

U.S. Department of Transportation National Highway Traffic Safety Administration		<b>Vehicle Owner's Questionnaire</b> 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	
<b>OWNER INFORMATION (Type or Print)</b>		Date Received 27-MAY-2020 <b>JUL 16 2020</b>		Repository <input type="checkbox"/> Reference No. 11326216	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City MARLBORO	State NJ	Zip Code [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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WP0AA2A82B [REDACTED]		Make PORSCHE	Model CAYMAN	Model Year 2011	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 26-APR-2019	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 100000 POWER TRAIN			Failure Mileage 27024	Failure Speed 5	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTMALS9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:		
Tire Component Code			Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).					
THE LINKAGE FOR THE MANUAL TRANSMISSION HAS A HIGH FAILURE RATE. IT HAS SEPARATED TWICE NOW, EACH TIME FAILING IN ABOUT 5,000 TO 7,000 MILES REQUIRING BEING TOWED INTO THE DEALERSHIP FOR SERVICE. VERY DANGEROUS IF THIS HAPPENS IN TRAFFIC AND YOUR LINKAGE FAILS WHILE SHIFTING AND YOU ARE NOW NOT IN ANY GEAR.					
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 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. 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.					

Ref. No  
11308479

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

The incident occurred at my daughter's house & she has a video camera on the garage that recorded the accident. Shows me slowly pulling into her driveway and as I was proceeding to park, the car accelerated on it's own causing me to hit the garage with such force the airbags deployed.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**



**BUSINESS REPLY MAIL**

FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle  
has a safety defect?**



**If so:  
Use the enclosed  
form to file a report.**

**or visit:  
[www.safercar.gov](http://www.safercar.gov)**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration





**PORSCHE MONMOUTH**  
 280 HIGHWAY 36  
 WEST LONG BRANCH, NJ 07764  
 732-935-7600  
 www.PorscheMonmouth.com

CELL: [REDACTED]

CLIENT REF NO. [REDACTED]	ADVISOR <b>THOMAS LESZCZAK</b>	24543	TAG NO. <b>1838</b>	INVOICE DATE <b>04/26/19</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>27,024</b>	COLOR <b>RED/</b>	STOCK # [REDACTED]
MARLBORO, NJ [REDACTED]	YEAR / MAKE / MODEL <b>11/PORSCHE/CAYMAN/COUPE</b>			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE ID NO. <b>W P O A A 2 A 8 2 B U [REDACTED]</b>			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>04/22/19</b>		
HOME PHONE	BUSINESS PHONE	COMMENTS			

MO: 27027

JOB# 4 TOTALS-----

	LABOR	328.00	
	PARTS	159.03	
JOB# 4 JOURNAL PREFIX	POCS	JOB# 4 TOTAL	
		487.03	
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----			
JOB # A	SS	ENVIRONMENTAL/DISPOSAL	5.00
JOB # A	PVA	DONATION - PARALYZED VETERANS	5.00
	TOTAL - MISC	10.00	

TOTALS-----

TOTAL LABOR....	574.00
TOTAL PARTS....	213.10
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	10.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	52.48

**TOTAL INVOICE \$ 849.58**

CUSTOMER SIGNATURE \_\_\_\_\_

**STATEMENT OF DISCLAIMER**  
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the item/items.  
 All parts installed are new unless specified otherwise as being used or remanufactured.

CUSTOMER SIGNATURE

X

**Service & Parts Hours**

Monday - Thursday

7 am - 7 pm

Friday

7 am - 6 pm

Saturday

8 am - 4 pm

Variable labor rate up to \$90.00 per flat rate and/or actual time as needed.



