

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [Steve Jacklin](#)
Subject: Re: Follow up to ODI Complaint ----- 11521031-----
Date: Tuesday, June 13, 2023 6:02:29 PM
Attachments: [REDACTED]

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.

In response to an email from Randy Reid Chief, Correspondence Research Division, Office of Defects Investigation Enforcement, DOT, National Highway Traffic Safety Administration.

I, [REDACTED] have attached the completed Vehicle Owner's Questionnaire form with [REDACTED] ment describing the details of the 2011 Porsche Cayenne electrical problems that raises concerns of safety and potentially fire in my vehicle.

I'm asking the NHTSA to review my case to add my VIN number to the current recall for the same year and model of vehicle current under this recall.

Please feel free to contact me at [REDACTED].

Thank you for your consideration.

[REDACTED]

On Monday, June 5, 2023 at 09:15:03 AM PDT, EVOQ (NHTSA) <evoq@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

**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

Form Approved O.M.B. NO. 2127-0006

FOR AGENCY USE ONLY 100148

Date Received

08-MAY-2023

Repository ☐

Reference No.
11521031

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City Camarillo State CA ZIP Code [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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
WP1AV2A24B[REDACTED] MAKE PORSCHE Model CAYENNE Model Year 2011
Date Purchased 2013 Dealer's Name and Telephone Number CARMAX 805-288 8005 Engine: No: Cylinders 8 Fuel Type: GAS
Original Owner ☐ Dealer's City Oxnard STATE CA ZIP Code 93010
Transmission Type ☐ Antilock Brakes ☐ Cruise Control Powertrain Multiple Failure: 6 Incident Date(s) 08-DEC-2013 See Attachment

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM Failure Mileage 20000.0 Detached 60K + 80K Failure Speed

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: DOTM1 9ABC036) ☐ Original Requirement ☐ 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), Injury(ies).)

Cancelled

Crash ☐ Yes ☒ No ☐ Yes ☒ No ☐ Yes ☒ No
Number of Persons Injured Number of Deaths Reported to Police N

Narrative Description of Incident(s), Crash(es), 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 contact owns a 2011 Porsche Cayenne. The contact noticed that the smoke light stop functioning. The vehicle was taken to the dealer and the fuse for the smoke light was replaced. On another occasion, the contact noticed that the passenger-side headlight to the vehicle stop functioning. The vehicle was taken to the dealer and the light bulb was replaced but the failure reoccurred, and the passenger side headlight light bulb was replaced. On another occasion, the air condition stops functioning. The vehicle was taken to the dealer who stated that the blower motor needed to be replaced. The vehicle was not repaired. The manufacturer was contacted and stated that the VIN was not under NHTSA Campaign Number: 04V069000 (ELECTRICAL SYSTEM) and did not provide any assistance. The failure mileage was 20,000.

Date: 6/13/2023

To: Randy Reid Chief, Correspondence Research Division, Office of Defects Investigation
Enforcement, DOT, National Highway Traffic Safety Administration

From: [REDACTED] Camarillo CA [REDACTED] Phone [REDACTED]

Vehicle: 2011 Porsche Cayenne Vin number WP1AB2A24BL [REDACTED], purchased in 2013 from
CarMax in Oxnard CA. Registration attached.

Reference Number: ODI number – 11521039, Ref [REDACTED]

Concerns: Car Fire and continually replacing affected components that are current in recall

Regarding: Request to have my 2011 Porsche Cayenne electrical wiring harness and failed
components replaced and or repaired under the manufacturer recall identified as NHTSA
Campaign Number 04V069000 (Electrical System)

History of wiring problems:

1. 2014 - My cigarette lighter went out soon after I purchased the car, since I didn't smoke, I waited to have it repaired until other problems occurred.
2. 2018 Radio Memory loss seems to occur every month
3. September, 10 2020 Front right head light burnt out, which I had repaired at Mountain Tire in Camarillo CA.
4. 2020 my right tail light stopped working for a month or so, then came back on when I replaced the car battery.
5. 2020 my right head light went out again and it was replaced at International Auto Repair.
6. 2020 my A/C blower started having problems, when I used the Max button the A/C stopped, but the A/C would and still works without the blower, just not on high. I didn't have the repair don't because at the time I was more concerned with the same problems recurring and I'd have to replace them again. The costs to replace this was approx \$2,000.
7. 2020 the technician looked at my cigarette lighter and said it was burn out and it was replaced at \$120.
8. As a result of these last three problems the mechanic at International Auto Repair in Camarillo told me that I had an electrical problem.
9. 2021 my right-side tail light went out again and I was just about to replace it at a cost of \$2500 however it was just after a rain and later the light started working again. It seems like all the electrical components on the right side of the car are at risk.
10. 2023 my right-side brake light went out and is still out. The right-side tail light and right-side head light are constant problems.

This is when I started looking up recalls for my Porsche Cayenne and on the Porsche website there was nothing, I called the dealer and they said nothing was listed. This is when I looked up the NHTSA website and saw the following:

Released in 2014 Bulletin advisor for 2011 Cayenne

2011 Porsche Cayenne had recalls for faulty wiring harness - 10500 cayenne were listed

NHTSA recall number 04V069

Recall date 2014

Recall no.04V069

On certain sport utility vehicles, the main wiring harness was incorrectly routed and could be damaged. Damage to the wiring harness can lead to the failure of various electrical systems or to a fire.

Recall consequence

Recall action

Dealers will inspect and repair or replace the wiring harness, as necessary. The manufacturer has reported that owner notification is expected to begin during April 2004. Owners may contact Porsche at 1-800-545-8039.

11. I talked to a customer service member at the NHTSA and she took this report which I correct via this letter and she gave me the reference numbers: ODI number – 11521039, Ref [REDACTED]
12. I'm requesting the NHTSA review my case and have my VIN number added to the recall. I am very concerned for me and my family's safety.
13. I would like the wiring harness replaced and all effected components replaced:
 - a. Front Right Headlight and assembly
 - b. AC Motor and Blower
 - c. Radio Memory card
 - d. Cigarette Lighter and USB connectors replaced
 - e. Right-Tail light and assembly
 - f. Any other electrical components that can be adversely affected by this wiring harness problem.



REGISTRATION CARD VALID FROM: 09/08/2022 TO: 09/08/2023

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
PORS	2011	2010	PV	2014	120	11	[REDACTED]
BODY TYPE MODEL	MP	MO					VEHICLE ID NUMBER
4D	G	EA					WP1AB2A24BI [REDACTED]
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC		STICKER ISSUED
AUTOMOBILE		01/12/23	56	01/09/23	8		[REDACTED]

PR EXP DATE: 09/08/2022

AMOUNT PAID
\$ 365.00

AMOUNT DUE
\$ 365.00

AMOUNT RECVD
CASH :
CHCK :
CRDT :

CAMARILLO
CA



LIENHOLDER
CARMAX BUSINESS SVCS LLC
PO BOX 440609

KENNESAW
GA

30160





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

