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DEPARTMENT OF  
DEFECT 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 2003/4 Porsche Cayenne, Cayenne S and Cayenne Turbo Models (NHTSA Recall No. 04V-231, Porsche Recall No. A404)

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.

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

Enclosure

# PORSCHE

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

On May 17, 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**

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

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

**Make:** Porsche

**Model Year:** 2003 - 2004

**Models:** Cayenne, Cayenne S, and Cayenne Turbo

**Production Dates:** Start of Production to December 3, 2003.

**VIN Ranges:**

2003 Cayenne S -  
WP1AB29P23LA60051 to WP1AB29P03LA61151

2003 Cayenne Turbo -  
WP1AC29P63LA90022 to WP1AC29P23LA90387

2004 Cayenne -  
WP1AA29P54LA20020 to WP1AA29P44LA21465

2004 Cayenne S -  
WP1AB29P94LA60002 to WP1AB29P14LA74279

2004 Cayenne Turbo -  
WP1AC29P74LA90001 to WP1AC29P84LA93442

**Vehicle Type:** Multi-Purpose Vehicle

**Bodystyle:** Four-door SUV

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.

**We estimate 100%.**

# PORSCHE

## **PART 573 Defect and Noncompliance Update 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: **19,175.**

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

**We estimate less than 1%.**

Identify and describe how the recall population was determined:

**Estimate from the supplier Autoliv-Hungary (see IV).**

### **III. Describe the Defect or Noncompliance**

5. Describe the defect or noncompliance.

**The affected 2003 and 2004 model year Porsche Cayenne vehicles may have a safety belt latch attachment bolt, which is insufficiently riveted. The attachment bolts for the safety belt latches for the rear seating positions may not be properly riveted on some individual latches, making it possible for it to slide out of the attachment over time. On single belt latches (attachment for one safety belt) the attachment bolt might be able to fall out to the side; on double latches (attachment for two safety belts) the bolt cannot fall out, but can only slip.**

Describe the cause of the defect or noncompliance condition.

**Please refer to the response to section 6 below.**

# PORSCHE

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

Describe the consequence of the defect or noncompliance condition.

**If a bolt slips out of the attachment or falls out, the belt latch may not be able to withstand the applied loads.**

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

**None.**

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

**Autoliv-Hungary.**

### **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.

**Within the context of production surveillance at the belt latch supplier, as well as on the Cayenne assembly line, individual latches were found with incorrectly riveted belt latches. During the search for the cause at the supplier it was determined that the incomplete riveting occurred during production when a part remained in the riveting machine at the time it was turned off. When the machine was again turned on (i.e. at the beginning of the next shift) incompletely riveted parts were ejected and inadvertently mixed with properly riveted parts.**

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.**

# PORSCHE

## **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.

**Porsche has notified owners of affected vehicles and requested that the owners bring their vehicle to an authorized dealer so that the belt buckle latch can be inspected and, if necessary, replaced without charge.**

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

**None.**

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.

**Since December 3, 2003, all latches have been subjected to multiple inspections and measures were introduced into the riveting process (software modifications, additional sensor) to make sure that incompletely riveted latches cannot remain in the machine after it has been turned off.**

# PORSCHE

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

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

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

**On May 25, 2004 Porsche released a press release notifying the public of the recall (see attached).**

**On May 26, 2004 Porsche informed the Porsche Dealer Board of Regents of the recall and on May 28, 2004 informed all Porsche dealers of the recall (see attached notice and Campaign Information bulletin).**

**On June 1, 2003 through June 6, 2004 all known customers were informed of the recall by first class mail (see attached customer campaign notice).**

### **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 documents.**



Contact: Martin Peters  
Manager, Media Relations  
(770) 290-3667

Gary Fong  
Cayenne Publicity Specialist  
(770) 290-3649

## **PORSCHE® TO INSPECT CAYENNE® REAR SEAT BELT BUCKLES**

ATLANTA, May 25, 2004 --- Porsche Cars North America, Inc. today announced it will inspect 20,198 Porsche Cayenne sport utility vehicles sold in the United States and Canada to determine the condition of the pins that hold the rear seat belt buckles in place.

There is a possibility that the pins linking the belt buckles to their anchorages have been manufactured incorrectly, which could lead to a situation where the pin separates from the belt buckle.

Porsche believes the condition exists in less than 1 percent of the 20,198 vehicles, all of which were built between Oct. 1, 2002 and December 17, 2003.

