

August 14, 2017

To: Tim Quinn
VP - After Sales
Porsche Cars North America
One Porsche Drive
Atlanta, GA 30354

AUG 17 2017

cc: Customer Commitment Department

cc: National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, DC 20590

Tim,

Today I received a Porsche safety recall # AH08, NHTSA notice 17V-368 - authored under your signature concerning my 2011 Porsche Cayenne Turbo WP1AC2A29BL [REDACTED]

I am enclosing a copy of your correspondence along with copies of my own direct to Porsche North America Last June 10, 2016 that detail issues with this vehicle.

As of today, August 14, 2017 I have suffered from in excess of twenty situations where my vehicle stalled while in traffic intersections placing my passengers and myself lives in danger from oncoming traffic. On one occasion the car stalled and drifted into a curb bending and damaging the front wheels.

I reported this issue to the local dealer here in Sarasota FL over three years ago with multiple ensuing follow-ups and they perpetually denied there was an issue with the vehicle. They stated that no "faults" appeared during diagnosis so there was nothing that they could do. I continued reporting this issue without being taken seriously until such time as I could capture photographs of the dashboard display during a stall occurrence when we were not in jeopardy from oncoming traffic.

My correspondence from that date illustrating this along with some copies of other Cayenne owners reporting similar problems are included with this letter.

In short - for in excess of four years and for over 70,000 miles while mine and my passengers lives were being put at risk by this issue during several harrowing close calls - both the dealer and Porsche North America denied there was any issue with my vehicle that would cause it to stall when driving.

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However, today I received the aforementioned recall notice that clearly states that my vehicle may be subject to "stalling" and possibly at risk of a crash. This comes four years too late and after too many harrowing experiences from a faulty vehicle that both my dealer and Porsche North America denied being at cause.

Also today, my "check engine light" illuminated - very timely considering your letter. Per your instructions I contacted my local dealer - Suncoast - and made arrangements to drop the car off Tuesday August 15, 2017 and receive a loaner vehicle.

This car spent close to an aggregate six (6) weeks out of service for the "stall" issue I detailed above. Should the vehicle is unable to be repaired in very short order I am requesting that Porsche North America make an exception and accept this car back under a manufacturer's "recall notice" providing a substantial credit to replace it. I did not purchase this vehicle to be scared half to death while having my life frequently placed in jeopardy due to a defect that has been consistently denied - or to have the vehicle sit idle awaiting repair.

Lastly please note that prior to the aforementioned 2011 Cayenne I also owned a 2006 Cayenne Turbo "S", and currently own a 2014 911 C4S Cabriolet - VIN WP0CB2A94E[REDACTED]

Respectfully,

[REDACTED]

Sarasota, FL [REDACTED]

[REDACTED]



PORSCHE

IMPORTANT SAFETY RECALL

RECEIVED
14. AUGUST 2017

[REDACTED]
Sarasota FL [REDACTED]

Porsche Cars North America, Inc.
One Porsche Drive
Atlanta, Georgia 30354
T: (770) 290-3500
F: (770) 290-1500

July 31, 2017

This notice applies to your vehicle: WP1AC2A29B [REDACTED]
NHTSA Recall Number: 17V-368

Subject: Porsche Safety Recall AH08 – Replacing Fastening Screws for Camshaft Controllers

2011 Cayenne S
2011 Cayenne Turbo
2011-2012 Panamera
2011-2012 Panamera 4
2010-2012 Panamera 4S
2010-2012 Panamera S
2010-2012 Panamera Turbo

Dear Mr. [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has determined that a defect which relates to motor vehicle safety exists in certain model year 2011 Cayenne S, 2011 Cayenne Turbo, 2011 - 2012 Panamera, 2011 - 2012 Panamera 4, 2011 - 2012 Panamera 4S, 2010 - 2012 Panamera S, and 2010 - 2012 Panamera Turbo models. The affected vehicles have camshaft controllers that may come loose inside the engine. If the camshaft controller fails, this will activate the Check Engine light and cause audible engine noises and noticeable vibrations. In addition, there is a possibility of the engine stalling while driving. An engine stall can increase the risk of a crash. Our records show that you are the owner of a vehicle affected by this action.

The threaded connections of the fastening screws for the camshaft controllers can become strained to such an extent that the function of the camshaft controller cannot be guaranteed over the service life of the vehicle.

Porsche is conducting a safety recall and the affected components will be replaced at no charge to you. The replacement parts required for remedying your vehicle are currently being manufactured as a matter of high priority. Unfortunately, at this time, parts are not available. Be assured we will keep both you and your authorized Porsche dealer abreast of the necessary parts availability so that repairs may be scheduled as soon as possible.

In the meantime, you can continue to drive your Porsche Cayenne or Panamera. However, if you do observe an activated Check Engine Light along with engine noises and noticeable vibrations, or your vehicle stalls, we would ask you to contact your nearest Porsche dealer as quickly as possible to schedule a repair appointment and to arrange in advance for a Porsche loaner vehicle should you require alternate transportation during the repair period. Porsche Cars North America will arrange for your vehicle to be transported to the nearest authorized repair facility.

