

TO WHOM IT MAY CONCERN

CL-11280095-7285

FROM:

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

LOS ANGELES CA

WP1AB29P24

NHTSA RECALL NUMBER: 19V-446

EXECUTIVE SECRETARIAT
RECEIVED M1134
2019 NOV -6 P 4:16

I HAVE ATTACHED COPS OF ALL THE DOCS THAT I SENT TO PORSCHE ON 10/20/19.

I WOULD LIKE TO FILE A COMPLAINT THEY HAVE NOT HELPED ME WITH A REMEDY TO MY SAFETY
RECALL INCIDENT.TG
11.13.19
WD



PORSCHE

Porsche Cars North America, Inc.
One Porsche Drive
Atlanta, Georgia 30354
1-800-PORSCHE

Los Angeles CA

URGENT SAFETY RECALL

This is an important Safety Recall. The remedy will be performed **FREE OF CHARGE** to you.

September 17, 2019

This notice applies to your vehicle:
WP1AB29P24L
NHTSA Recall Number: 19V-446

IMPORTANT SAFETY RECALL (Remedy Notice)

**2003 – 2010 Model Year Porsche Cayenne and
2010 - 2016 Model Year Porsche Panamera
Transmission Shift Lever Recall**

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has decided that a defect that relates to motor vehicle safety exists in certain 2003 – 2010 Porsche Cayenne and 2010-2016 Porsche Panamera vehicles. Our records show that you are the current owner of a vehicle affected by this recall.

What is the issue?

On your vehicle, the plastic bushing in the transmission shift lever mechanism could degrade over time. If this occurs, the transmission might not properly engage in the Park position. If the parking brake is not applied, an unintended movement of the vehicle could result, increasing the risk of a rollaway crash and injury.

What will Porsche do?

Porsche is conducting a safety recall and will remedy your vehicle at no charge to you for parts and labor. Your vehicle will receive a new plastic bushing in the transmission shift lever mechanism.

What should you do?

When parking, please **always set the parking brake** before exiting the vehicle.

Please contact any authorized Porsche dealer to schedule an appointment to have the remedy performed as soon as possible and to arrange for Porsche-provided alternate transportation.

To find your nearest authorized Porsche dealer, visit:
www.porsche.com/usa

This is an important Safety Recall.

The remedy will take approximately 60 minutes, however depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

This recall will be carried out at no expense to the customer. If you have previously paid to have this repair performed, you may be eligible for reimbursement. For more information, please contact customer commitment as instructed below.

What if you are not the owner or operator of this vehicle?

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

Can we assist you further?

Please be aware that if you require any assistance in making an appointment to have this recall performed, please call or write:

Porsche Cars North America, Inc.
Attn: Customer Commitment Department
One Porsche Drive
Atlanta, GA 30354
1-800-PORSCHE
customer.commitment@porsche.us

If you still cannot obtain satisfaction, and your dealer or Porsche is unable to remedy the defect without charge or within a reasonable amount of time, you may file a complaint with:

Administrator
National Highway Traffic Safety Administration 1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

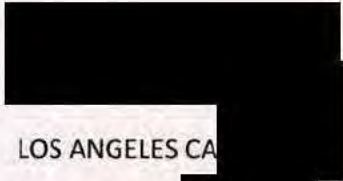
or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to:
<http://www.safercar.gov>.

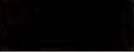
We apologize for any inconvenience this matter may cause you. We are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Very truly yours,
Porsche Cars North America, Inc.

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FROM:

 LOS ANGELES CA

WP1AB29P24 

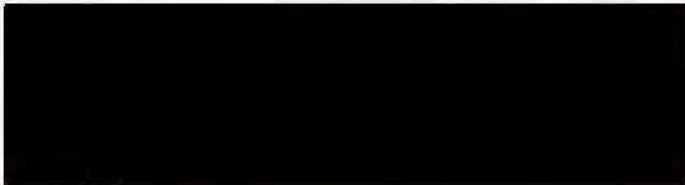
NHTSA RECALL NUMBER: 19V-446

MY TRANSMISSION SHIFT LEVER FAILD ME SOME MONTHS AGO ON 06/26/19. I PARKED MY PORSCHE CAYENNE AND PLACED IT IN PARK. I CAME BACK TO MY TRUCK TO FIND THAT IT HAD ROLLED OUT OF PARK AND HIT ANOTHER CAR A 1996 CHEVY IMPALA THAT'S WAS PARKED 5 FEET IN FRONT OF MY PORSCHE CAYENNE. THE IMPALA WAS PUSHED IN TO ANOTHER CAR AND HAD FRONT AND REAR DAMAGE.

I HAVE ATTACHED THE INVOICE FROM THE REPAIR SHOP FOR THE DAMAGE TO MY PORSCHE CAYENNE AND THE DAMGE TO THE 1996 IMPALA ALSO THE SHOP REPAIR ORDER FOR MY TRANSMISSION.

I END UP HAVING THE REPLACE THE TRANSMISSION IN MY PORSCHE DUE TO THE TRANSMISSION SHIFT LEVER BEING BROKEN. I HAVE ATTACHED THE REPAIR ORDERS FOR ALL.

I WOULD LIKE TO SETTLE THIS MATTER AS FAST AS POSSIBLE WITH OUT DEALING WITH MY LAWYER AND ADDING EXTRA STRESS TO THIS INCIDENT. I STILL HAVE MY PORSCHE CAYENNE AND LOVE IT ALL PROBLEMS HAVE BEEN FIXED AT MY COST!!



