

August 17, 2020

Mr. Klaus Zellmer
President & CEO
Porsche Cars of North America
One Porsche Drive
Atlanta, Georgia 30354

Re: 2018 Cayman 718 Fire

Dear Mr. Zellmer,

Having owned great sport cars, I was upset with myself that I waited until I was 50 years old to drive my first Porsche. Less than 2 miles into the test drive I fell in love and decided to buy it.

My affair with Porsche has lasted 15 years, as follows:

2005 – 2008: 997 base Vin WPOAA29915S716609

- IMS failure - Engine replaced
 - 1+ month without the car
 - After the repair the “check engine light” was on/off for the length of ownership
- Undeterred, I stayed with Porsche*

2008 – 2012: 997S Vin WPOAB29958S7310017

- Heard a ticking noise coming from engine
 - Dealer kept the car for over a month
 - Engine replaced
- Undeterred, I again stayed with Porsche*

2012-2019: 991S Vin WPOAB2A97CS121088

- Perfect experience
- 78K miles without any problems

2018 Cayman 718 Vin WPOAA2A89JK261098

- Loved the handling and line
- A perfect car until it caught on fire

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Tuesday, August 12, 2020: RT 25 Southbound near Exit 9 in Monroe/Trumbull CT

- Due to construction, there was only one lane open
- Driving at about 10-15 MPH the car stalled and I moved it slightly aside to keep the lane open
- Steam was coming from the engine and liquid (I think anti-freeze) was leaking out
- Then I noticed a reflection of a flame on the anti-freeze and smoke started to come out of the engine
- The smoke turned to fire

I loved the 718 and wondered about getting on the allocation list for a 718 GTS4. Now, I am not sure. And my wife is terrified.

Finally, I am still in love with Porsche and realize that my experience is unique for the brand. That said, I write to see if you can be of any help in replacing my car and would appreciate any consideration.

Thank you,

Juan Fernandez
w/enclosure

P.S.: My son inherited my love of Porsche and owns a pristine 993 Cabriolet and a 912 coupe. Both with very low miles. He encourages me to stick with the brand and to be discreet about the incident and my history in hopes of us both staying loyal to Porsche.

cc via post: Mr. Oliver Blume, Chairman of the Executive Board, Porsche AG, Stuttgart, Germany