The seat belt systems for the driver and front passenger are not affected by this measure. Porsche knows of no case of accident or injury resulting from the failure of a Cayenne rear seat passenger restraint system.

Porsche will notify owners of the involved vehicles in writing. There will be no charge to the customer for the inspection of the seat belt buckles or related repairs. The inspection will take approximately 20 minutes to complete.

Porsche is applying the same measure to Cayennes sold in markets around the world.

PCNA, based in Atlanta, Ga., and its subsidiary, Porsche Cars Canada, Ltd., are the exclusive importers of Porsche sports cars and Cayenne sport utility vehicles for the United States and Canada. A wholly-owned, indirect subsidiary of Dr. Ing. h.c. F. Porsche AG, PCNA employs approximately 250 people who provide Porsche vehicles, parts, service, marketing and training for its 204 U.S. and Canadian dealers. They, in turn, provide Porsche owners with best-in-class service.

###



**Dealer Notification  
Recall Campaign Notice  
A404 – Porsche Cayenne (V6), Cayenne S and Cayenne Turbo Model  
Year 2003 and 2004**

Friday, May 28, 2004

Re: Recall Campaign A404, Check Riveting and/or Replace Rear Safety Belt Locks and Filing of Safety Defect Information Report (Part 573) with the National Highway Traffic Safety Administration (NHTSA)

**Attention: All Porsche Dealers in North America**

Porsche AG, the manufacturer, has decided that a defect relating to motor vehicle safety exists in certain model year 2003 and 2004 Porsche Cayenne (V6), Cayenne S and Cayenne Turbo vehicles. The possibility exists that the affected Porsche vehicles were fitted with rear safety belt locks on which the pivot pin bolt is not riveted. Vibrations could therefore cause the pivot pin bolt to work its way out of the lock mount.

There is therefore, no longer any guarantee that the safety belt system will restrain vehicle occupants, e.g. in the event of a collision. In order to avoid danger to occupants in an accident, the rear safety belt locks must be checked and, depending on the result of this inspection, may be replaced.

A total of 19,175 U.S. and 1023 Canadian vehicles fall within the scope of this customer recall campaign.

Porsche Cars North America, Inc. will notify All Owners of affected vehicles by First Class Mail during the week of May 31, 2004. The necessary replacement parts were expedited via an automatic parts allocation to each Porsche dealership in North America. These replacement safety belt locks (buckles) are clearly marked with a bright orange label attached to parts bag, marked as a recall campaign part. The estimated time to complete the work for the recall campaign will be approximately 20 time units. Additional time may be required.

**Note:** We kindly ask that you do not order excess quantity of recall campaign parts you may not use. Although an actual inspection will be required to check all vehicles involved, we expect a very small number of vehicles that actually require replacement.

Please inform inquiring and interested Porsche Cayenne owners that other recall campaigns and/or workshop service actions open may also be performed together with the above campaign while visiting your Porsche dealership.

We thank you for your kind attention and support in this important matter.

Please contact Porsche Cars North America, Inc., at 770-290-3505 if you have a question or concern regarding this recall campaign.

We kindly ask that you inform your service personnel accordingly.

Thank you.

Sincerely,

Rolf Seiferheld  
Manager, AfterSales Publications

Chalmers Niemeyer  
Recall Campaign Specialist

Porsche Cars North America, Inc.

Date: 05/28/04

**Campaign Information**

Cayenne

5/04

A404

**6****A404 – Checking Riveting and Replacing Rear Safety Belt Locks**

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

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

This is to inform you of a voluntary Customer Recall Campaign involving a certain range of model year 2003 and 2004 Porsche 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 2003 and 2004 Porsche Cayenne, Cayenne S and Cayenne Turbo vehicles. The possibility exists that the affected Porsche vehicles were fitted with rear safety belt locks on which the pivot pin bolt is not riveted. Vibrations could therefore cause the pivot pin bolt to work its way out of the lock mount and the rear safety belt could separate from its anchored point.

There is therefore, no longer any guarantee that the safety belt system will restrain vehicle occupants, e.g. in the event of a crash. In order to avoid injury or danger to occupants in a crash, the safety belt locks must be checked and, depending on the result of this inspection, may be replaced.

A total of 19,175 U.S. and 1023 Canadian vehicles fall within the scope of this customer recall campaign.

