



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue, SE  
Washington, DC 20590

October 12, 2018

[REDACTED]  
[REDACTED]  
Montgomery, AL [REDACTED]

NEF-109 ela  
Ref. No. 11131251

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2004 Porsche Cayenne vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigations received your correspondence. I am pleased to respond.

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.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. You state that your MY 2004 Porsche Cayenne caught fire in March 2010 and was a total loss. In July 2018, you received a notice for NHTSA Safety Recall Campaign No. 17V-576. Recall 17V-576 addresses a fuel leak problem caused by cracks in the filter flange of the fuel pump, which may result in an engine fire in certain MY 2003 through MY 2006 Cayenne vehicles. You request a reimbursement from Porsche for the total loss of the vehicle.

Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge. For Recall 17V-576, the remedy involves exchanging the filter flange with a newer filter flange with a protective film.

However, statute (The National Traffic and Motor Vehicle Safety Act) does not require manufacturers to reimburse owners for additional expenses associated with a safety recall, such as damage caused by the defect. In addition, our statute does not authorize the Federal government to reimburse vehicle owners for any additional expenses associated with safety recalls or assist vehicle owners in obtaining reimbursements for additional expenses associated with an alleged defect.

Please note that the dealer's repair order you provided states that your vehicle was towed to them because the engine ran hot, resulting in catastrophic engine damage. The technician does not state that the engine damage was caused by a fire or related to a fuel leak at the fuel filter flange, which the defect identified in Recall 17V-576. We recommend that you continue to follow up with Porsche regarding your reimbursement claim.

If you do not receive satisfaction from Porsche, you may consider contacting your local Consumer Protection Agency or the Alabama Office of the Attorney General regarding your problem and rights under the State laws. In addition, the Federal Trade Commission (FTC) has jurisdiction over remuneration matters and fair-trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov). You may also ask your dealership for a meeting with a Porsche district manager regarding your problem

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,



Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement