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DEFECTS INVESTIGATION

**VIA UPS**

June 30, 2004

Mr. Kenneth N. Weinstein  
Associate Administrator for Safety Assurance (NSA-01)  
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

(770) 290-3500 Fax: (770) 290-3700

RE: Defect Notification Report Update for the Model Year 2004 Porsche Cayenne, Cayenne S and Cayenne Turbo (NHTSA Recall No. 04V-071, Porsche Recall No. W411)

Dear Mr. Weinstein:

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 we have reduced the scope of the recalled vehicles from 4,100 as indicated in our letter dated February 16, 2004 to 4,099.

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

## PART 573 Defect and Noncompliance Update Report

On February 9, 2004, Porsche decided that a defect 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:

**June 30, 2004**

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

Name of Person who prepared this report:

**Walter J. Lewis**

Signed



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# PORSCHE

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

### **1. Identify the Vehicle Models involved in the Recall**

#### **2. Vehicles Involved in the Recall:**

**Make: Porsche**

**Model Year: 2004**

**Model: Cayenne, Cayenne S, and Cayenne Turbo**

**Production Dates:**

**Cayenne -  
October 20, 2003 to November 26, 2003**

**Cayenne S -  
August 25, 2003 to November 17, 2003**

**Cayenne Turbo -  
August 25, 2003 to September 15, 2003**

**VIN Ranges:**

**Cayenne -  
WP1AA29PX4LA20028 to WP1AA29P94LA20733**

**Cayenne S -  
WP1AB29PX4LA69811 to WP1AB29P94LA73901**

**Cayenne Turbo -  
WP1AC29PX4LA92096 to WP1AC29P94LA92185**

**Vehicle Type: Multi-Purpose Vehicle**

**Bodystyle: Four-door SUV**

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

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.

**To be determined.**

### 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: **4,099**

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

**16%.**

Identify and describe how the recall population was determined:

**The problem was detected during routine product observation.**

### III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance.

**The affected vehicle may have had a transfer case installed that could, due to changes in the housing casting, result in the oil pump's rotation. Should this occur oil starvation of the internal gears might result. Should the vehicle continued to be operated fracture of the transfer case housing can occur.**

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

Describe the cause of the defect or noncompliance condition.

**See above.**

Describe the consequence of the defect or noncompliance condition.

**Should the transfer case fail Incorrect torque would be applied to the driven wheels or oil may leak and contact the tires.**

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

**Should the transfer case be starved of lubrication, a significant amount of noise would be apparent to the driver.**

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

**To be determined.**

### **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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## **PART 573 Defect and Noncompliance Update 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 affected vehicles will be recalled to the workshop. The transfer case housing will be inspected for the casting lot number, and based on the result of that inspection, the transfer case may or may not be replaced.**

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.

**To be determined.**

### **VI. Identify the Recall Schedule**

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

**On April 23, 2004 Porsche dealers were notified via the electronic dealer communications system and by mail (see attached bulletin).**

**On May 3, 2004 through May 7, 2003 known Porsche customers were informed via first class mail (see pages 4 and 5 of the attached bulletin).**

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## **PART 573 Defect and Noncompliance Update 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 bulletin.**

**W411 – Replacement of Transfer Gearbox**

**Attention:** Sales Manager, Service Manager, Parts Manager, Porsche Technician

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

The following information pertains to a voluntary Customer Recall Campaign/Workshop Service Action involving a certain range of model year 2004 Cayenne (V6), Cayenne S and Cayenne Turbo vehicles.

Porsche AG, has decided that a defect relating to motor vehicle safety exists in certain model year 2004 Cayenne (V6), Cayenne S and Cayenne Turbo vehicles. The affected vehicles were unfortunately, fitted with a transfer gearbox on which, due to deformed casting, the oil pump can rotate inside the housing. The consequence of this is that the supply of oil to the transfer gearbox is interrupted. This in turn leads to noises from the transfer gearbox.

If the vehicle continues to be driven in this condition, it can result in the transfer gearbox housing breaking. This condition could result in a crash without warning.

In order to avoid this, the casting batch number on the housing of the transfer gearbox on the affected vehicles must be checked and, depending on the results of this check, the transfer gearbox must be replaced.