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

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

**Model Year 2003, US and Canadian Vehicles**

WP1AB29P23LA60051 to WP1AB29P03LA61151 Cayenne S  
WP1AC29P63LA90022 to WP1AC29P23LA90387 Cayenne Turbo

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

WP1AA29P54LA20020 to WP1AA29P44LA21465 Cayenne (V6)  
WP1AB29P94LA60002 to WP1AB29P14LA74279 Cayenne S  
WP1AC29P74LA90001 to WP1AC29P84LA93442 Cayenne Turbo

**Note:** The vehicles involved may also be affected by other Workshop Service Actions. Please perform the required work during one workshop visit by this Porsche Cayenne Owner.

**Customer Notification:**

Porsche Cars North America, Inc., will notify All Owners of affected vehicles by First Class Mail during the week of May 31, 2004. See enclosed copies of the Recall Notification card to the Porsche Owner (Attachments "A" & "B").

6

Cayenne  
A404 5/04

Campaign Information

Work Procedure: See Attachment "C"

Parts Information:	<b>Part Number</b>	<b>Qty.</b>	<b>Description</b>
	955 803 055 00 HCP	1	Single Belt Lock (if necessary)
	955 803 054 00 HCP	1	Double Belt Lock (if necessary)

Tools: Torque Wrench 0-50 Nm (37 ftHb.)  
Caliper gauge

Order Procedure: Parts Distribution PCNA

Time Allowance: Scope 1: 30 TU  
Scope 2: 30 TU

Administrative Procedure: See attachment "D"

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

<b>Maintenance Record</b> Fill in date and mileage. Only check off type of service performed.			
<input checked="" type="checkbox"/> Spark Maintenance <input checked="" type="checkbox"/> Major Maintenance <input checked="" type="checkbox"/> Emission Control Maintenance	<input checked="" type="checkbox"/> Spark-plug change <input checked="" type="checkbox"/> Minor Maintenance	<input type="checkbox"/> Yearly Maintenance <input type="checkbox"/> Major Maintenance <input type="checkbox"/> Emission Control Maintenance	<input type="checkbox"/> Spark-plug change <input type="checkbox"/> Minor Maintenance
Date: 6-1-04	A404	Date: _____	_____
Miles: 2300	(dealer stamp)	Miles: _____	(dealer stamp)
<input type="checkbox"/> Yearly Maintenance <input type="checkbox"/> Major Maintenance <input type="checkbox"/> Emission Control Maintenance	<input type="checkbox"/> Spark-plug change <input type="checkbox"/> Minor Maintenance	<input type="checkbox"/> Yearly Maintenance <input type="checkbox"/> Major Maintenance <input type="checkbox"/> Emission Control Maintenance	<input type="checkbox"/> Spark-plug change <input type="checkbox"/> Minor Maintenance
Date: _____	_____	Date: _____	_____
Miles: _____	(dealer stamp)	Miles: _____	(dealer stamp)
<input type="checkbox"/> Yearly Maintenance <input type="checkbox"/> Major Maintenance <input type="checkbox"/> Emission Control Maintenance	<input type="checkbox"/> Spark-plug change <input type="checkbox"/> Minor Maintenance	<input type="checkbox"/> Yearly Maintenance <input type="checkbox"/> Major Maintenance <input type="checkbox"/> Emission Control Maintenance	<input type="checkbox"/> Spark-plug change <input type="checkbox"/> Minor Maintenance
Date: _____	_____	Date: _____	_____
Miles: _____	(dealer stamp)	Miles: _____	(dealer stamp)

Campaign Information

Cayenne

5/04

A404

6

Sincerely,

*Rolf Seiferheld*

Rolf Seiferheld  
 Manager, AfterSales Publications

**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	Service Manager	Shop Foreman	Service Technician	_____	_____	_____	_____
Distribution	Asst. Manager	Warranty Admin.	Service Technician	_____	_____	_____	_____
Routing							

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Printed in the USA

Attachment "A" USA Notification Card

Customer Campaign Notice

**A404 Reply Card – Cayenne (V6), Cayenne S and Cayenne Turbo Model Year 2003 and 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 2003 and 2004 Porsche 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 possibility exists that your Porsche Cayenne vehicle was fitted with rear safety belt locks on which the pivot pin bolt is not riveted. Vibrations could therefore cause the pivot pin bolt to work its way out of the lock mount, and the rear safety belt could separate from its anchored point.