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CELL: [REDACTED]

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		YEAR / MAKE / MODEL	11/PORSCHE/CAYMAN/COUPE			DELIVERY DATE		DELIVERY MILES		
	MARLBORO, NJ	VEHICLE I.D. NO.	W P O A A 2 A 8 2 B U [REDACTED]			SELLING DEALER NO		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.		R.O. DATE	04/22/19			
HOME PHONE		BUSINESS PHONE		COMMENTS						MO: 27027

JOB# 1 CHARGES-----  
 LABOR-----  
 J# 1 31POZ01 MANUAL TRANS CONCERN HOURS: 1.50 TECH(S):28 246.00  
 CUSTOMER STATES VEHICLE WILL NOT GO INTO GEAR  
 SHIFT LINKAGE LOOSE, FALLING OFF  
 REINSTALLED SHIFT LINKAGE AND RE-SECURED TO PREVENT ISSUE  
 FROM RECURRING, ROAD TESTED TO VERIFY PROPER OPERATION, OK

JOB# 1 TOTALS-----  
 LABOR 246.00  
 JOB# 1 JOURNAL PREFIX POCS JOB# 1 TOTAL 246.00

JOB# 2 CHARGES-----  
 LABOR-----  
 J# 2 00POZ001 MULTI-POINT HOURS: 0.00 TECH(S):28 0.00  
 PERFORM MULTI-POINT INSPECTION  
 MULTI-POINT INSPECTION COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	996-628-901-08	WIPER BLADE	54.07		54.07
				TOTAL - PARTS		54.07

JOB# 2 TOTALS-----  
 PARTS 54.07  
 JOB# 2 JOURNAL PREFIX POCS JOB# 2 TOTAL 54.07

JOB# 3 CHARGES-----  
 LABOR-----  
 J# 3 99POZ PAYONLINE HOURS: TECH(S):28 0.00  
 OPTION TO PAY ONLINE

JOB# 3 TOTALS-----  
 LABOR 0.00  
 JOB# 3 JOURNAL PREFIX POCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----  
 LABOR-----  
 J# 4+01POZ MILEAGE SERVICES HOURS: 2.00 TECH(S):28 328.00  
 CUSTOMER REQUESTS ANNUAL LOW MILEAGE SERVICE  
 SERVICE COMPLETED. CHANGED OIL AND FILTER, TOPPED OFF FLUIDS  
 AND TIRE PRESSURES, CLEARED DRAINS AND RADIATORS, RESET  
 SERVICE INDICATOR AND PERFORMED DIAGNOSTIC READOUT WITH  
 PIWIS 3 TESTER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	9A1-107-224-00	OIL-FILTER INSER	28.09		28.09
	1	996-107-313-51	O-RING	14.00		14.00
	95	BULK	SYNTHETIC OIL MO	1.15		109.25
	1	999005	WASHER FLUID	6.17		3.92
	1	900-123-106-30	ALUM SEAL RING	3.77		3.77
				TOTAL - PARTS		159.03

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 All parts installed are new unless specified otherwise as being used or remanufactured.

CUSTOMER SIGNATURE  
 X

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 Friday  
 7 am - 5 pm  
 Saturday  
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 Variable labor rate up to \$90.00 per flat rate and/or actual time as needed.



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The Reynolds and Reynolds Company EXAMINATIVE CC725004 O (11/18)

# SCHNEIDER + NELSON PORSCHE

280 HIGHWAY 36, WEST LONG BRANCH, NJ 07764

732.935.7600

schneider-nelson.porschedealer.com



Showroom Hours  
M-Thur 9:00 AM - 8:00 PM  
Fri 9:00 AM - 6:00 PM  
Sat 9:00 AM - 5:00 PM

RO: [REDACTED]  
Cashier: [REDACTED] 15:18-2  
Date Out: 06/03/2015  
Status: MODIFIED REPRINT  
OPEN

TAG: [REDACTED] IN:1620OUT:1518  
VIN:WP0AA2A82BU [REDACTED]  
2011 PORS CAYMAN RED  
Miles-In: 18730 Out: 18734  
Delivered: 11/11/2013  
In Service: 10/24/2011

>>>> CONTINUED FROM PREVIOUS PAGE <<<<  
Customer: [REDACTED] Stock # [REDACTED]  
[REDACTED]  
MARLBORO NJ [REDACTED]  
Home: N/A Work: N/A  
Cellular: [REDACTED]  
E-mail: [REDACTED]  
Advisor: 024543-Thomas Leszczak  
Sold By: Brandon Harris