Please note Federal Regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

A total of 4099 U.S. and 152 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. Refer to Attachment "A" to determine if a particular vehicle is eligible for this recall campaign (or service action). Attachment "A" for W411 VINs is an electronic attachment only, and will be accessible via e-DCS Document repository. **This attachment will not be available in a printed form and therefore cannot be sent to your dealership location.** Also, the VIN can be checked via the VRU (Voice Response System) for any open listing.

Porsche Owners will arrange for an appointment with your Porsche dealership to have the required work performed. The parts (new transfer gearbox, bolts, and hardware) are in stock and may be ordered from our PDC in Atlanta, Georgia or PDC in Ontario, California. Please allow yourself and your Porsche Owners additional time to complete the repairs. **This service action will involve a Porsche Owner Notification I**

The affected Vehicle Identification Numbers are contained in the following VIN-Ranges:

**Model Year 2004, US and Canadian Vehicles**

WP1AA29P54LA20020 to WP1AA29P74LA20746 (Cayenne V6)

WP1AB29P84LA69726 to WP1AB29P54LA73927 (Cayenne S)

WP1AC29P34LA91999 to WP1AC29P64LA93004 (Cayenne Turbo)



**Customer Notification:**

Porsche Cars North America, Inc., will begin notifying All Owners of affected vehicles by First Class Mail during the week of April 26, 2004. See enclosed copies of the Recall Notification card to the Porsche Owner (Attachment "B").

Work Procedure: See Attachment "C"

Parts Information: See Attachment "C"

Tools: See Attachment "C"

Order Procedure: Parts Distribution PCNA

Administrative Procedure: See attachment "D"

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

Maintenance Record			
Fill in date and mileage. Only check off type of service performed.			
<input checked="" type="checkbox"/> Yearly Maintenance	<input checked="" type="checkbox"/> Spark-plug change	<input type="checkbox"/> Yearly Maintenance	<input type="checkbox"/> Spark-plug change
<input checked="" type="checkbox"/> Major Maintenance	<input checked="" type="checkbox"/> Minor Maintenance	<input type="checkbox"/> Major Maintenance	<input type="checkbox"/> Minor Maintenance
<input checked="" type="checkbox"/> Emission Control Maintenance		<input type="checkbox"/> Emission Control Maintenance	
Date: 4-26-04	W411	Date: _____	_____
Miles: 2500	(dealer stamp)	Miles: _____	(dealer stamp)
<input type="checkbox"/> Yearly Maintenance	<input type="checkbox"/> Spark-plug change	<input type="checkbox"/> Yearly Maintenance	<input type="checkbox"/> Spark-plug change
<input type="checkbox"/> Major Maintenance	<input type="checkbox"/> Minor Maintenance	<input type="checkbox"/> Major Maintenance	<input type="checkbox"/> Minor Maintenance
<input type="checkbox"/> Emission Control Maintenance		<input type="checkbox"/> Emission Control Maintenance	
Date: _____	_____	Date: _____	_____
Miles: _____	(dealer stamp)	Miles: _____	(dealer stamp)
<input type="checkbox"/> Yearly Maintenance	<input type="checkbox"/> Spark-plug change	<input type="checkbox"/> Yearly Maintenance	<input type="checkbox"/> Spark-plug change
<input type="checkbox"/> Major Maintenance	<input type="checkbox"/> Minor Maintenance	<input type="checkbox"/> Major Maintenance	<input type="checkbox"/> Minor Maintenance
<input type="checkbox"/> Emission Control Maintenance		<input type="checkbox"/> Emission Control Maintenance	
Date: _____	_____	Date: _____	_____
Miles: _____	(dealer stamp)	Miles: _____	(dealer stamp)

**Attachment "A" VIN List**

For complete VIN List, please consult e-DCS Document Repository/Service Actions.

Or, use the VIN range from page one as a general guideline. The VIN can be checked in the Porsche e-DCS/WWS for confirmation of an open recall campaign. Attachment "A" for W411 VINs is an electronic attachment only, and will be accessible via e-DCS Document repository. **This attachment will not be available in a printed form and therefore cannot be sent to your dealership location.** Also, the VIN can be checked via the YRU (Voice Response System) for any open listing.

Attachment "B" USA Customer Notification Card

Customer Recall Campaign/Workshop Service Action Notice

W411 Reply Card – Cayenne, Cayenne S and Cayenne Turbo MY 2004

**Dear Porsche Owner:**

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 decided that a defect relating to motor vehicle safety exists in certain model year 2004 Cayenne (V6), Cayenne S and Cayenne Turbo vehicles.

