

To whom it may concern,

May 01, 2023

Please keep this letter, my identity, and description of my vehicle confidential from the Porsche dealership in West Palm Beach as well as the Porsche Cars North America for my safety. I truly appreciate it.

I took my vehicle, Porsche Cayenne S Model 2011, to the Porsche dealership in West Palm Beach, Florida, in response to the attached recall. Please see Attachment-1.

After they performed the adjustment of the front headlamps, I noticed that the rubber sealers of the headlights were completely damaged: Attachment-2 (right headlight) and Attachment-3 (left headlight). Please pay attention to the red circles and arrows on these pictures. They were taken immediately after they returned my vehicle.

When I asked them to fix these rubber sealers, they told me that they do not have the part (rubber sealers) and the entire headlights (thousands of dollars for each) must be changed if I want the rubber sealer to be replaced! The headlights were perfectly fine and there was no issue with the headlights. I followed this case with the dealership's manager as well as the Porsche Cars North America, but unfortunately the reactions were very rude, abusive, and inappropriate. That is the main reason that I want my identity to remain anonymous.

Note that, even when you change the engine oil once per year or perform minor maintenance, always sealers are replaced with brand new sealers to prevent leakage and make sure parts are tight in place. How come the Porsche Cars North America did not predict that when they take out the headlights, say after 10 years, for this specific recall, the sealer might be damaged? To properly address this service call, the Porsche Cars North America should have provided extra headlights' sealers (these rubber sealers are very inexpensive, maybe \$10) to all dealerships before sending this recall to the Porsche owners.

Now that they have performed this recall on my vehicle, there are two (2) serious safety problems with my vehicle, and I would like to bring them to your attention for your record and ask you kindly to immediately act on this matter. As you can see in the attached pictures:

- (1) Due to the damaged rubber sealers and gaps between the body of the car (metal) and the headlights (glass), these headlights vibrate, specifically, at higher speeds in highways and there is a chance that they break, or they are removed from their place. This is potentially very dangerous for the drivers and passengers of my vehicle and surrounding vehicles.
- (2) Due to the damaged rubber sealers and gaps, the water can penetrate to the engine or wiring of the vehicle, which is also unsafe.

When I brought these issues, they told me that they have asked a technician and he has stated that this is not a serious problem or safety issue. First, a technician doesn't have the required technical expertise and engineering skills to justify this. Second, only engineers who have designed this vehicle with these specific parts understand why these rubber sealers are necessary for the safe operation of the vehicle. They can comment on this matter whether it's safe to drive this vehicle with the damaged headlights' sealers or not.

I want you to please investigate this issue and order the Porsche Cars North America to redo this recall for all subject vehicles after providing enough headlights' rubber sealers to their dealerships. Meanwhile, please be aware if accidents or any incidents happened with Porsche vehicles where the vibrating or loose headlights are the root cause, those accidents or incidents might be due to this problematic recall by the Porsche Cars North America.

Thank you very much in advance,



A small, handwritten signature in red ink, possibly initials, located in the bottom left corner of the page.

Attachment-1

BOCA RATON, FL



PORSCHE

NONCOMPLIANCE RECALL  
This is an important  
Noncompliance Recall. The  
remedy will be performed  
FREE OF CHARGE to you.

Porsche Cars North America, Inc.  
One Porsche Drive  
Atlanta, Georgia 30354  
1-800-PORSCHE

This notice applies to your vehicle:

WP1AB2A20BL

IMPORTANT NONCOMPLIANCE RECALL (Remedy Notice)

Certain 2003 through 2022 Model Year Porsche Vehicles  
Porsche Recall ANB4 / NHTSA ID 22V-656

ANB4 ANB4

Campaign #

paulo

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has decided that certain 2003 to 2022 vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 108, "Lamps, Reflective Devices, and Associated Equipment."

What is the issue?

Due to incorrect assembly instructions, the subject vehicles may not meet the requirements of S10.18.9.2 of FMVSS No. 108 because the horizontal adjustment mechanism of the front headlamps may not be covered by a sealing cap. Headlamps which are adjusted horizontally can reduce driving visibility at night and can increase the risk of a crash.

What will Porsche do?

To bring the vehicles into compliance, Porsche is conducting a Recall to check the left and right front headlights for the sealing caps. If no caps are fitted, they will be retrofitted at NO COST TO YOU. This repair should take less than 1 hour to complete, however, it may be necessary to make your vehicle available to your dealer for a longer period of time. Your Porsche dealer will arrange for alternate transportation if necessary.

