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DEFECTS INVESTIGATION
RECALL MGMT DIV.

07V-557
(19 Pages)

VIA FEDERAL EXPRESS

December 4, 2007

Ms. Kathleen Demeter
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E. (W45-302)
Washington, DC 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 for the Model Year 2008 Porsche 911 GT3 and 911 GT3RS models

Dear Ms. Demeter:

Porsche Cars North America, Inc. on behalf of Dr. Ing. h.c.F. Porsche AG hereby informs you of Porsche's intention to conduct a safety related recall and remedy campaigns involving Porsche 911 GT3 and GT3 RS vehicles.

On behalf of Dr. Ing. h.c.F. Porsche AG, Porsche Cars North America, Inc. has enclosed a defect 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,

A handwritten signature in black ink, appearing to read "W. Lewis".

Walter J. Lewis, Manager
Regulatory Affairs

Enclosures

cc: George Person, NHTSA - ODI via facsimile



PART 573 Defect and Noncompliance Report

On November 29, 2007, Porsche decided that a defect, which relates to motor vehicle safety 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: **December 4, 2007**

Manufacturer's identification code: **A802**

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**

Signed

A handwritten signature in black ink, appearing to be "W. Lewis", written over a horizontal line.



PART 573 Defect and Noncompliance Report

I. Identify the Vehicle Models involved in the Recall

2. Vehicles Involved in the Recall:

Make: **Porsche**

Model Year: **2008**

Models: **911 GT3, 911 GT3RS**

Production Dates: **September 28, 2007 through November 9, 2007.**

VINs: **WP0AC29988S792200 through WP0AC299X8S792263.**

Vehicle Type: **Passenger car.**

Bodystyle: **2-door coupe.**

Descriptive information which characterizes/distinguishes the recalled vehicles from those models not included in the recall:

None.

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: **37**



PART 573 Defect and Noncompliance Report

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

100%.

Identify and describe how the recall population was determined:

To be determined.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance.

It is possible that defective switch consoles for the "PASM" (Porsche Active Suspension Management) and "TC-Off" (Traction Control) switches were installed in the affected vehicles. The LEDs in the switches can signal a function change in the PASM mode or the deactivation of Traction Control even though the switches were not actuated. In addition, the Porsche Active Suspension Management and Traction Control systems can fail.

Describe the cause of the defect or noncompliance condition.

See above.

Describe the consequence of the defect or noncompliance condition.

There is the possibility that, if the traction control and/or active stability management systems are inadvertently disabled, and the subsequent warning lamp illumination in the instrument panel/on-board computer is unnoticed by the driver, the safety benefits of these systems would be unavailable to the driver which could increase the possibility of a crash during aggressive driving maneuvers.



PART 573 Defect and Noncompliance Report

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

Anytime the traction control/active stability management systems are disabled, either commanded or inadvertently, the respective warning will be indicated in the instrument panel/on-board computer.

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.

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 and a new switch console will be installed. Please refer to the enclosed draft service information bulletin for additional detail.



PART 573 Defect and Noncompliance Report

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.

To be determined.

VI. Identify the Recall Schedule

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

Will be forwarded as soon as possible.

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.

Enclosed is a draft service information bulletin. Also enclosed is a draft of the customer notification letter.

A802 - Replacing Switch Console (Customer Recall Campaign)

Vehicle Type: **911 GT3 (997)**

Model Year: **2008**

Concerns: **Switch console for the "PASM" (Porsche Active Suspension Management) and "TC Off" (Traction Control) switches.**

Information: This is to inform you of a voluntary Customer Recall Campaign on certain 2008 model year 911 GT3 (997) vehicles. **It is possible that a defective switch console for the "PASM" (Porsche Active Suspension Management) and "TC Off" (Traction Control) switches was installed in the affected vehicles.** The LEDs in the switches can signal a functional change in the PASM mode or the deactivation of Traction Control even though the switches are not actuated. Furthermore, the Porsche Active Suspension Management and Traction Control systems can fail and the corresponding warnings on the on-board computer will alert the driver to this malfunction.