Our records indicate that you are the Owner of a Porsche Cayenne (V6), Cayenne S and or Cayenne Turbo vehicle involved in this recall campaign. The affected vehicles were unfortunately, fitted with a transfer gearbox on which, due to deformed casting, the oil pump can rotate inside the housing. The consequence of this is that the supply of oil to the transfer gearbox is interrupted. This in turn leads to noises from the transfer gearbox.

If the vehicle continues to be driven in this condition, it can result in the transfer gearbox housing breaking. This condition could result in a crash without warning.

In order to avoid this, the casting batch number on the housing of the transfer gearbox on the affected vehicles must be checked and, depending on the results of this check, the transfer gearbox must be replaced.

Please note Federal Regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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. The parts required for this work will be available at your Porsche dealer. The estimated time to perform this recall campaign is approximately three to four hours. 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.  
980 Hammond Drive, Suite 1000  
Atlanta, Georgia 30328

Attention: Customer Commitment  
Telephone: 1-(800)-Porsche (1 800 757-7243)

You may notify the Administrator, National Highway Traffic Safety Administration, 400 Seventh St., S.W., Washington, DC 20590, or call the toll free Auto Safety Hotline at 1 (888) 327-4236.

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 pre-paid card, detach and return. Thank you for your assistance.

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

Last Name	First Name
Number	Street
City	State
Zip Code	Zip Code

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

Please print and give complete information.

Recall  
**W411**

Vehicle Identification Number

Thank you for your reply.

Your transfer gearbox casting number will be checked and if necessary the transfer gearbox will be replaced at no cost to you.

PORSCHE

USA Customer Notification Card

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

**Customer Recall Campaign/Workshop Service Action Notice**

Vehicle Identification Number

Recall W411

See the nearest Affiliated Porsche dealer of your choice.

**PORSCHE**

Please see www.porscheusa.com

Thank you for your reply.

Your transfer year buy-backing number will be checked and if necessary the transfer yearbook will be replaced at no cost to you.

**BUSINESS REPLY CARD**  
 FIRST CLASS PERMIT NO. 28231 ATLANTA, GA  
 POSTAGE WILL BE PAID BY ADDRESSEE

Porsche Cars North America, Inc.  
 980 Hammond Drive  
 Suite 1000  
 Atlanta, Georgia 30328-9735

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**PORSCHE**

Attachment "B" Canadian Customer Notification Card

**Customer Recall Campaign/Workshop Service Action Notice**

**W411 Reply Card – Cayenne, Cayenne S and Cayenne Turbo MY 2004**

Dear Porsche Owner:

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 decided that a defect relating to motor vehicle safety exists in certain model year 2004 Cayenne (V6), Cayenne S and Cayenne Turbo vehicles.

Our records indicate that you are the Owner of a Porsche Cayenne (V6), Cayenne S and or Cayenne Turbo vehicle involved in this recall campaign. The affected vehicles were unfortunately fitted with a transfer gearbox on which, due to deformed casting, the oil pump can rotate inside the housing. The consequence of this is that the supply of oil to the transfer gearbox is interrupted. This in turn leads to noises from the transfer gearbox.

If the vehicle continues to be driven in this condition, it can result in the transfer gearbox housing breaking. This condition could result in a crash without warning.

In order to avoid this, the casting batch number on the housing of the transfer gearbox on the affected vehicles must be checked and, depending on the results of this check, the transfer gearbox must be replaced.

Please note Federal Regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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. The parts required for this work will be available at your Porsche dealer. The estimated time to perform this recall campaign is approximately three to four hours. 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.  
980 Hammond Drive, Suite 1000  
Atlanta, Georgia 30328

Attention: Customer Commitment  
Telephone: 1-(800)-Porsche (1 800 767-7243)

You may notify the Administrator, National Highway Traffic Safety Administration, 400 Seventh St., S.W., Washington, DC 20590, or call the toll free Auto Safety Hotline at 1 (888) 327-4236.

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 pre-paid card, detach and return. Thank you for your assistance.

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

Last Name	First Name	Title
Number		
Street		
City	Province	Postal Code

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

Please print and give complete information.

Recall W411

Vehicle Identification Number

Thank you for your reply.

Your transfer gearbox casting number will be checked and if necessary the transfer gearbox will be replaced at no cost to you.

