

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 leasee 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 20690, 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 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: }  Please print and give complete information.  Recall W411  
 Vehicle reported stolen: } Month Day Year  
 Vehicle has been exported: }

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

Use the nearest Authorized Porsche dealer of your choice.

**PORSCHE**

Please do not fold this card.

Thank you for your reply.

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

**PORSCHE**

**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

**NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES**