



**PORSCHE**

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NVS-215

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OFFICE OF  
DEFECTS INVESTIGATION

**VIA FACSIMILE**  
May 9, 2003

Ms. Patricia Wallace  
Safety Defects Analyst  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

Porsche Cars North America, Inc.  
980 Hammond Drive  
Suite 1000  
Atlanta, Georgia 30328  
1-800-PORSCHE

03V-004 Amendment

**RE: Updated Recall Notification Report for the Porsche Boxster/Boxster S**

Dear Ms. Wallace:

On behalf of Dr. Ing. h.c.F. Porsche AG, Porsche Cars North America, Inc. has enclosed an updated Defect Information report pursuant to the provisions of Part 573 of Title 49 of the Code of Federal Regulations. Please note that we have expanded the recall to include a few (25) model year 2003 Boxster and Boxster S models produced before the production break.

Should you have any questions or require further information, please do not hesitate to contact me at (770) 290-3627.

Sincerely,

Walter J. Lewis, Manager  
Regulatory Affairs

Enclosures

# PORSCHE

03V-004 Amendment

## Update PART 573 Defect and Noncompliance Report

On January 14, 2003, Dr. Ing. h.c.F. Porsche AG determined that a defect, which relates to motor vehicle safety, exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: **May 9, 2003**

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

**Manufacturer**

**Dr. Ing. h.c.F. Porsche AG  
70435 Stuttgart  
Germany**

**Agent**

**General Counsel  
Porsche Cars North America, Inc.  
980 Hammond Drive  
Suite 1000  
Atlanta, GA 30328**

Corporate official, whom the agency should contact with respect to this recall:

**Walter J. Lewis, Manager  
Regulatory Affairs  
Tel. No: (770) 290-3627  
Fax No.: (770) 290-5508**

Name of Person who prepared this report: **Walter J. Lewis**

Signed: \_\_\_\_\_

# PORSCHE

03V-004 Amendment

## Update PART 573 Defect and Noncompliance Report

### 1. Identify the Vehicle Models Involved In the Recall

#### 2. Vehicles Involved In the Recall:

Make: **Porsche**

Model Years: **1997 - 2003**

Models: **Boxster (model year 1997 to 2003),  
Boxster S (model year 2000 to 2003)**

Production Dates: **SOP to May 15, 2002.**

VIN Ranges: **See page 1 of the enclosed draft Campaign Information  
bulletin.**

Vehicle Type: **Passenger Car**

Bodystyle: **Two-door convertible**

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents.

**Approximately 7% of the above automatic transmission equipped (Tiptronic) vehicles produced during the above production dates maybe affected by this recall.**

# PORSCHE

03V-004 Amendment

## Update PART 573 Defect and Noncompliance Report

### II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Total Number Potentially Affected by the Recall: **12,234**

4. Approximate percentage of the total number of vehicles above estimated to actually contain the defect or noncompliance:

**7%**

Identify and describe how the recall population was determined:

**During routine internal quality audits the problem was discovered in several company vehicles in Germany.**

# PORSCHE

03V-004 Amendment

## Update PART 573 Defect and Noncompliance Report

### III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance.

**The affected vehicles may have been produced with an incorrectly adjusted automatic transmission lever cable. If the cable is incorrectly adjusted it may be possible to shift out of park after the ignition key has been removed from the ignition.**

Describe the cause of the defect or noncompliance condition.

**See above.**

Describe the consequence of the defect or noncompliance condition.

**It maybe possible to knock the transmission lever out of the park position after the key has been removed.**

Identify any warning, which can (a) precede or (b) occur.

**Not applicable.**

Identify the supplier by corporate name and address, and the name and title of the chief executive officer or knowledgeable representative of the supplier:

**Not Applicable.**

## **Update PART 573 Defect and Noncompliance Report**

### **IV. Provide the Chronology in Determining the Defect/Noncompliance**

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

**To be determined.**

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

**Not applicable.**

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## Update PART 573 Defect and Noncompliance Report

### V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

**The vehicles will be recalled to dealership for inspection of the cable adjustment and corrected if necessary. Please refer to the attached Campaign information bulletin for the exact repair procedure.**

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

**Not applicable.**

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

**During the model year changeover there were substantial revisions to the factory assembly instructions. Fortuitously, these revisions to the assembly instructions remedied the problem in production.**

**Update PART 573 Defect and Noncompliance Report**

**VI. Identify the Recall Schedule**

Furnish a schedule or agenda (with specific dates) for notification to dealers and purchasers.