P O R S C H E

Canadian Customer Notification Card

PORSCHE

Porsche Cars Canada, Ltd.  
5045 Orbitor Drive / Building 8, Suite 200  
Mississauga, Ontario L4W 4Y4

Customer Recall Campaign/Workshop Service Action Notice

Vehicle  
Identification  
Number

Recall  
W411

See the nearest Authorized Porsche Dealer of your choice.

PORSCHE

Please do not fold the card when the

Thank you for your  
reply.

Your transfer gear-  
box casing  
number will be  
checked and if nec-  
essary the transfer  
gearbox will be  
replaced at no cost  
to you.

PORSCHE

Porsche Cars Canada, Ltd.  
5045 Orbitor Drive  
Building 8, Suite 200  
Mississauga, Ontario L4W 4Y4

**3**

**Cayenne  
W411 11/03**

**Technical Information**

**Attachment "C" Work Procedure for W411**

**Vehicle Type:** Cayenne (V6)/Cayenne S/Cayenne Turbo

**Model Year:** As of '04 (4)

**Concerns:** Workshop campaign W411 – Checking cast batch number on the housing of the transfer gearbox and replacing transfer gearbox if necessary

**Information:** Transfer gearbox were produced where there is the possibility that the oil pump in the housing turns due to a change in cast shape. As a result, the oil supply is interrupted, which initially causes noises.

**Check Procedure:** Check cast batch number on the housing of the transfer gearbox and depending on the result, replace transfer gearbox.

**Affected Vehicles:** Only those vehicles listed in the VIN range on page 1, or a complete VIN listing located in e-DCS can be downloaded and printed.

**Parts Information:** Applicable to Cayenne (V6):

<b>Part Number</b>	<b>Description</b>	<b>Qty.</b>
955 341 040 1X	Transfer gearbox	1 ea.
N 909 417 01	M10 pan-head screw	12 ea.
N 909 913 01	M10 hexagon-head bolt	4 ea.
N 105 167 01	M10 hexagon-head bolt	4 ea.
N 100 289 08	M12 hexagon-head bolt	3 ea.

Applicable to Cayenne S:

955 341 040 AX	Transfer gearbox	1 ea.
955 111 113 30	Seal	2 ea.
N 908 946 02	M8 hexagon nut	6 ea.
955 111 220 10	Clamping sleeve	2 ea.
N 909 417 01	M10 pan-head screw	12 ea.
N 909 913 01	M10 hexagon-head bolt	4 ea.
N 105 167 01	M10 hexagon-head bolt	4 ea.
N 100 289 08	M12 hexagon-head bolt	3 ea.

Applicable to Cayenne Turbo:

955 341 040 FX	Transfer box	1 ea.
955 111 113 10	Seal	2 ea.
N 908 946 02	M8 hexagon nut	6 ea.
955 111 220 00	Clamping sleeve	2 ea.
N 909 417 01	M10 pan-head screw	12 ea.
N 909 913 01	M10 hexagon-head bolt	4 ea.
N 105 167 01	M10 hexagon-head bolt	4 ea.
N 100 289 08	M12 hexagon-head bolt	3 ea.

**Required Tools:**  
Torque wrench 0-50 Nm  
Torque angle  
Shop light

**Work Procedure:** Check cast batch number on the housing of the transfer gearbox and depending on the result, replace transfer gearbox.

1. Raise vehicle on lifting platform.
2. Check the batch number cast into the transmission housing on the transfer gearbox. The cast batch number is located behind the transfer gearbox servo motor in the third marked field seen from the right (see arrow, Figure 1).

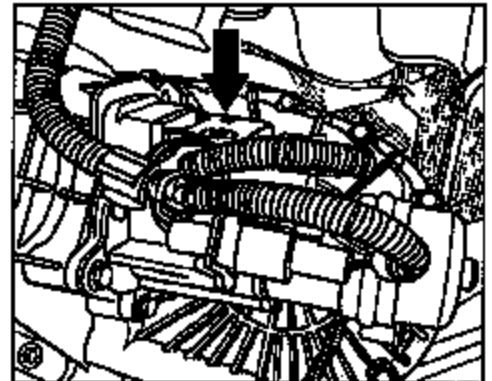


Figure 1

- 2.1 Cast batch number "1.1 or 5.5" (Figure 2, arrow) transfer gearbox Ok – **continue with Step 4.** (shown with transfer gearbox servo motor removed)

