

CL-11524372-1000

Administrator NHTSA

1200 New Jersey Ave SE

Washington, DC 20590

I am having trouble with my Porsche car concerning the hydro-mounting

Causing a (PADM) fault. This happened at approx. 35000 miles. After returning to my home state I had the fault fixed costing \$1962.17 and it occurred again at approx. 42000 miles.

I have read that other people have had same problems.

I think this is a design problem and maybe occur again.

Should I have fixed again ?

[REDACTED]
Birmingham, Alabama

[REDACTED]
Cell Phone [REDACTED]

R

INVOICE



Porsche Birmingham
3001 Tom Williams Way
Irondale, AL 35210
Phone: 205-397-2700
Fax: 205-397-2750
Toll Free: 866-600-1059

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PORSCHE

VESTAVIA, AL

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 20299 FRANK VANCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	PORSCHE BOXSTER	WP0CB2A89ES		38342/38346		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR17 DD			18:00 02AUG21		0.00	CASH	10AUG21
R.O. OPENED		READY	OPTIONS:	DLR:			

09:30 02AUG21 15:05 10AUG21

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATE PADM ERROR LIGHT IS ON SINCE BEING FORCED OFF THE ROAD,
CHECK AND ADVISE

DIAG CUSTOMER STATES:

20168	CX				514.24	514.24	
1	981-375-059-07	HYDRO-MOUNTING			1316.30	1316.30	
PARTS:	1316.30	LABOR:	514.24	OTHER:	0.00	TOTAL LINE A:	1830.54
,,,38346 padm error due to faulty trans mount r&r rh transmission							
,,,mount							

B C/S: STATE FARM CLAIM [REDACTED] MS SHONELL 844-292-8615 EXT 114
MISC MISCELLANEOUS

20168	IPS					(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C *Customer Authorized Vehicle Sanitization
IVS CUSTOMER AUTHORIZED VEHICLE SANITATION

20168	IPS					(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D *Deferred Maintenance Interval Customer Has Been Informed That A
Maintenance Interval Is Now Due

DMB DEFERRED BASIC

20168	IPS					(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

,,,38346 major service due

E *Complimentary Multipoint Inspection ... a \$69.97 Value

PMPI PORSCHE VEHICLE COMPLIMENTARY INSPECTION

20168	IPS					(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

,,,38346 comp inspection completed

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #:

INVOICE



PORSCHÉ

Porsche Birmingham
3001 Tom Williams Way
Irondale, AL 35210
Phone: 205-397-2700
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Toll Free: 866-600-1059

VESTAVIA, AL

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HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 20299 FRANK VANCE

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R.O. OPENED	READY	OPTIONS:	DLR:				

09:30 02AUG21 15:05 10AUG21

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

EST: 159.46 02AUG21 09:30 SA: 20299

CONTACT:



®

PORSCHÉ

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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CUSTOMER SIGNATURE

DESCRIPTION**TOTALS**

LABOR AMOUNT	514.24
PARTS AMOUNT	1316.30
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1830.54
LESS INSURANCE	0.00
SALES TAX	131.63

PLEASE PAY
THIS AMOUNT

1962.17

Vestavia Hills, AL

01871700 1 12 1 10
1 10 1 10 1 10 1 10

stamps
\$0.60 0
US POSTAGE
FIRST-CLASS
062S0010829304
FROM 35224

Administrator NHTSA
1200 New Jersey Ave SE
Washington, DC 20590

20590-

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