**We wish to notify our dealers beginning on May 12, 2003 and begin the mailings to owners on May 14, 2003.**



# PORSCHE

03V-004 Amendment

## **Update PART 573 Defect and Noncompliance Report**

### **VII. Furnish Recall Communications**

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification.

**Please refer to the attached Campaign Information bulletin for the exact repair procedure. Page 4 of the bulletin contains a sample customer notification letter.**

**PORSCHE****DRAFT****Campaign Information****Boxster****A305****3715****3**

Binder - Camp., Lit., Train., Warr.

**A305 - Checking Adjustment of the Tiptronic Keylock Cable****Attention:** Sales Manager, Service Manager, Parts Manager, Service Technician**Information:** This is to inform you of a voluntary Customer Recall Campaign involving a certain range of 1998 through 2003 model year 986 Boxster and 986 Boxster S vehicles.

Porsche AG, the manufacturer, has initiated this Customer Campaign Action relating to Boxster and Boxster S vehicles with Tiptronic transmission that were produced with an incorrectly adjusted key-lock cable down to the shift selector.

If the key-lock cable is not adjusted correctly, it is possible that the ignition key will snag upon being removed from the ignition lock or the selector lever can be shifted from position "P" with the ignition key removed and the locking button operated.

If the selector lever is then shifted from position P to position R, N or D with the vehicle parked, and if the parking brake is not on, the vehicle will not be secured from inadvertently rolling away.

In order to avoid a dangerous situation, the key-lock-cable function must be checked and, regardless of the result of this check, the key-lock cable must also be adjusted.

A total of 12,234 U.S. and 415 Canadian vehicles fall within the scope of this recall campaign.

**Very Important!** Use the VIN range below as a general guideline. The VIN can be checked in the Porsche e-DCS/WWS for confirmation of an open recall campaign.

The affected Vehicle Identification Numbers are contained in the following VIN-Ranges, categorized by model year:

**US and Canadian Vehicles**

MY'98 (W) - From WPOCA2989WU620068 to WPOCA2987WU626452 Boxster (U.S.)

MY'98 (W) - From WPOCA2981WU620291 to WPOCA2981WU625829 Boxster (Canadian)

MY'99 (X) - From WPOCA2987XU620121 to WPOCA2989XU633730 Boxster (U.S.)

MY'99 (X) - From WPOCA2982XU621046 to WPOCA2986XU633345 Boxster (Canadian)

MY'00 (Y) - From WPOCA2981YU620066 to WPOCA2980YU628501 Boxster (U.S.)

MY'00 (Y) - From WPOCB2988YU660061 to WPOCB2981YU665070 Boxster S (U.S.)

MY'00 (Y) - From WPOCA2980YU620270 to WPOCA2987YU628396 Boxster (Canadian)

MY'00 (Y) - From WPOCB2982YU660170 to WPOCB2988YU664739 Boxster S (Canadian)

MY'01 (1) - From WPOCA29811U620073 to WPOCA29851U627642 Boxster (U.S.)

MY'01 (1) - From WPOCB29831U660068 to WPOCB29841U665473 Boxster S (U.S.)

MY'01 (1) - From WPOCA29891U620144 to WPOCA29891U627417 Boxster (Canadian)

MY'01 (1) - From WPOCB29871U660137 to WPOCB29831U664489 Boxster S (Canadian)

MY'02 (2) - From WPOCA29852U620062 to WPOCA29862U626100 Boxster (U.S.)

MY'02 (2) - From WPOCB29822U660063 to WPOCB29832U664316 Boxster S (U.S.)

MY'02 (2) - From WPOCA29892U620128 to WPOCA29872U625294 Boxster (Canadian)

MY'02 (2) - From WPOCB29882U660116 to WPOCB29822U664159 Boxster S (Canadian)

MY'03 (3) - From WPOCA29853U620063 to WPOCA29833U620109 Boxster (U.S.)

MY'03 (3) - From WPOCB29863U660066 to WPOCB29843U660079 Boxster S (U.S.)

MY'03 (3) - Only WPOCA29893U620096 Boxster (Canadian)

**PORSCHE****DRAFT****3****Boxster**  
3716 A305**Campaign Information****Information:(cont'd) Customer Notification**

Porsche Cars North America, Inc., will notify All Owners of affected vehicles by First Class Mail during the week of May 12, 2003. See enclosed copy of the Recall Notification card to the Porsche Owner. A listing of affected VINs (with owner name and addresses) will be sent to you.

