December 11,2021

US Department of Transportation
National Highway Traffic Safety Administration
1200;New Jersey Avenue , SE
Washington, DC 20590

CL-11119210-7654

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

RE: NEF-109 TD-Ref. No. 11119210 filed in 2019 concerning the windshield wipers on our 2016 Porsche Macan Vin #=WP1AF2A58GL[redacted] which we bought new.
Enclosed please find all attached information but Porsche claimed that the car needed to have the windshield replaced to correct the problem .
The windshield was replaced by a Porsche certified dealer in 2019 due to a stone chip and the wipers still do not work properly.
We have owned this car since new in 2016 and we have found the Porsche dealers to be extremely good and the company Porsche to be dishonest and not take care of problems. When are you going to be able to have them fix my wipers so they work properly- WITH THE OLD AND WITH THE NEW WINDSHIELD THEY DO NOT WORK PROPERLY.

Sincerely,

[redacted]

Cape Neddick ,[redacted]
Cell[redacted]
Email[redacted]

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 6, 2019

[redacted]
Cape Neddick, ME [redacted]

NEF-109 tgd
Ref. No. 11119210

Dear [redacted]

Thank you for your correspondence concerning your model year (MY) 2016 Porsche Macan. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. Last year our office received an unprecedented increase in the number of correspondence. Our limited resources have been overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

The information you provided will be reviewed and entered into our database. It will be considered with other reports to identify recall inadequacies or safety-related defect trends that require our attention. NHTSA staff may follow up and contact vehicle owners if we require additional information. An explanation of NHTSA's investigation and recall process can be located on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

If you need to determine whether your vehicle has been recalled, NHTSA's free VIN look-up tool (https://vinrcl.safercar.gov/vin/), searches for open recalls via a direct connection to the manufacturer's database. The VIN can be found on the door label, insurance card, or lower left corner of your windshield. Then enter VIN into the VIN search box on our web site above. If you have any open recalls, you will know immediately. If you received a recall notification from a manufacturer alerting you that the repair has been delayed due to part availability issue and/or the finale remedy is still under development; we recommend that you contact the manufacturer or your local dealer for the latest status of the recall.

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