

July 22, 2018

~~AUG 10 2018~~

AUG 11 2018

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

CL-11119210-7530

RE: 2016 Porsche Macan Vin #WP1AF2A58GL [REDACTED] -- which we bought new

Dear Sir/Madam:

We have had several problems with this auto and are presently having another problem and in general the dealers have been great but the manufacturer Porsche has been terrible. The persistent problem we have had that involves safety is the windshield wipers that hop across the windshield and do not clear it properly and this has been a problem since day one.

The final resolution by Porsche was to blame the dealer who is no longer in business for putting the ceramic coating we had applied by him to the paint on the car on the windshield.

I called the manufacturer of the coating and they told me they do not recommend it be placed on the windshield but they did not feel it would cause this problem. I do not think the dealer placed it on the windshield but I have no way to prove or disprove this.

However, I have talked to other owners of this vehicle and they have the same problem.

Besides not clearing the windshield properly in a rain storm the noise is annoying.

Porsche did offer to replace the windshield at a special price of over five hundred dollars.

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I can give you other instances where they have just ignored a problem and taken no responsibility for it---one in particular when the car only had a few thousand miles on the odometer but this was not a safety issue. Porsche is one of the worst companies I have ever dealt with only being beaten in this respect by Comcast--LESSON DO NOT EVER BUY A PORSCHE AND I NEVER WILL.

Sincerely,

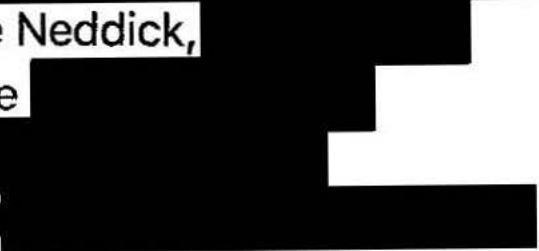


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