If a vehicle within the affected VIN range is in your dealership for repair/service, or your dealer inventory, the Recall Campaign must be performed immediately.

**Work Procedures: See Attachment "A"**

**Parts Information: None**

<b>Time Allowance:</b>	<b>Scope</b>	<b>Time Units</b>	<b>Description</b>
	1	10 TU	Check keylock cable adjustment
	2	60 TU	Check and adjust keylock cable

**Administrative Procedure: See Attachment "B"**

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Campaign Information

Boxster

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Following completion of the recall, please enter this information into the Maintenance Booklet (see sample below).

<input checked="" type="checkbox"/> Yearly Maintenance <input checked="" type="checkbox"/> Minor Maintenance <input checked="" type="checkbox"/> Major Maintenance <input checked="" type="checkbox"/> Emission Control Maintenance  Date <u>5/12/2003</u> <u>A305</u> Miles <u>7200</u> (Dealer stamp)	<input type="checkbox"/> Yearly Maintenance <input type="checkbox"/> Minor Maintenance <input type="checkbox"/> Major Maintenance <input type="checkbox"/> Emission Control Maintenance  Date _____ Miles _____ (Dealer stamp)	<input type="checkbox"/> Yearly Maintenance <input type="checkbox"/> Minor Maintenance <input type="checkbox"/> Major Maintenance <input type="checkbox"/> Emission Control Maintenance  Date _____ Miles _____ (Dealer stamp)
<input type="checkbox"/> Yearly Maintenance <input type="checkbox"/> Minor Maintenance <input type="checkbox"/> Major Maintenance <input type="checkbox"/> Emission Control Maintenance  Date _____ Miles _____ (Dealer stamp)	<input type="checkbox"/> Yearly Maintenance <input type="checkbox"/> Minor Maintenance <input type="checkbox"/> Major Maintenance <input type="checkbox"/> Emission Control Maintenance  Date _____ Miles _____ (Dealer stamp)	<input type="checkbox"/> Yearly Maintenance <input type="checkbox"/> Minor Maintenance <input type="checkbox"/> Major Maintenance <input type="checkbox"/> Emission Control Maintenance  Date _____ Miles _____ (Dealer stamp)

Fill in date and mileage. Only check all types of service performed.

Sincerely,

*Rolf Seiferheld*

Rolf Seiferheld  
Manager, Technical Service

**Important Notice:** Porsche Cars N.A. Technical Bulletins are intended for use by professional technicians, not a "Do-It-Yourselfer." They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper repair of a vehicle. Special tools may be required to perform certain operations identified in these bulletins. Use of tools and procedures other than those recommended in these bulletins may be detrimental to the safe operation of your vehicle. Properly trained technicians have the equipment, tools, safety instructions and knowledge to do a job properly and safely. If a condition is described, it may be items that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your Porsche Dealer for information on whether your vehicle may benefit from the information. Part numbers listed in these bulletins are for reference only. Always check with your authorized Porsche dealer to verify correct part numbers.

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Dealership Distribution Routing	Service Manager _____ Asst. Manager _____	Shop Foreman _____ Warranty Admin. _____	Service Technician _____ Service Technician _____
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Boxster  
3715 A305

Campaign Information

## Customer Notification Card

## Customer Campaign Notice

Dear Porsche Dealer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Porsche AG, the manufacturer, has determined that a defect relating to motor vehicle safety exists in certain model year 1998 through 2003 Boxster and Boxster S vehicles.

Our records indicate that you are the Owner of a Porsche Boxster or Boxster S Tiptronic vehicle involved in this recall campaign. Your vehicle may have been produced with an incorrectly adjusted key-lock-cable down to the shift selector. If the key-lock-cable is not adjusted correctly, it is possible that the ignition key will snag upon being removed from the ignition lock or the selector lever can be shifted from position "P" with the ignition key removed and the lockset button operated.

If the selector lever is then shifted from position P to position R, N or D with the vehicle parked, and if the parking brake is not on, the vehicle will not be secured from inadvertently rolling away.

In order to avoid a dangerous situation, the key-lock-cable function must be checked and, regardless of the results of this check, the key-lock-cable must also be adjusted.