To remedy this situation, replace the switch console.

Affected Vehicles: A total of 39 US and Canadian vehicles fall within the scope of this Customer Recall Campaign. **Very Important!** Use the VIN range below as a general guideline. See Attachment "B" VIN List for affected vehicles. The VIN can be checked in the WWS for confirmation of an open Customer Recall campaign (Also see PIWIS VIN Information). 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:

USA 2008 911 GT3 (997)

WP0AC29988S792200 to WP0AC299X8S792263

Canadian 2008 911 GT3 (997)

WP0AC29968S792230 & WP0AC29968S792261

Customer Notification: See Attachment "A"

Work Procedure: See Attachment "C"

Time Allowance Replacing switch console

Scope 1:

- Vehicles with standard switch console

Working Time:

Replacing switch console

Labor time: **60 TU**

Includes: Removing and installing trim (left and right) for center console
 Removing and installing air-conditioning system regulator
 Reading out fault memory and erasing it if necessary

Parts Required:

997.613.127.00.FMH ⇒ Switch console

1 ea.

Invoicing: ⇒ Damage Code A802 099 000 2

Time Allowance Removing and installing switch console

Scope 2:

- Vehicles with painted or leather switch console trim (Exclusive option "CMF", "CUF" or "CUR").
- The switch console was not manufactured during the period from September 24, 2007 up to and including October 22, 2007: The switch console is **OK** and does **not** need to be replaced.

Working Time:

Removing and installing switch console

Labor time: **40 TU**

Includes: Removing and installing trim (left and right) for center console
 Removing and installing air-conditioning system regulator
 Checking date of manufacture on switch console

Invoicing: ⇒ Damage Code A802 099 000 1

Time Allowance Replacing switch console

Scope 3:

- Vehicles with painted or leather switch console trim (Exclusive option "CMF", "CUF" or "CUR").
- The switch console was manufactured during the period from September 24, 2007 up to and including October 22, 2007: The switch console must be replaced **and** the switch console trim must be refitted.

Working Time:

Replacing switch console

Labor time: **90 TU**

Includes: Removing and installing trim (left and right) for center console
Removing and installing air-conditioning system regulator
Checking date of manufacture on switch console
Refitting switch console trim
Reading out fault memory and deleting it if necessary

Parts Required:

997.613.127.00.FMH ⇒ Switch console 1 ea.

Invoicing: ⇒ Damage Code A802 099 000 2

Parts Info: 997.613.127.00.FMH ⇒ Switch console

Administrative Procedure: See Attachment "D"

Tools:	Socket-wrench insert, Torx T20	Torque wrench Nr.90 Pos.1 (2-10 Nm/1.5-7.5 ftlb.)
	Socket-wrench insert, Torx T30	PIWIS Tester 9718
	Ratchet	Battery charger (charging current of at least 40 A)
	Extension	Shop light
	Screwdriver (medium)	

Attachment "A" **Sample Customer Notification Letter Text**

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 Porsche 911 GT3 (997) model year 2008 vehicles.

Our records indicate that you are the Owner of a Porsche 911 GT3 (997) vehicle involved in this recall campaign. On your Porsche vehicle, it is possible that a defective switch console for the "PASM" (Porsche Active Suspension Management) and "TC Off" (Traction Control) switches was installed in your vehicle. The LEDs in the switches can signal a functional change in the PASM mode or the deactivation of Traction Control even though the switches are not actuated.

Furthermore, the Porsche Active Suspension Management and Traction Control systems can fail and the corresponding warnings on the on-board computer will alert the driver to this malfunction.

In order to prevent any danger resulting from the deactivation of Traction Control, the switch console 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 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 1 hour. Please allow yourself and your Porsche dealer additional time to complete the repairs.

If your Porsche dealer is unable to perform this inspection and or 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)

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. Also, please be aware that this recall must still be performed on your vehicle.

