

March 7, 2023

Porsche Cars North America, INC
ATTN: CUSTOMER COMMITMENT DEPARTMENT
One Porsche Drive
Atlanta, GA 30354

REF: VIN# WP0AA2A73E [REDACTED] 2011 Porche Panamera

Dear: Customer Commitment Representative

Recently I was required to have my Porsche Panamera repaired at the Porsche dealership (Porsche of Beachwood, OH) for a Intake camshaft position slow response (P000A). The invoice number for that service was [REDACTED]. The work cost me over \$5000. I discussed the issue with the service representative and the cause of the issue was determined to be clogged screens (as I could understand their diagnostics). The check engine light would come on intermittently over the last two years but the car drove perfectly. The need for this service only occurred because the alarm kept me from getting my emissions check to pass in the state of Ohio and as a result my registration was subsequently suspended until I was forced to have my vehicle repaired.

As I researched the problem and discussed the issue with my local service technicians, relative to Safety Recall 17V-368, I believe this is an issue that was not properly resolved during the work completed on the recall previously completed a couple years ago. For sure the screens should have not been clogged if they were cleaned or replaced during the recall work performed. Or possibly the controller was somehow damaged because of the vibration caused from being loose. Either way I don't believe that the cost of this should be totally borne by me. I have maintained this vehicle throughout my ownership and have made oil changes throughout within the proper frequency. I know this is a problem that has come up with many customers so I hope that in support of me, as a valued customer, that you would consider including this cost as part of the safety recall, and reimbursing me for the portion of the repair that related to the controller slow response repairs.

I would like to continue to be a future Porsche owner. Please review, discuss with Porsche of Beachwood, and let me know your thoughts.

The bill from Porsche of Beachwood for my vehicle is attached.

Sincerely a hopefully valued customer,

[REDACTED]
Aurora, Ohio
[REDACTED]

cc: National Highway Traffic Safety Administration

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PORSCHE

PORSCHE OF BEACHWOOD

25855 Chagrin Blvd.

Beachwood, OH 44122

Phone: (216) 763-4911 Fax: (216) 763-6805

www.porschebeachwood.com

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR WALT	TAG NO. 425	INVOICE DATE 01/20/23
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR /
[REDACTED]	YEAR / MAKE / MODEL 11/PORSCHE/PANAMERA/4DR HB 4	MILEAGE 74,939	STOCK NO.
aurora, OH	VEHICLE I.D. NO. W P O A A 2 A 7 3 B L [REDACTED]	DELIVERY DATE	DELIVERY MILES
[REDACTED]	F.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	R.O. NO.	R.O. DATE 01/10/23	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: [REDACTED]

JOB# 1 CHARGES-----

LABOR-----
J# 1 07POZ1ANB4 HEADLAMP CAP TECH(S):29195 WARRANTY
CARRY-OUT CAMPAIGN ANB4 - RETROFITTING SEALING CAP ON LEFT
AND RIGHT MAIN HEADLAMPS
THERE IS A POSSIBILITY THAT SOME VEHICLES WERE MANUFACTURED
WITHOUT A SEALING CAP WHICH PREVENTS HORIZONTAL LAMP
ADJUSTMENT IN CERTAIN MARKETS
added missing sealing caps

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
2 V04-015-001-KC BUNGS
TOTAL - PARTS 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX POCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 11POZZENGINE8 ENGINE REPAIR TECH(S):29195 2641.00
CUSTOMER STATES CHECK ENGINE LIGHT ON - runs poorly at time
Check engine light on found fault code P000A Intake Camshaft
Bank 1 adjustment slow response. Checked for broken adjuster
bolts, all are present. Need to remove valve covers for
further inspection
Oil screens in actuator can cause poor oil flow to
hydraulic solenoids, causing slow camshaft adjustment,
adjusters. Quote bank 1 & 2 inner/outer valvecover gaskets,
valve cover bolt set, crank case vent valve with hoses, 2
hydraulic camshaft adjuster valves, timing chain tensioner
seal, 2x intake M12 Bolts, 2x exhaust camshaft M12 Bolts,
engine support arm bolts and nuts, 2x camshaft adjuster
solenoid screens
remove valve covers, remove cam actuators to access and
replaced screens and actuator solenoids (due to oil deposit
buildup in solenoids) reassemble and check engine operation,
test rive, checked for faults, road
tested. Faults were not present at completion of road test.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
6 948-105-937-02 VALVE-COVER GA 54.30 54.30 325.80
1 946-105-935-00 VALVE-COVER GA 69.20 69.20 69.20
1 946-105-936-00 VALVE-COVER GA 69.20 69.20 69.20
20 999-073-905-31 OVAL-HEAD SCRE 5.58 5.58 111.60
1 946-110-020-04 AS TANK VENTIL 309.52 309.52 309.52
2 948-105-304-07 HYDRAULIC VALV 449.85 449.85 899.70
1 900-123-118-30 ALUM SEAL RING 4.20 4.20 4.20
2 948-105-254-00 FILLISTER SCRE 21.95 21.95 43.90
2 948-105-254-00 FILLISTER SCRE 21.95 21.95 43.90
4 WHT-001-703 SCREW 8X35 8.66 8.66 34.64
2 948-104-250-01 THROTTLE VAR 52.85 52.85 105.70
2 999-073-908-31 OVAL-HEAD SCRE 5.64 5.64 11.28
1 000-043-305-33 SEALING COMPOU 104.81 104.81 104.81

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON EITHER BACK SIDE OR LAST PAGE HEREOF

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DIGITAL SERVICES - This charge represents costs to the motor vehicle repair facility for digital services.