☐ ESTIMATE (VALID FOR 30 DAYS)

PAID

DATE	6/28/19	☒ SERVICE ☐ INSTALL	☐ WILL CALL ☐ DELIVER	PHONE	
NAME	[REDACTED]			MAKE	BUICK
ADDRESS	[REDACTED]			MODEL	S
	LOS ANGELES CA			SERIAL	
ITEM TO BE SERVICED			NATURE OF SERVICE REQUEST		
TRANSMISSION			TRANSMISSION LEVER		

QTY.	PART #	DESCRIPTION OF PARTS OR MATERIALS	PRICE	AMOUNT
		TRANSMISSION LEVER BROKEN		
		CAUSE ACCIDENT TRANS.		
		CASE BROKEN DUE TO ACCIDENT		
1	1	REPLACE TRANSMISSION	\$4,500	→
		LABOR TO CHANGE	\$1,300	→
LABOR PERFORMED			TOTAL MATERIALS	\$4,500.00
PAID CASH NO TAX CHARGED			TAX	NO TAX
(2 YEAR WARRANTY)			TOTAL LABOR	1,300.00
PAID			TOTAL AMOUNT	\$5,800.00

DATE WANTED	7/1/19	DEPOSIT	5,800.00	RECEIVED BY	JUAN, G
ESTIMATES ARE FOR LABOR ONLY, MATERIAL ADDITIONAL. WE WILL NOT BE RESPONSIBLE FOR LOSS OF DAMAGE CAUSED BY FIRE, THEFT, TESTING, OR ANY OTHER CAUSES BEYOND OUR CONTROL.					
AUTHORIZED BY: JUAN GONZALEZ				Repair Order ORIGINAL	

© adams 5094

TERMS - NET CASH
NO GOODS HOLD OVER 30 DAYS

09-11

Mexico Auto Body

(323) 612-6015 mexicoabw@gmail.com

2411 SICHEL ST. LOS ANGELES, CA 90031

ORDER REPAIR

DATE 6/26/19

Caprice

NAME [REDACTED] PHONE-HOME/BUSINESS [REDACTED]

YEAR, MAKE & MODEL 1996 SS Impala

ADDRESS VEH ID# 1G1BL52PBT

CITY LA

STATE CA

ZIP CODE 90034

ODOMETER READING

LICENSE NO.

PARTS ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

LABOR DESCRIPTION OF SERVICE OR ADJUSTMENT

QTY	PART NUMBER OR DESCRIPTION	AMOUNT
#	Estimate	\$ 3,500.00
	Deposit	400.00
		\$ 3,100
09/12	* Additional labor	+ 1,000
	Pending balance	\$ 4,100
OUTSIDE REPAIRS		
	* Fender brought by car owner was too damaged and spron was missing.	

DESCRIPTION	AMOUNT
Bumper & Hood Cambio	
Pintera completa	
deposito \$ 400	
Front bumper, hood, right and left spron + left fender replaced. Front was set up and pulled	
Full paint job same color exterior only.	

DISCLAIMER OF WARRANTIES

Notice: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the said products. Buyer shall not be entitled to recover from the seller any consequential damages to property, damage for loss of use, loss of time, loss of profit income, or any other incidental damages.

ESTIMATED COST OF ABOVE REPAIR

I the registered owner authorize you to perform the above repairs and furnish necessary materials. I understand any cost quoted here is or an estimate only. Your employees may operate vehicle for inspection, testing, delivery at my risk. You not responsible for Loss or damage to vehicle or vehicles left in I/L agree to pay reasonable storage on vehicle left more than 48 hours after notification that repairs are completed. An express mechanic's lien is acknowledged in above vehicle to secure The amount of repairs thereto, in this vehicle. In the event an attorney is retained to foreclose this lien or to cost of collection and any reasonable attorney fees.

TOTAL LABOR

TOTAL OUTSIDE REPAIR

TOTAL PARTS

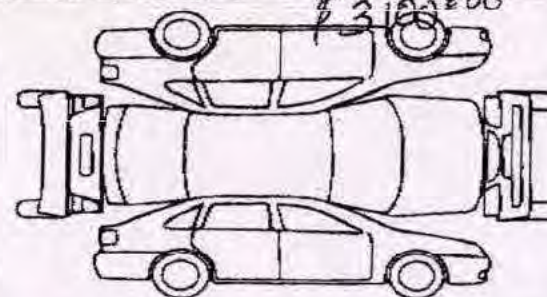
SALES TAX

TOTAL AMOUNT \$ 3500.00

RECOMENDATIONS:

SIGN:

Vehicle Condition Report



1 Scratch

2 Dent

3 Chip

4 Scuf

5 Other

VISA

NO CASH REFUND / NO SE REGRESA DINERO

ATM DEBIT CARDS

Invoice

TONY RENT & BODY SHOP

SOLE TO

SHIP TO

ADDRESS

ADDRESS

CITY, STATE, ZIP

CITY, STATE, ZIP

CUSTOMER ORDER NO.

PAID BY

TERMS

F.O.B.

DATE

2-3-19

NO

ORDERED	SHIPPED	DESCRIPTION	PRICE	UNIT	AMOUNT
		POPEYE, REPAIR			
		FENDERS BUMPER			
		LINE UP FRAME.			
		REPAIR STOCK COLOR GRAY			
		PARTS LABOR TOTAL	\$3,800.00		\$3,800.00
		PAID CASH, THANK YOU			

\$1.15⁰
US POSTAGE
FIRST-CLASS

071S01087426
91754
000947178



ADMINISTRATOR

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION 1200 NEW JERSEY AVE, S
WASHINGTON, D.C. 20590