

### W411 – Replacement of Transfer Gearbox

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**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!**

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)

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Cayenne  
W411 11/03

## Technical Information

**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 VRU (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 noise 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 current 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



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 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										Province										Postal Code	

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

Month Day Year

Please print and give complete information.

Need 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.

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Canadian Customer Notification Card

PORSCHE

Porsche Cars Canada, Ltd.  
5045 Orbitor Drive / Building 11, Suite 200  
Mississauga, Ontario L4W 4Y4

Customer Recall Campaign/Workshop Service Action Notice

Vehicle  
Manufacturer  
Number

Recall  
W411

Get the correct Authorized Porsche dealer of your choice.

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Please see also the instruction card.

Thank you for your  
reply.

Your transfer gear-  
box casting  
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

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**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).

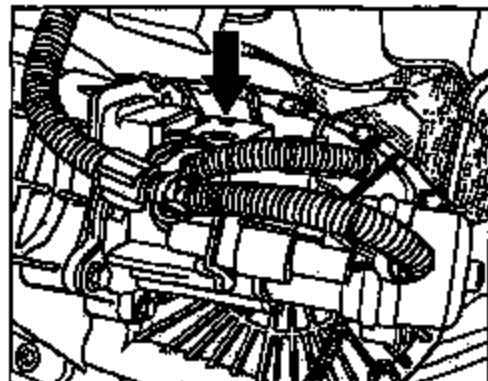


Figure 1

- 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)

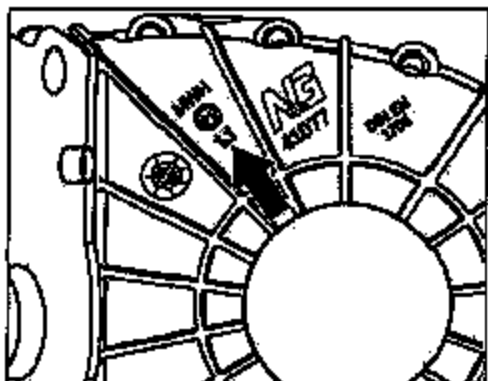


Figure 2

- 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)

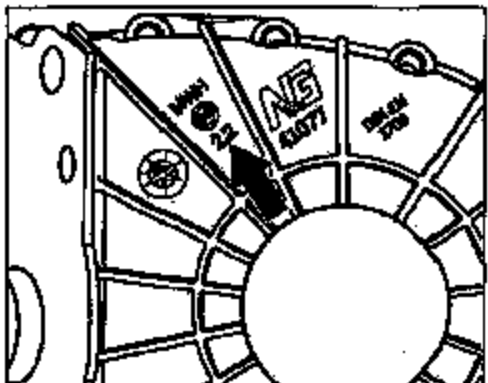


Figure 3

**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 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>240 TU Cayenne (V6) w/Tiptronic 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

**Technical Information**

**Cayenne**  
**11/03 W411**

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**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 056 000 1 (for Scope 1)  
 W411 056 000 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)

**Time Units:**

**Scope 1**

**Description**

Checking cast batch number on housing of transfer gearbox:

**Time Units**

**20 TU**

**Scope 2**

**Description**

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.

**Time Units**

**240 TU Cayenne (V8) 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.

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Cayenne  
W411 11/03

## Technical Information

**Important Notice:** Porsche Cars NA 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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