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CELL: [REDACTED]

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[REDACTED]	LABOR RATE	LICENSE NO.	COLOR /
[REDACTED]	YEAR / MAKE / MODEL 11/PORSCHE/PANAMERA/4DR HB 4	MILEAGE 74,939	STOCK NO.
aurora, OH	VEHICLE I.D. NO. W P O A A 2 A 7 3 B L	DELIVERY DATE	DELIVERY MILES
[REDACTED]	F.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	P.O. NO.	R.O. DATE 01/10/23	[REDACTED]
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: [REDACTED]

		TOTAL - PARTS	2133.45
MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
	QS COUPON - SERVICE		-175.00
	QP COUPON - PARTS		-175.00
		TOTAL - MISC	-350.00
JOB# 2 TOTALS-----			
	LABOR		2641.00
	PARTS		2133.45
	MISC		-350.00
		JOB# 2 JOURNAL PREFIX POCs	JOB# 2 TOTAL 4424.45
JOB# 3 CHARGES-----			
LABOR-----			
J# 3 01POZZTOUCHLESS TOUCHLESS SERVICE	TECH(S):29195		0.00
JOB# 3 TOTALS-----			
		JOB# 3 JOURNAL PREFIX POCs	JOB# 3 TOTAL 0.00
JOB# 4 CHARGES-----			
LABOR-----			
J# 4 60POZ10 SEATS	TECH(S):29195		0.00
cust wondering if there area restraints in the back seats for child seats, and if so, how to access Refer to owner manual for child seat mounting			
JOB# 4 TOTALS-----			
		JOB# 4 JOURNAL PREFIX POCs	JOB# 4 TOTAL 0.00
JOB# 5 CHARGES-----			
LABOR-----			
J# 5+01POZ00 OIL&FILTER CHANGE	TECH(S):29195		220.50
Due for Oil change Quote LOF PERFORMED OIL, LUBRICATION & FILTER CHANGE RESET SERVICE REMINDER SYSTEM			
PARTS-----QTY-----FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	
1	OPB-115-466	OIL FILTER INS	44.94 44.94 44.94
1	9A7-115-499-00	SEALING RING	19.24 19.24 19.24
1	900-123-106-30	ALUM SEAL RING	5.61 5.61 5.61
1	PAF-008-309-A	SEALING PLUG	20.58 20.58 20.58
9	MOB-IL-ONE	OW40 OIL	13.09 13.09 117.81
		MOBILONE OIL SAE OW40 API-SN	
		TOTAL - PARTS	208.18
JOB# 5 TOTALS-----			
	LABOR		220.50
	PARTS		208.18
		JOB# 5 JOURNAL PREFIX POCs	JOB# 5 TOTAL 428.68

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			MO [REDACTED]

JOB# 6 CHARGES-----

LABOR-----
 3# 6+01POZ-PLUGS REPL SPARK PLUGS TECH(S):29195 0.00
 Due for major service
 Quote 6x Spark plugs
 INSTALL NEW SPARK PLUGS
 labor included on line 2

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-----	UNIT PRICE-----	
	6	999-170-130-90	SPARK PLUG	25.89	25.89	155.34
					TOTAL - PARTS	155.34

JOB# 6 TOTALS-----
 PARTS 155.34
 JOB# 6 JOURNAL PREFIX POCS JOB# 6 TOTAL 155.34

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	SHM	DIGITAL SERVICE FEE		1.65
JOB # A	SS	SHOP SUPPLIES		20.00
				TOTAL - MISC 21.65

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$250.00 (+TAX)
 APPROVED ADDITIONAL COST OF \$6025.83 FOR TOTAL ESTIMATE OF \$6275.83 (+TAX) ON 01/13/23 AT 04:39p
 BY [REDACTED] COMMENTS

RECOMMENDED NOT DONE/ DECLINED SERVICES-----
 01POZ000 2 YR BRAKE FLUSH TECH: 29195
 COMPLAINT: CUSTOMER STATES PERFORM 2 YR. INTERVAL BRAKE SYSTEM FLUSH:
 FLUSH BRAKE HYDRAULIC SYSTEM AND INSTALL NEW FLUID. Part of
 major service
 01POZ002 AIR FILTER TECH: 29195
 COMPLAINT: Recommend engine air filters as part of major service
 20POZ06 CABIN AIR FILTER TECH: 29195
 COMPLAINT: Recommend as part of major service
 30POZ03 TRANSMISSION SERVICE TECH: 29195
 COMPLAINT: Recommend PDK Fluid and Filter change as part of Major
 service

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TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR....	2861.50
TOTAL PARTS....	2496.97
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	21.65
TOTAL MISC DISC	-350.00
TOTAL TAX.....	430.41
TOTAL INVOICE \$	5460.53

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CUSTOMER SIGNATURE

Aurora, OH

CLEVELAND, OH 440

9 MAR 2023 PM 7 L



W41-306

Administrator
National Highway Traffic & Safety Admin
1200 New Jersey Ave S.E.
Washington, D.C. 20590

20590-

