

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 10-APR-2019 MAY 22 2019	Repository ☐ Reference No. 11195444
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	Zip Code	Evening Telephone Number		
JACKSONVILLE	FL				
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 WPOCA2A84P			Make PORSCHE	Model BOXSTER	Model Year 2015
Date Purchased 5-18-2018	Dealer's Name and Telephone Number PURCHASED FROM ORIGINAL OWNER			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 15-JUN-2018	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 060000 ENGINE (PWS) FRONT END: WHEELS/STEERING/SUSPENSION				Failure Mileage 3200	Failure Speed 5 MPH
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 2015 PORSCHE BOXSTER. WHILE DRIVING AT A LOW SPEED, THERE WAS A VIOLENT VIBRATION AND NOISE NEAR THE FRONT END OF THE VEHICLE WITHOUT WARNING. THE VEHICLE WAS TAKEN TO PORSCHE JACKSONVILLE (904-725-9155, LOCATED AT 10100 ATLANTIC BLVD, JACKSONVILLE, FL 32225) WHERE THE TECHNICIAN STATED THAT THE VEHICLE PERFORMED AS EXPECTED. THE MANUFACTURER WAS CONTACTED AND ECHOED THE DEALER'S STATEMENT. THE FAILURE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 3,200. SEE ATTACHED AFTER SALES DOCUMENT, PORSCHE CARS NORTH AMERICA					
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 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If 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.					

PORSCHE

Advanced Technical Information

All

1304 4440

4

Binder - 4 - Chassis

Front Tire Scrubbing

Vehicle Type: All

Model Year: All

Information: Tire scrubbing may occur at higher steering angles at low vehicle speed. This may result in a customer complaint of tire and front end noise. The customer may also complain of steering feedback concerns.

Work Procedure: Tire scrubbing is a lateral movement of the tire over the surface on which it rests. There are numerous factors involved in tire scrubbing, several are described below.

Steering geometry is designed so that for a given steering angle appropriate tire slip angles are produced. Tire slip angles are required so that necessary tire cornering forces will be generated as vehicle speed increases. Reducing slip angles will have the effect of reducing cornering forces and thus reducing vehicle handling capabilities.

Cold tires do not grip as well as warm tires. Cold tires also do not deform to absorb lateral loads as easily as warm tires. Tires with a low profile also do not deform as much as a tire with a higher profile. A cold low profile tire is more rigid than a warm high profile tire. So, cold, low profile tires can slip more easily than a warm, high profile tire.

Larger tires have a larger contact patch. More energy is used in turning a larger tire, so a higher steering load is the result. Larger contact patches mean that more energy from the higher steering loads will be released as a tire slips.

The amount of energy released is sufficient to create noise as the tire laterally scrubs over the road surface and as it moves through the suspension components.

The tire scrub may feel like a slight dragging of the tire due to the lateral movement of the tire over the road surface. This is a normal condition. No repairs are necessary.

Reference: Society of Automotive Engineers, Car Suspension and Handling, 4th edition

Dealer/Shop
Distribution
Routing

Service Manager _____
Asst. Manager _____

Shop Foreman _____
Warranty Admin. _____

Service Technician _____
Service Technician _____

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