At your option, 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,
J. David Martin
Vice President, AfterSales
Porsche Cars North America, Inc.

Attachment "B" **VIN List**

The VIN can be checked in the WWS for confirmation of an open Customer Recall campaign (Also see PIWIS VIN Information). Also, the VIN can be checked via the VRU (Voice Response System) for any open listing.

USA 2008 911 GT3 (997)

WPOAC29988S792200 WPOAC29938S792203 WPOAC29998S792206 WPOAC29908S792207
WPOAC29928S792208 WPOAC29908S792210 WPOAC29928S792211 WPOAC29968S792213

WPOAC29988S792214 WPOAC29918S792216 WPOAC29938S792217 WPOAC29958S792218
WPOAC29978S792219 WPOAC29938S792220 WPOAC29958S792221 WPOAC29978S792222
WPOAC29998S792223 WPOAC29908S792224 WPOAC29928S792225 WPOAC29948S792226
WPOAC29968S792227 WPOAC299X8S792229 WPOAC299X8S792232 WPOAC29938S792234
WPOAC29958S792235 WPOAC29978S792236 WPOAC29908S792238 WPOAC29928S792239
WPOAC29998S792240 WPOAC29928S792242 WPOAC29968S792244 WPOAC299X8S792246
WPOAC29958S792249 WPOAC29918S792250 WPOAC29938S792251 WPOAC29978S792253
WPOAC299X8S792263

Canada 2008 911 GT3 (997)

WPOAC29968S792230 WPOAC29968S792261

Attachment "C": **Work Procedure**

- 1 Switch on the ignition and check to see if the "TC failure" warning appears on the on-board computer.
If this warning is displayed, the related fuse must be checked and replaced if necessary after you replace the switch console.
- 2 Switch off the ignition.
- 3 Remove switch console ⇒ *Workshop Manual '96271900 Removing and installing switch console - section on "Removing"*.

**Note**

On vehicles with a painted or leather switch console trim (Exclusive option "CMF", "CUF" or "CUR"), the switch console must be removed in order to check whether or not it needs to be replaced, depending on the date of manufacture of the switch console.

If the switch console must be replaced, remove the painted/leather trim from the removed switch console and fit it on the new switch console instead of the standard trim.

For more information, see enclosure for Technical Information – "Vehicles with painted or leather switch console trim: Checking date of manufacture on switch console and refitting switch console trim if necessary."

- 4 Install new switch console ⇒ *Workshop Manual '96271900 Removing and installing switch console - section on "Installing"*.
- 5 If the "TC failure" warning was displayed on the on-board computer, check the fuse in **row C**, slot **F8** (10 A) in the fuse box in the driver's footwell and replace it if necessary.
- 6 Read out the fault memory using the PIWIS Tester.

**ATTENTION**

Fault entry in the fault memory and control unit programming aborted due to low voltage.

- **Increased current draw during diagnosis or control unit programming can cause a drop in voltage, which can result in one or more fault entries and the abnormal termination of the programming process.**
- ⇒ **Before commencing work, connect a suitable battery charger with a current rating of at least 40 A to the vehicle battery.**

- 6.1 Connect PIWIS Tester to the vehicle and switch it on.
- 6.2 Switch on the ignition.
- 6.3 Call up the ⇒ 'Diagnosis' menu and select the vehicle type ⇒ '911 (997)'.
- 6.4 Read out the fault memories of the **PSM** and **PASM** control units and delete any faults in the control units.
- 6.5 Press  to return to the PIWIS Tester Start menu.
- 6.6 Disconnect the PIWIS Tester from the vehicle.
- 6.7 Switch off and disconnect the battery charger.

- 7 Enter the customer recall campaign in the Warranty and Maintenance booklet.

Attachment "D": Administrative Procedure, Customer Recall Campaign A802

Warranty claims should be submitted via WWS.

Note: Open campaigns can be checked in the VIN information screen under the link "VIN Information - Get Vehicle Information via VIN" within PIWIS.