You should arrange for an appointment with your Porsche dealer as soon as possible to have the required repair performed. The necessary tools to perform this recall will be available at the Porsche dealer of your choice. Parts should not be required for this check. The estimated time to perform this recall campaign is approximately one hour. Please allow yourself and your Porsche dealer additional time to complete the repairs.

If your Porsche dealer is unable to perform this repair within a reasonable period of time, you may call or write:

Porsche Cars North America, Inc.  
940 Hammond Drive, Suite 1000  
Atlanta, Georgia 30328  
Attention: Customer Commitment  
Telephone: 1 (800) - Porsche (1 800 767-7243)

If you have already paid for your vehicle to be repaired for this particular problem, you will still need to have your vehicle inspected. However, the costs that you previously incurred may be reimbursable to you. Please contact Porsche at the Customer Commitment telephone number listed above.

We sincerely regret any inconvenience this Customer Campaign may cause, and hope you understand our interest in performing this work promptly so that you can be satisfied with your Porsche automobile. There are no costs to you and the repair is free-of-charge. Please accept our apologies for this unplanned service visit.

Sincerely,  
Porsche Cars North America, Inc.

If you no longer own this automobile or your address is different from that shown below, please complete this postage prepaid card, detach and return. Thank you for your assistance.

My correct address is: or  I sold this vehicle to:

Last Name										First Name										Initial	
Number										Street											
City										State										Zip Code	

Vehicle totaled/scrapped:  
 Vehicle reported stolen:  
 Vehicle has been exported:

Please print and give complete information.  
 Month Day Year  
 Recd. A305




Vehicle Identification Number

Thank you for  
your reply.

The Tiptronic  
key-lock-cable  
function will be  
checked and  
adjusted if necessary.

P O R S C H É

**PORSCHE®****DRAFT****Campaign Information****Boxster****A305****3715****3****Customer Notification Card**

<b>PORSCHE®</b>	
Porsche Cars North America, Inc. 980 Hammond Drive, Suite 1000 Atlanta, Georgia 30328	
<b>Customer Campaign Notice</b>	
Vehicle Identification Number	Brand <b>A305</b>
See the return authorized Porsche dealer at your service.	
<b>PORSCHE®</b>	
<small>not guaranteed to keep this notice</small>	
<p>Thank you for your reply.</p> <p>The information you have provided will be checked and adjusted if necessary.</p>	
	<p><b>BUSINESS REPLY CARD</b></p> <p>POSTAGE WILL BE PAID BY ADDRESSEE</p> <p>Porsche Cars North America, Inc. 980 Hammond Drive Suite 1000 Atlanta, Georgia 30328-9735</p>
	<p>NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES</p> 
	

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Boxster  
3715 A305

Campaign Information

## Attachment "A"

Tools Required: Medium slotted screwdriver

Work Procedure: Follow the Work Steps in Table 1 to determine if corrective action is necessary.

Work Step	Action	Function/Test	D.K. continue with	Not D.K. continue with
A	Ignition key is removed and selector lever is in position "P"	Starting point		
B	Actuate locking button of selector lever and attempt to move selector lever out of "P" position	Locking button of selector lever must be locked and selector lever must not be able to be moved out of "P" position	"C"	Step 2
C	Hold down locking button of selector lever, insert ignition key in ignition lock and turn to the right from the "0" position until the locking button can be fully actuated	Ignition lock position 3 is not able to be reached Locking button switched off Locking button of selector lever can be actuated completely	"D"	Step 2
D	Move selector lever to position "D"	Selector lever can be moved	"E"	Step 2
E	Leave selector lever in "D" position, continue with work step "F"			
F	Turn ignition key to the left until stop and see if ignition key can be pulled out	Ignition key should not be able to be pulled out	"G"	Step 2
G	Put selector lever in "P" position, continue with work step "H"			
H	Turn ignition key to the left to the "0" position and see if ignition key can be pulled out	Ignition key must be able to be pulled out	"I"	Step 2
I	Leave selector lever in "P" position, continue with work step "J"			
J	Actuate locking button of selector lever and attempt to move selector lever	Locking button of selector lever must be locked and selector lever must not be able to be moved out of "P" position	"K"	Step 2
K	Function test OK	First function test Every additional function test	Step 14 Step 15	— —

Table 1

1. Function test. Follow steps A to K in Table 1.
2. Remove selector lever handle according to the Technical Manual, Group 3, Chapter 37 04 19.
3. Remove cover (1, Figure 1) on the front, left and right in the footwell according to the Technical Manual, Group 6, Chapter 68 17 19. (Figure 1 shows the vehicle with manual transmission)
4. Remove cover plate on selector lever support.