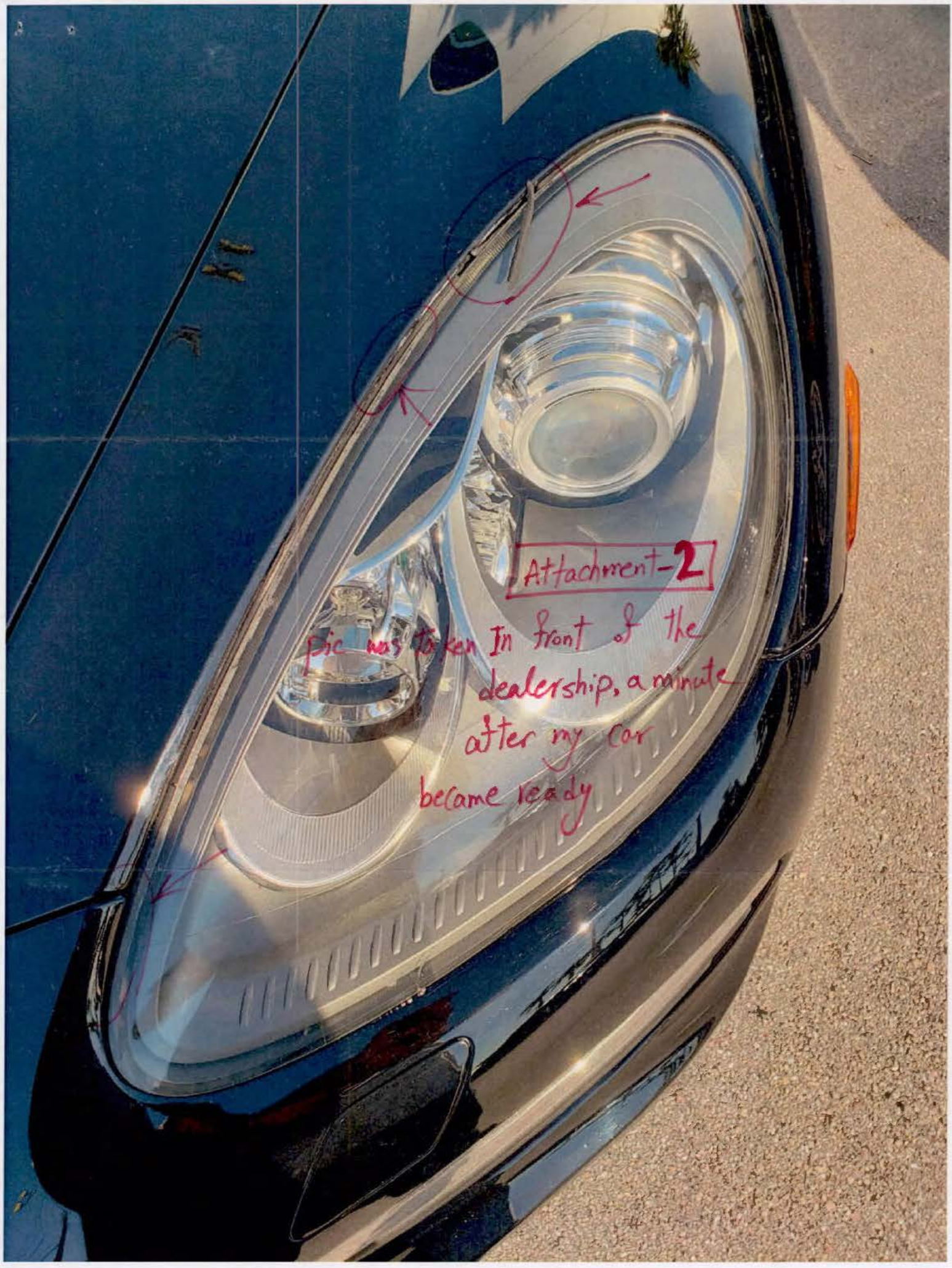
What if you are not the owner or operator of this vehicle?

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten days of receipt. If you have changed your address or sold the vehicle, please contact customer support so we can update our records.