Affected VINs: See Affected Vehicles on page 1.

Labor Will be automatically inserted when the damage code is entered.
Operation:

Time Allowance Replacing switch console

- Scope 1:
- Vehicles with standard switch console

Working Time:

Replacing switch console

Labor time: **60 TU**

Includes: Removing and installing trim (left and right) for center console
Removing and installing air-conditioning system regulator
Reading out fault memory and erasing it if necessary

Parts Required:

997.613.127.00.FMH ⇒ Switch console

1 ea.

Invoicing: ⇒ Damage Code A802 099 000 2

Time Allowance Removing and installing switch console

Scope 2:

- Vehicles with painted or leather switch console trim (Exclusive option "CMF", "CUF" or "CUR").
- The switch console was not manufactured during the period from September 24, 2007 up to and including October 22, 2007: The switch console is **OK** and does **not** need to be replaced.

Working Time:

Removing and installing switch console

Labor time: **40 TU**

Includes: Removing and installing trim (left and right) for center console
Removing and installing air-conditioning system regulator
Checking date of manufacture on switch console

Invoicing: ⇒ Damage Code A802 099 000 1

Time Allowance Replacing switch console

Scope 3:

- Vehicles with painted or leather switch console trim (Exclusive option "CMF", "CUF" or "CUR").
- The switch console was manufactured during the period from September 24, 2007 up to and including October 22, 2007: The switch console must be replaced **and** the switch console trim must be refitted.

Working Time:

Replacing switch console

Labor time: **90 TU**

Includes: Removing and installing trim (left and right) for center console
Removing and installing air-conditioning system regulator
Checking date of manufacture on switch console
Refitting switch console trim
Reading out fault memory and deleting it if necessary

Parts Required:

997.613.127.00.FMH ⇒ Switch console 1 ea.

Invoicing: ⇒ Damage Code A802 099 000 2

Parts Info: 997.613.127.00.FMH ⇒ Switch console

References: ⇒ Workshop Manual '681419 Removing and installing trim for centre console'
⇒ Workshop Manual '87021900 Removing and installing air-conditioning system regulator'
⇒ Workshop Manual '96271900 Removing and installing switch console'

Information: In cases where the recall cannot be performed, submit this information on a claim 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

Enclosure for Technical Information

Enclosure: **Vehicles with painted or leather switch console trim:**
Checking date of manufacture of switch console and refitting switch console trim if necessary.

Equipment: Painted or leather switch console trim (Exclusive option "CMF", "CUF" or "CUR")

Tools: Screwdriver (small, 2x)

Work Procedure: 1 **Check date of manufacture on switch console.**

1.1 Read off the date of manufacture on the removed switch console ⇒ *Figure 1 -arrow-*.

1.2 The switch console was **not manufactured during the period from September 24, 2007 up to and including October 22, 2007**:

The switch console is **OK** and does **not** need to be replaced → Re-install the switch console ⇒ *Workshop Manual '96271900 Removing and installing switch console - section on "Installing"* → Then **continue** with **Step 7** of the **Technical Information** for Recall campaign A802.

1.3 The switch console **was manufactured during the period from September 24, 2007 up to and including October 22, 2007**:

The switch console must be replaced → **Continue** with **Step 2** and refit the switch console trim.

2 **Refit the switch console trim.**

2.1 Remove the painted/leather trim from the removed switch console.

2.1.1 Insert a small screwdriver into the groove between the console and trim on the underside of the switch console as shown in ⇒ *Figure 2 -arrow-* and release the locking lug. Leave the screwdriver in this position.



