BUSINESS HOURS OF WORK

COMPLETION. \$89.95 PER DAY ADDITIONAL.

CLC COMPLIMENTARY LOAN CAR PROVIDED BY PARK PLACE

**DISCLAIMER OF WARRANTIES** - Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser or agent for the purchaser, understand and agree that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability of 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 or agent for the 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 materials 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 the 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 thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

**NOTICE PURSUANT TO § 70.001, TEXAS PROPERTY CODE**  
I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.009 Texas Business and Commerce Code, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order of the credit card holder has no account or the account on which it is drawn or the credit card account has been closed.

| DESCRIPTION              | TOTALS |
|--------------------------|--------|
| LABOR AMOUNT             |        |
| PARTS AMOUNT             |        |
| GAS, OIL, LUBE           |        |
| SUBLET AMOUNT            |        |
| MISC. CHARGES            |        |
| TOTAL CHARGES            |        |
| LESS INSURANCE / COUPONS |        |
| SALES TAX                |        |
| PLEASE PAY THIS AMOUNT   |        |

Signature of Customer or Agent or Person Responsible for Payment

Signature of Customer or Agent or Person Responsible for Payment

CUSTOMER #

**Park Place****PORSCHE**

\*INVOICE\*

Experts in Excellence

DALLAS, TX

PAGE 2

6113 Lemmon Avenue · Dallas, TX 75209  
Main: 214-525-5400 Appts: 214-224-1940

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 102484 MANUEL VENEGAS

| PAINT/TRIM    | YEAR       | MAKE/MODEL           | VIN         | LICENSE                                   | MILEAGE     | TAG     |           |
|---------------|------------|----------------------|-------------|-------------------------------------------|-------------|---------|-----------|
| WHITE         | 11         | PORSCHE CAYENNE TURB | WP1AC2A20B1 |                                           | 88466/88475 |         |           |
| DEL DATE      | PRGD. DATE | WARR. EXP.           | PROMISED    | PO NO.                                    | RATE        | PAYMENT | INV. DATE |
| 23JUL10 DD    | 22JUL2014  | 17:00                | 21MAR17     |                                           | VARIABLE    | CASH    | 23MAR17   |
| R.O. OPENED   |            | READY                |             | OPTIONS:                                  |             |         |           |
| 07:59 21MAR17 |            | 11:39 23MAR17        |             | SOLD-STK: DLR:0653 ENG:4.8 Liter          |             |         |           |
|               |            |                      |             | 1)TIRE & WHEEL HP CLASS IV (800) 346-6469 |             |         |           |
|               |            |                      |             | IN1CPPNG BI 7/23/15                       |             |         |           |

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

PORSCHE. LOAN CAR TO BE RETURNED WITHIN 8  
BUSINESS HOURS OF WORK COMPLETION. \$89.95  
PER DAY ADDITIONAL.

104671 CPM 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

\*\*\*\*\*

D CLIENT STATES: VEHICLE MULTI POINT INSPECTION - VISUAL CHECK AND TEST

DRIVE \$59.95 VALUE

INSP VEHICLE MULTI POINT INSPECTION - VISUAL

CHECK AND TEST DRIVE \$59.95 VALUE

104671 CPM 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

\*\*\*\*\*

E CLIENT STATES: MILEAGE OUT

MO MILEAGE OUT

104671 CPM 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

88475

\*\*\*\*\*

EST: 3,214.00 21MAR17 07:59 SA: 102484

CONTACT: CELL: -- THANK YOU FOR CHOOSING PARK PLACE.  
STATE INSPECTION HAS BEEN -- PLEASE CHECK OUR WEB SITE FOR  
RECOMMENDED BUT NO ACTION HAS -- YEAR AROUND SPECIALS.  
BEEN TAK EN. [www.parkplacetexas.com](http://www.parkplacetexas.com)

**DISCLAIMER OF WARRANTIES** - Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser or agent for the purchaser, understand and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability of 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 or agent for the 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 the 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 thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

# NOTICE PURSUANT TO § 70.007, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with 19.809 Texas Business and Commerce Code, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order of the credit card holder has no account or the account on which it is drawn or the credit card account has been closed.

| DESCRIPTION              | TOTALS  |
|--------------------------|---------|
| LABOR AMOUNT             | 1115.95 |
| PARTS AMOUNT             | 1720.33 |
| GAS, OIL, LUBE           | 0.00    |
| SUBLET AMOUNT            | 0.00    |
| MISC. CHARGES            | 0.00    |
| TOTAL CHARGES            | 2836.28 |
| LESS INSURANCE / COUPONS | 0.00    |
| SALES TAX                | 141.93  |
| PLEASE PAY THIS AMOUNT   | 2978.21 |

Signature of Customer or Agent or Person Responsible for Payment

Signature of Customer or Agent or Person Responsible for Payment

Dallas TX

NORTH TEXAS 349800  
DALLAS TX 752  
11 JUN 2010 PM 11



Administrator, NHTSA  
1200 New Jersey ave, SE  
Washington, Dc 20590

20590-