What should you do?  
The remedy needed to complete this recall is now available.  
Please arrange to have this Recall performed during your next visit to a Porsche Dealer, and to arrange for Porsche-provided alternate transportation, if necessary.  
If you have previously paid to have this repair performed, you may be eligible for reimbursement. For more information, please contact Porsche customer support as instructed below.  
To find your nearest authorized Porsche dealer, visit: [www.porsche.com/usa](http://www.porsche.com/usa)

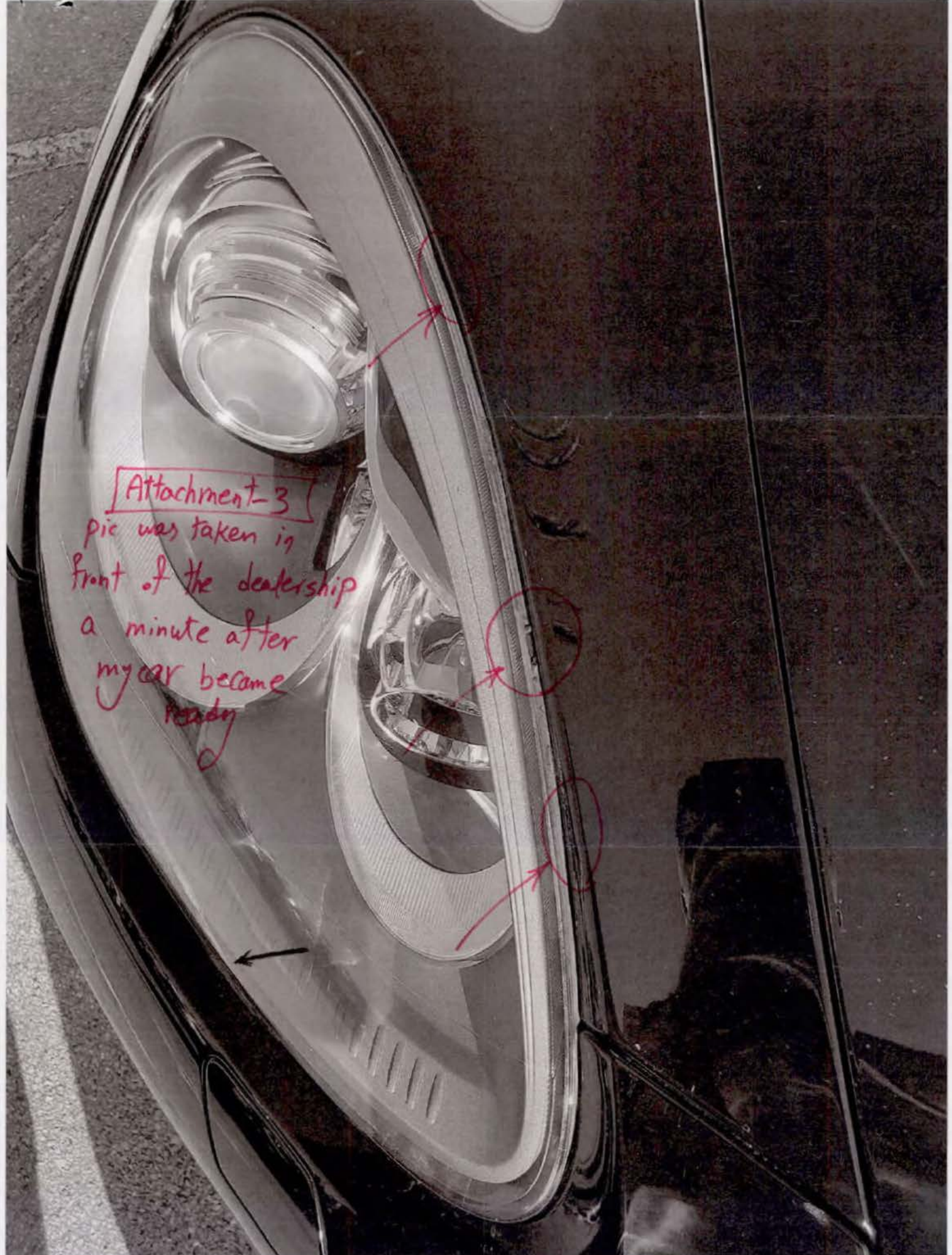
**Attachment-2**

pic was taken in front of the dealership, a minute after my car became ready



Attachment-3

pic was taken in  
front of the dealership  
a minute after  
my car became  
ready



Boca Raton, FL

WEST PALM BCH FL 334

2 MAY 2023 PM 1 L



NEF

To: Administor  
National Highway Traffic Safety Administration  
1200 New Jersey Ave SE  
Washington DC, 20590