Hat: 1912 Date In: 06/01/2015

OP Acct Tech Hours Complaint/Cause/Correction Per Unit Extended Price

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[ CUSTOMER PAY ]						
C	SCP	000028C	03POZ		Labor Total:	499.50
TECHNICIAN NOTED VEHICLE IS DUE FOR 20K SERVICE W/ BRAKE FLUID FLUSH						
PERFORMED 20K SERVICE, CHANGED OIL & FILTER, TOPPED OFF FLUIDS AND TIRE PRESSURES, CLEARED DRAINS AND RADIATORS, RESET SERVICE INDICATOR. PERFORMED BRAKE FLUID FLUSH. REPLACED POLLEN FILTER.						
Parts:	2	999001		GTLMA BRAKE FLUID PINT	13.50	27.00
	1	9A110722400		OIL-FILTER INSERT	38.88	38.88
	1	90012310630		ALUM SEAL RING	2.34	2.34
	1	999005		WASHER FLUID	3.49	3.49
	85	BULK		SYNTHETIC OIL MOBIL 1	0.95	80.75
	1	99757121901		CABIN-AIR FILTER.	74.86	74.86
	1	99610731351		O-RING	17.64	17.64
					Total Parts:	244.96
					Operation Total:	744.46

[ CUSTOMER PAY ]						
*D	SCP	000028C	46POZ		Labor Total:	67.50
TECHNICIAN NOTED PARKING BRAKE IS OUT OF ADJUSTMENT ADJUSTED PARKING BRAKE						
					Operation Total:	67.50

Customer Pay Labor: 567.00  
 Customer Pay Parts: 244.96  
 Supplies and/or Hazardous Waste Removal: 10.00  
 Customer Pay Subtotal: 821.96  
 Customer Pay Sales Tax: 57.19  
 Customer Total Due: 879.15

Customer Charge Bill To: [REDACTED] VISA/MASTERCARD/DISCOVER/2012

I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by the unavailability of parts or delays in parts shipments by the supplier or transporter. I grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacturer for diagnostic and research purposes. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. SCHNEIDER NELSON PORSCHE hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and SCHNEIDER NELSON PORSCHE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by SCHNEIDER NELSON PORSCHE in no way affects the terms of the manufacturer's warranty. All parts installed are new, reconditioned or salvaged parts. TERMS: STRICTLY CASH unless arrangements made. ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

Signature: \_\_\_\_\_

Thank you for allowing us to serve you!

**SCHNEIDER + NELSON PORSCHE**

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732.935.7600

schneider-nelson.porschedealer.com



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In Service: 10/24/2011

Customer: [REDACTED] Stock # [REDACTED]

MARLBORO NJ [REDACTED]

Home: N/A

Work: N/A

Cellular: [REDACTED]

E-mail: [REDACTED]

Advisor: 024543-Thomas Leszczak

Hat: 1912

Date In: 06/01/2015

Sold By: Brandon Harris

<u>OP</u>	<u>Acct</u>	<u>Tech</u>	<u>Hours</u>	<u>Complaint/Cause/Correction</u>	<u>Per Unit</u>	<u>Extended Price</u>
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[ WARRANTY ]

A	SW	000028W	06POZ	CUSTOMER STATES VEHICLE IS STUCK IN 3RD GEAR CHECK FOR CAR STUCK IN 3RD GEAR, SHIFT CABLE BROKEN R&I SUBWOOFER, R&I CONSOLE ASSY, R&I HANDBRAKE LEVER R&I UPPER ENGINE COVER, R&I FRONT COVER, REPLACE SHIFT CABLES AND ADJUST, REPLACE UPDATED SHIFT CABLE BRACKET REPLACE UPDATED SHIFT LINK COUPLING ON TRANS		
	Parts:	1	98742404212	CABLE		
		1	98142402300	SHIFT LINK.COUPLING		
		1	98742406501	SUPPORT		

[ CUSTOMER PAY ]

B	SCP	000028C	06OINT	PERFORM MULTI-POINT INSPECTION PERFORMED MULTI-POINT INSPECTION	Labor Total:	0.00
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