103043301-13109

This recall will be carried out at no expense to you. If you have previously paid for repairs relating to the condition described in this letter, a form will be provided explaining how to request reimbursement. We would be pleased to review your reimbursement request.

Please be aware that if, upon receipt of the replacement recall parts for your vehicle, your authorized Porsche dealer fails, or is unable, to complete this work free of charge and within a reasonable length of time, you may call or write:

Porsche Cars North America, Inc.
Attn: Customer Commitment Department
One Porsche Drive
Atlanta, GA 30354
1-800-PORSCHE

If you still cannot obtain satisfaction, you may file a complaint with:

National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

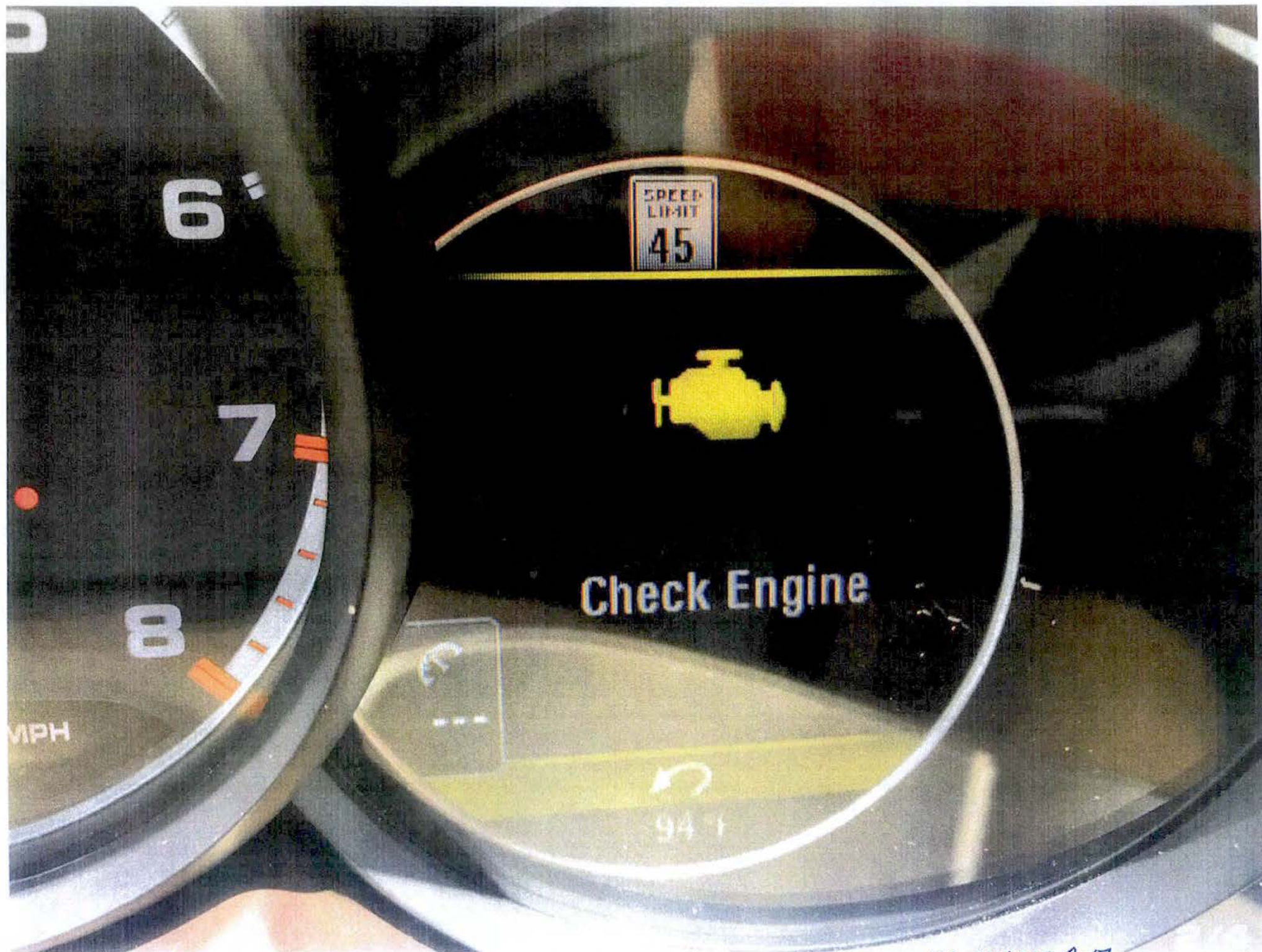
We apologize for any inconvenience this matter may cause you. However, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Very truly yours,



Tim Quinn
Vice President, After Sales

PORSCHE CARS NORTH AMERICA, INC.



111 JULIET 2017

June 10, 2016

To: Jessica Riley
Porsche Specialist, Porsche Contact Center
Porsche Cars North America, Inc.
One Porsche Drive
Atlanta, GA 30354

From: [REDACTED]
[REDACTED]
Sarasota, FL [REDACTED]

Re: 2011 CPO Porsche Cayenne Turbo
VIN = WP1AC2A29B[REDACTED]

Jessica –

Thank you for your responding email. Let me outline the issue with my car.