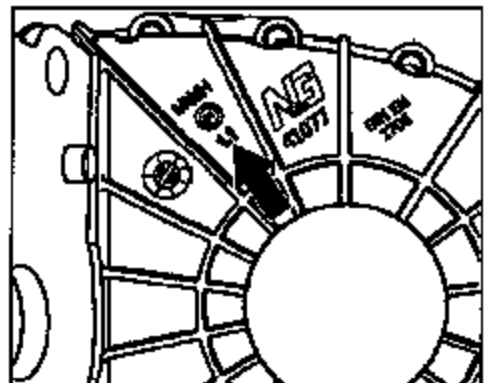


Figure 2

- 2.2 Cast batch number "2.2" (Figure 3, arrow) transfer gearbox not Ok – **continue with Step 3.** (shown with transfer gearbox servo motor removed)

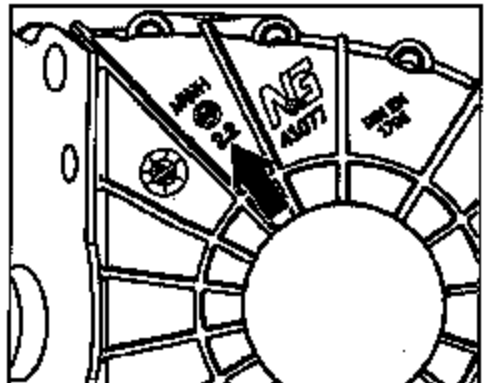


Figure 3



Work Procedure:  
(cont'd)

3. Remove transfer gearbox according to Technical Manual, Group 3, Chapter 39 65 19 and install **new** transfer gearbox.

**Note:** Bolts that are tightened with a torque angle must be replaced with new ones.

4. Remove vehicle from the lifting platform.
5. Enter the campaign into the *Warranty Maintenance Booklet*.

Labor Operation:

**Scope 1**

<b>Description</b>	<b>Time Units</b>
Checking cast batch number on housing of transfer gearbox	<b>20 TU</b>

Damage Code:

**W411 066 000**

Repair Code:

**1**

Labor Operation:

**Scope 2**

<b>Description</b>	<b>Time Units</b>
Replacing transfer gearbox	<b>240 TU Cayenne (V6) w/Tiptronic</b>
Includes: Checking cast batch number on the housing of the transfer gearbox, removing and installing rear cardan shaft, removing and installing exhaust system, removing and installing engine guard.	<b>300 TU Cayenne S/Cayenne T</b>

Damage Code:

**W411 066 000**

Repair Code:

**2**

Literature:

*Cayenne Technical Manual, Group 3:*  
Repairs

- 39 65 19 – Removing and installing transfer gearbox
- 39 35 19 – Removing and installing rear cardan shaft
- 26 01 19 – Removing and installing exhaust system
- 10 80 19 – Removing and installing engine guard

**Attachment "D" Administrative Procedure, Customer Service Action W411**

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:** W411 066 000 1 (for Scope 1)  
W411 066 000 2 (for Scope 2)

**Labor Operation:** Will be automatically inserted along with the necessary parts when the damage code is entered.

**Repair Code:** 1 (for scope 1)  
2 (for scope 2)

<b>Time Units:</b>	<b>Scope 1</b>	
	<b>Description</b>	<b>Time Units</b>
	Checking cast batch number on housing of transfer gearbox:	20 TU
	<b>Scope 2</b>	
	<b>Description</b>	<b>Time Units</b>
	Replacing transfer gearbox: Includes: Checking cast batch number on the housing of the transfer gearbox, removing and installing rear cardan shaft, removing and installing exhaust system, removing and installing engine guard.	240 TU Cayenne (V6) w/Tiptronic 300 TU Cayenne S/Cayenne T

**Parts Required:** Will be automatically inserted along with the necessary parts when the damage code is entered

**Information:** If the vehicle falls into one of the categories listed below, please report it to your Warranty Administrator via e-DCS e-mail system. The e-mail should include the VIN, Category, and Campaign information.

- Total Loss
- Vehicle Stolen
- Vehicle left North America
- Customer Moved/address unknown
- Vehicle sold, new owner information
- 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.

**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 service 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 know-how to do a job properly and safely. If a condition is described, do not assume 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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