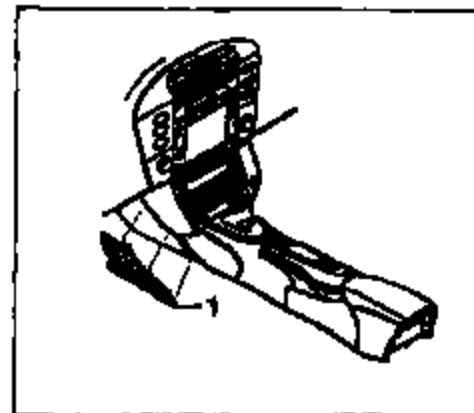


Figure 1

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## Campaign Information

Boxster

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Work Procedure:  
(cont'd)

5. Unlock the red locking U-Clip (2, Figure 2), to do this, press the lugs of the red locking U-Clip inwards and at the same time, push locking button upward (B, Figure 2). **Important!** Only lift the red locking U-Clip far enough to allow the cable to move freely. It is very hard to reinstall the clip if it is completely removed.
6. Move selector lever to position "P"
7. Press cable sleeve (3, Figure 2) toward the selector lever.
8. Quickly release the cable sleeve (3, Figure 2). Only quickly releasing the cable sleeve will use the pre-tension force of the spring (not shown in figure) to correctly adjust the keylock cable.
9. Press the red locking U-Clip (2, Figure 2) downward (A, Figure 2) until it engages audibly, and push in once again with the screwdriver to be on the safe side.
10. Repeat function test as described under Step 1.
11. Install cover plate on selector lever support. Make sure rotary valve (4, Figure 2) and spring (5, Figure 2) are seated correctly.
12. Install cover (1, Figure 1) on the front, left and right in the footwell according to the Technical Manual, Group 6, Chapter 68 17 19.
13. Install selector lever handle according to the Technical Manual, Group 3, Chapter 37 04 19.
14. Enter the campaign into the Maintenance booklet.

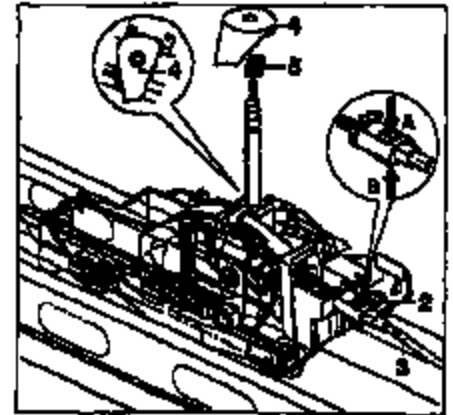


Figure 2

## Literature:

- Boxster/S Technical Manual, Group 3:  
 > Repairs: 37 04 19 – Removing and installing selector knob  
 > Repairs: 37 08 19 – Removing and installing selector support



**PORSCHE****DRAFT****3****Boxster**  
3715 A305**Campaign Information****Attachment "B"** Administrative Procedure, Recall A305

Checking the adjustment of keylock cable

Warranty claims should be submitted via e-DCS

**Note:** Always check for open recall status under the appropriate e-DCS menu options.**Affected VINs:** See customer notification page**Warranty Code:** R**Damage Code:** A305 099 000 1 (for A305)**Labor Operation:** Will be automatically inserted along with the necessary parts when the damage code is entered.**Repair Code:** 1

Time Units:	Scope	Time Units	Description
	1	10TU	Checking the locking cable adjustment per Table 1
	2	60TU	Checking and adjusting the locking cable

**Parts Information:** None

In cases where the recall cannot be performed, submit this information on a claim via e-DCS with the appropriate disposition code by inserting the code in the last digit of the damage code, as shown below.

**Disposition/Repair Code**

- 3 - Total Loss
- 4 - Vehicle Stolen
- 5 - Vehicle left North America
- 6 - Customer Moved/address unknown
- 7 - Vehicle sold, new owner information
- 9 - Customer refused to comply

**Owner Name and Address Change**

If the owner name and address are shown incorrectly, submit a correction using the name/address postcard from the Warranty Maintenance Booklet (or Recall mailing), or report the change to the Warranty Department via e-DCS, including VIN.