

Campaign Information

RECEIVED
NVS-215

Cayenne

5/04

A404

6

A404 - Checking Riveting and Replacing Rear Safety Belt Locks

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

OFFICE OF
DEFECTS INVESTIGATION

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").

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Work Procedure: See Attachment "C"

Parts Information:

Part Number	Qty.	Description
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 ft-lb.)
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)

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

Campaign Information

Cayenne

5/04

A404

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Sincerely,



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							
Routing	Asst. Manager	Warranty Admin.	Service Technician				

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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 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 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:

Month Day Year

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.

PORSCHE

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 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 the 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 (ASFAI), 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: } Month Day Year Please print and give complete information.
 Vehicle reported stolen: }
 Vehicle has been exported: }

Vehicle Identification Number

Recall
A404

Thank you for your reply.

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

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	A404
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See the nearest Authorized Porsche dealer of your choice.

PORSCHE

Thank you for your reply.

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

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.

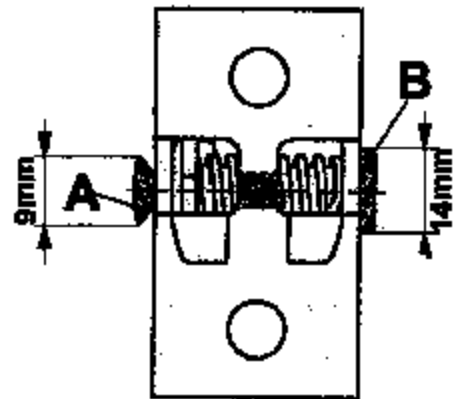


Figure 1

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.

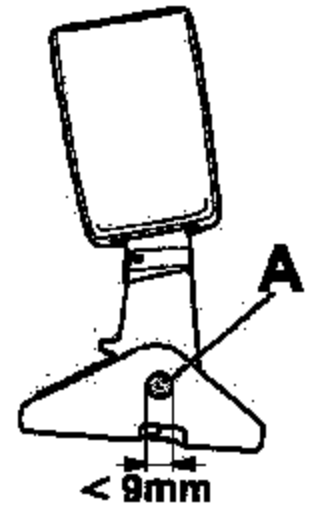


Figure 3
The axle pin of the single and double belt buckle is not riveted correctly, if the measured rivet head diameter (Figure 3, item A) is less than 9 mm. The belt buckle is not OK and must be replaced.

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.

Involving:

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.

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.

Parts Required:	Part Number	Qty.	Description
	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.