There is therefore, no longer any guarantee that the safety belt system will restrain vehicle occupants, e.g. in the event of a crash. In order to avoid injury or danger to occupants in a crash, the rear safety belt locks must be checked and, depending on the result of the inspection, may be replaced.

Please note Federal Regulation requires that any vehicle lessee 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 inspection and/or 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 one half of 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.  
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 recall 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. Reimbursements have not been necessary since your vehicle is covered by the new car warranty. 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	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
-------	-----	------

Recall  
A404

Vehicle Identification Number

Thank you for your reply.

Your rear seat belt locks will be checked and replaced if necessary.

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Attachment "B" Canadian Notification Card

Customer Campaign Notice

**A404 Reply Card – Cayenne (V6), Cayenne S and Cayenne Turbo Model Year 2003 and 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 2003 and 2004 Porsche 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 possibility exists that your Porsche Cayenne vehicle was fitted with rear safety belt locks on which the pivot pin bolt is not riveted. Vibrations could therefore cause the pivot pin bolt to work its way out of the lock mount and the rear safety belt could separate from its anchored point.

There is therefore, no longer any guarantee that the safety belt system will restrain vehicle occupants, e.g. in the event of a crash. In order to avoid injury or danger to occupants in a crash, the rear safety belt locks must be checked and, depending on the result of this inspection, may be replaced.

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

You should arrange for an appointment with your Porsche dealer as soon as possible to have the required inspection and/or 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 one half of 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.  
980 Hammond Drive, Suite 1000  
Atlanta, Georgia 30328

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

You may notify Transport Canada, Road Safety (ASPAD), 2780 Sheffield Road, Ottawa, Ontario, K1B 3V9.

We sincerely regret any inconvenience this recall 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. Reimbursements have not been necessary since your vehicle is covered by the new car warranty. 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										Initial	
Number										Street											
City										Province		Postal Code									

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

Please print and give complete information.  
 Month Day Year  
 Recall A404

Vehicle Identification Number





Attachment "B" Canadian Notification Card

PORSCHE

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

Customer Campaign Notice

Vehicle  
Identification  
Number

Recall  
A404

Use the nearest authorized Porsche dealer of your choice.

PORSCHE

may vary depending on model and trim

Thank you for your  
reply.

Your rear seat belt  
locks will be  
checked and  
replaced if  
necessary.

© 2004 Porsche Cars North America, Inc.

PORSCHE

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

**Attachment "C" Work Procedure**

Vehicle Type: **Cayenne / Cayenne S / Cayenne Turbo**

Model Year: **MY2003(3) / MY2004(4)**

Concerns: **Rear belt buckles**

Affected Vehicles: **Only those vehicles listed in the dealer notification list (also see IPAS After Sales Service).**

Parts Information:	Part Number	Description
	955 803 055 00 HCP	Single belt buckle (only if required)
	955 803 054 00 HCP	Double belt buckle (only if required)

Tools: **Torque wrench 0-50 Nm (37 ft-lb.)  
Caliper gauge**

Work Procedure: **Measure the rivet head diameter of the axle pin of the back seat belt buckle and replace the belt buckles if necessary.**

1. Lift the seat cushions of the left and right back seats on the front edge, pull forward, and raise the seat cushions vertically.
2. Remove rear belt buckles according to Technical Manual, Group 6, Chapter 69 25 19.
3. Using a caliper gauge as shown in Figure 1, measure the rivet head diameter (Figure 1, Item A).

**Note:** The diameter of the pin head (Figure 1, Item B) of approximately 14 mm is not important for the campaign.

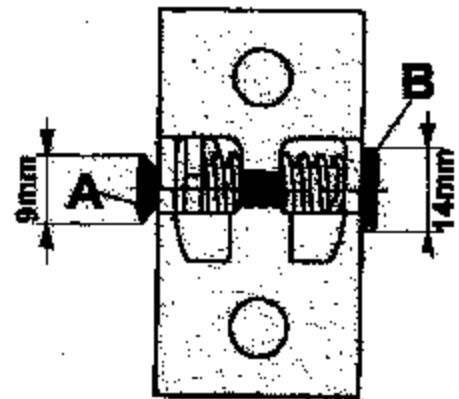
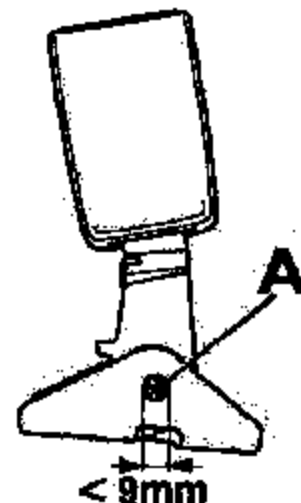


Figure 1

Work Procedure:  
(cont'd)



**Figure 2**  
The axle pin of the single and double belt buckle is riveted correctly, if the measured rivet head diameter (Figure 2, Item A) is 9 mm or larger.



