

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: Complaint No. 11506274 - Porsche Headlight Images
Date: Thursday, March 23, 2023 8:08:57 AM

From: [REDACTED]
Sent: Wednesday, March 22, 2023 2:31 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: Complaint No. 11506274 - Porsche Headlight Images

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Further to my Complaint #11506274, please see attached photographs from an independent mechanic of the design defect involving the headlights to my 2016 Porsche Cayenne Diesel. I contacted Porsche of North America regarding this problem. Obviously, a design defect involving a non-functioning headlight is a safety issue. At the request of Porsche of North America, I contacted Rusnak Porsche of Pasadena, California which performed an inspection, not a diagnostic test. That dealership recommended replacing both headlights at a cost of nearly \$14,000, not recognizing that the problem would recur because it would not address the design defect which caused the problem in the first place. I also contacted the service manager at Downtown Los Angeles Porsche who refused to even inspect the car, let alone perform a diagnostic.

Finally, I contacted A to Z Automotive, an independent mechanic, and they actually removed the headlight and diagnosed the problem as a design defect. Their written report will follow in a separate email.

As stated above, the design defect caused water to enter the headlight assembly without any allowance for draining before entering the headlight assembly. If an uncorrected design defect results in the failure of a headlight, this is clearly a safety issue as it impairs the driver's ability to maximize visibility when driving at night, in rainy conditions, or in foggy conditions.

I look forward to hearing from you.

Sincerely,

[REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Mon, Mar 6, 2023 at 3:27 PM
Subject: Complaint No. 11506274 - Porsche Headlight Images
To: <ysh@dot.gov>

Ladies and gentlemen:

Further to my complaint, I submit the photos taken by the mechanics at A To Z Automotive of the headlights, the headlight assembly, and the portion of the body inside the engine compartment to which the headlights are attached. You will note there is considerable evidence of water stains and water damage from the faulty design.

[REDACTED]

Sent from my iPad

Begin forwarded message:

From: Andrew Amirian <andrew@a2zautorepair.com>

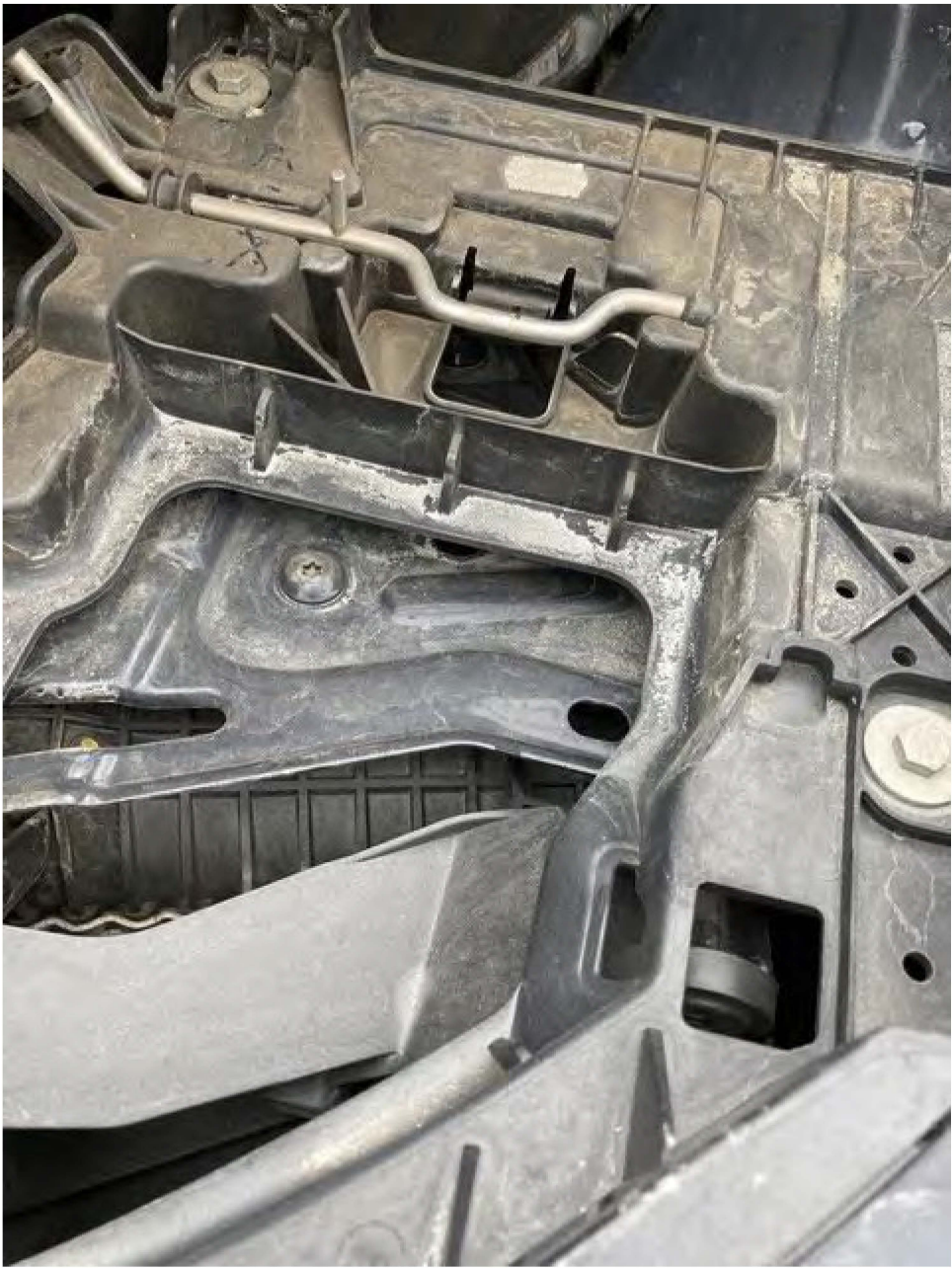
Date: March 6, 2023 at 2:46:24 PM PST

To: [REDACTED]

Subject: Porsche Headlight Images











































Andrew Amirian
A to Z Automotive
(626) 714-7135
2155 E Colorado blvd. Unit 1
Pasadena, CA 91107