On more than 15 occasions we have been subject to dangerous situations when my above referenced vehicle shuts-down unexpectedly while turning onto a highway or into a parking lot.

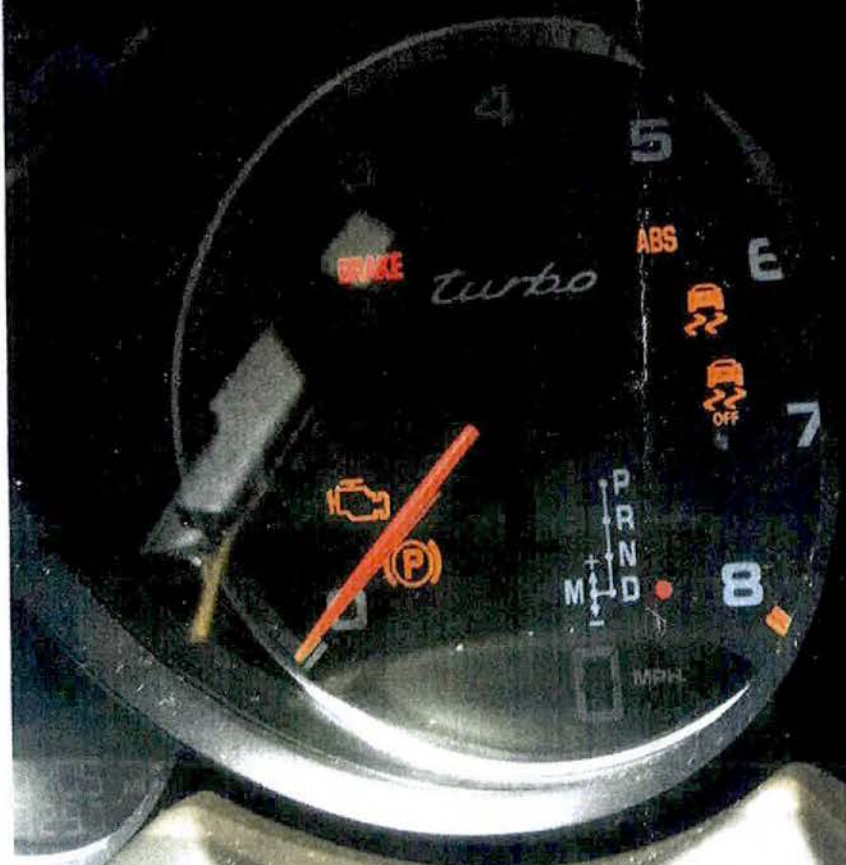
My wife and I have experienced this issue separately and I have previously reported this to our servicing dealer – Sunset Porsche in Sarasota, FL and they currently have the vehicle in an attempt to diagnose this issue.

Most recently, on May 31, 2016 when turning left onto Clark Road from McIntosh here in Sarasota Florida, the vehicle again completely shutdown. This time I was able to coast to a side lane where I could photograph the vehicle's displays and settings at the time. I also immediately stopped at Sunset Porsche to report the issue re-occurred and scheduled service for Tuesday June 7, 2016 – and they have had the vehicle since.

[REDACTED] 2011 CPO Porsche
Cayenne Turbo

VIN = WP1AC2A29BLA [REDACTED]

PHOTOS OF THE DASHBOARD
AND CONSOLE ON MAY 31, 2016
TAKEN WHEN THE CAR SHUT-
DOWN WHILE TURNING LEFT
ONTO CLARK ROAD FROM
MCINTOSH ROAD IN SARASOTA
FLORIDA.





Cayenne







PHOTO OF THE DASHBOARD AND
CONSOLE TAKEN BY A PORSCHE
CAYENNE OWNER IN JEDDA,
SAUDI ARABIA AND POSTED TO
THE INTERNET WHEN HIS CAR
SHUT-DOWN WHILE DRIVING



iPod T 43
Call
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New call
End call
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COPY OF AN INTERNET POSTING
BY A PORSCHE CAYENNE
OWNER – VIN – WP1AC2A27CL
REPORTING A SIMILAR
SHUTDOWN PROBLEM AND
DANGEROUS SITUATION

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2012 Porsche Cayenne - WP1AC2A27CL - Engine Problems

VIN: WP1AC2A27CL Location: Fredericksburg, VA Miles: 789 Date Reported: August 3rd, 2012

Description of Problem

The engine of my porsche cayenne turbo was shut off completely while turning left on a two-lane highway. The opposite cayenne had to veered off to avoid collision. The cayenne kept moving forward until it hit the curb.



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EP13F July 2013 OD: 12.5 x 9.5



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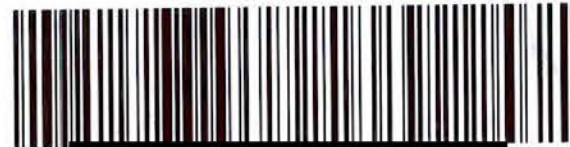
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WASHINGTON DC 20590

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