**Figure 3**  
The axle pin of the single and double belt buckle is not riveted correctly, if the measured rivet head diameter (Figure 3, Item A) is less than 9 mm. The belt buckle is not OK and must be replaced.

4. Install the rear belt buckles as described in the Technical Manual, Group 6, Chapter 69 25 19 and tighten the fastening screws with a torque of 50 Nm (37 ft-lb.).
5. Fold over the seat cushions of the left and right back seats, push them under the backrest, and then push the seat cushions downward toward the front. When doing so, make sure that the belt buckles are accessible.
6. Enter the recall campaign into the Maintenance booklet.

Invoicing:

**Scope 1**

**Damage Code:** A404 099 000, **Repair Code 1**

Checking all rear belt buckles: **30 TU**

Includes: Removing and measuring both rear belt buckles.

**Scope 2**

**Damage Code:** A404 099 000, **Repair Code 2**

Checking and replacing rear belt buckles: **30 TU**

Includes: Removing and measuring both rear belt buckles, and replacing them if necessary.

Literature:

Cayenne Technical Manual, Group 6:

Repairs: 69 25 19 – Removing and installing rear belt buckle

Cayenne Owner's Manual: Chapter "Controls, Safety, Instruments" – Back seats.

**6**

**Cayenne**  
**A404 5/04**

**Campaign Information**

**Attachment "D" Administrative Procedure**

Warranty claims should be submitted via e-DCS

**Note:** Always check for open recall status under the appropriate e-DCS menu options.

**Affected VINs:** The VIN file 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.

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

<b>Parts Required:</b>	<b>Part Number</b>	<b>Qty.</b>	<b>Description</b>
	955 803 055 00 HCP	1	Single Belt Lock (if necessary)
	955 803 054 00 HCP	1	Double Belt Lock (if necessary)

**Note:** Do not discard removed parts. A bar code and return will be generated.

**Tools:** Torque Wrench 0-50 Nm (37 ft-lb.)  
 Caliper gauge

**Time Units:** Scope 1: 30 TU  
 Scope 2: 30 TU

**Damage Code:** A404 099 000

**Repair Code:** Scope 1: 1  
 Scope 2: 2

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.

## Customer Campaign Notice

### A404 Reply Card - Cayenne (V6), Cayenne S and Cayenne Turbo Model Year 2003 and 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 2003 and 2004 Porsche 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 possibility exists that your Porsche Cayenne vehicle was fitted with rear safety belt locks on which the pivot pin bolt is not riveted. Vibrations could therefore cause the pivot pin bolt to work its way out of the lock mount and the rear safety belt could separate from its anchored point.

There is therefore, no longer any guarantee that the safety belt system will restrain vehicle occupants, e.g. in the event of a crash. In order to avoid injury or danger to occupants in a crash, the rear safety belt locks must be checked and, depending on the result of this inspection, may 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 inspection and/or 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 one half of 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.  
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 recall 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. Reimbursements have not been necessary since your vehicle is covered by the new car warranty. 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										Initial	
Number										Street											
City										State					Zip Code						

Vehicle totaled/scrapped:

Vehicle reported stolen:

Vehicle has been exported:

Month	Day	Year
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Please print and give complete information.

Recall  
**A404**

Vehicle  
Identification  
Number

Thank you for your reply.

Your rear seat belt locks will be checked and replaced if necessary.

Please Print and Give Complete Information

PORSCHE

**PORSCHE**

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

**Customer Campaign Notice**

Vehicle  
Identification  
Number

Recall  
**A404**

See the nearest Authorized Porsche dealer of your choice.

**PORSCHE**

Please cut along this perforation line.

Thank you for your  
reply.

Your rear seat belt  
locks will be  
checked and  
replaced if  
necessary.

Please return to: the Postmaster, Inc.

**PORSCHE**



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY CARD**

FIRST CLASS PERMIT NO. 26231 ATLANTA, GA

POSTAGE WILL BE PAID BY ADDRESSEE

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

