

[REDACTED]

Subject: FW: FW: Follow up to ODI Complaint: ----ODI 11124415-----
Attachments: Porsche Driveshaft failure .pdf

Questionnaire

From: [REDACTED]
Sent: Wednesday, September 26, 2018 11:54 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: FW: Follow up to ODI Complaint: ----ODI 11124415-----

Please see corrected version of my safety complaint

Thank you

[REDACTED]

[REDACTED]

On Wed, Sep 26, 2018 at 3:45 AM, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

04-SEP-2018

Repository

Reference No.
11124415

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City IRVINE State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep 3 2004)

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: WP1AB29P05L [REDACTED]
Make PORSCHE Model CAYENNE S Model Year 2005
Date Purchased 9/2014 Dealer's Name and Telephone Number Newport Beach Porsche 877 819 0825 Engine: No: Cylinders Fuel Type:
Original Owner Dealer's City Newport Beach State CA Zip Code 92660
Transmission Type Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 03-SEP-2018

FAILED COMPONENT(S)/ PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 105300 POWER TRAIN: DRIVELINE: DRIVESHAFT
driveshaft failed and replaced twice 11/05/2012 at 69,400.m & 09/03/2018 at 109,800m Failure Mileage 110000 Failure Speed 35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s) Failure(s) Crash(es) and injury(ies))

Crash Yes No Fire Yes No Number of Persons Injured Number of Deaths Reported to Police N

Narrative Description of Incident(S) Crash(es) and injury(ies)
Please describe (1) events leading up to the failure (2) failure and its consequences and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available)

TL* THE CONTACT OWNS A 2005 PORSCHE CAYENNE. WHILE DRIVING APPROXIMATELY 35 MPH, THE CONTACT HEARD AN ABNORMAL CLANKING NOISE UNDERNEATH THE VEHICLE. THE CONTACT DROVE TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE DRIVESHAFT WAS DETACHED AND SPLIT IN HALF AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE VEHICLE WAS NOT TAKEN TO A DEALER. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND DID NOT ASSIST. THE APPROXIMATE FAILURE MILEAGE WAS 110,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) gives you the right to know what information is requested pursuant to authority vested in the National Highway Traffic Safety Administration and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. The NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.