Figure 1

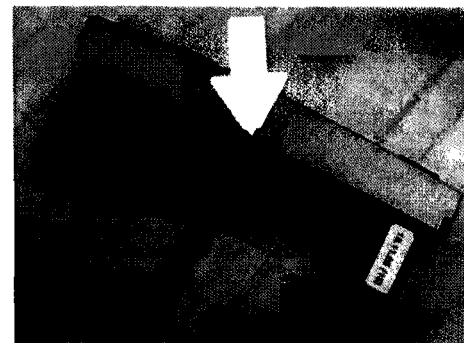
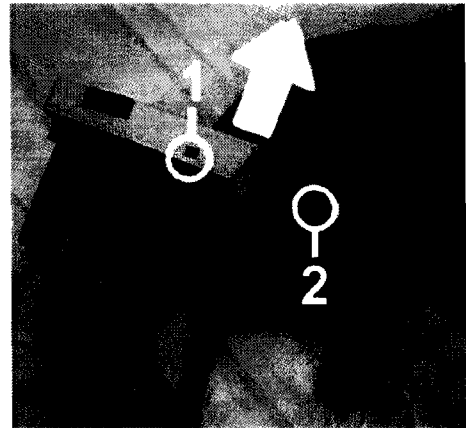
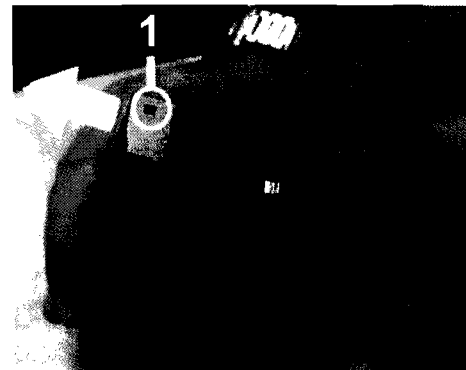


Figure 2

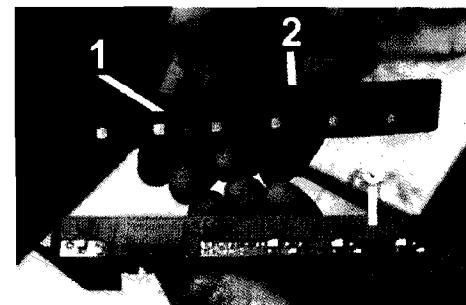
- 2.1.2 Insert a small screwdriver at the upper side of the switch console as shown in $\Rightarrow$ *Figure 3* and release the two locking lugs $\Rightarrow$ *Figure 3-1 and 2-*.
- 2.1.3 Pull the trim forward slightly $\Rightarrow$ *Figure 3 -arrow-* and unclip it from the locking lugs. Hold the trim at this position.

*Figure 3*

- 2.1.4 Release the side locking lug on the switch console $\Rightarrow$ *Figure 4-1-*. To do this, insert a small screwdriver between the switch console and trim as shown in $\Rightarrow$ *Figure 4* and press the locking lug down.
- 2.1.5 Hold the screwdriver at this position and pull the trim forward $\Rightarrow$ *Figure 4 -arrow-* off the switch console.

*Figure 4*

- 2.1.6 Take the switch gate link $\Rightarrow$ *Figure 5-1-* out of the trim $\Rightarrow$ *Figure 5-2-* you have just removed.
- 2.1.7 Lay the removed switch console $\Rightarrow$ *Figure 5-3-* and switch gate link $\Rightarrow$ *Figure 5-1-* aside. The painted/leather trim $\Rightarrow$ *Figure 5-2-* will be fitted on the new switch console after you have removed the standard trim $\rightarrow$ **Continue** with **Step 2.2**

*Figure 5*

- 2.2 Remove the standard trim from the new switch console.
- 2.2.1 Complete **Step 2.1.1** to **Step 2.1.6** on the **new** switch console $\rightarrow$ Then **continue** with **Step 2.2.2**

- 2.2.2 Lay the standard trim you have just removed ⇒ *Figure 6 -2-* aside.
- 2.2.3 Fit switch gate link ⇒ *Figure 6 -1-* as shown in ⇒ *Figure 6* on to the new switch console ⇒ *Figure 6 -3-*. The switch gate link is fixed to the switch console with two guide pins.

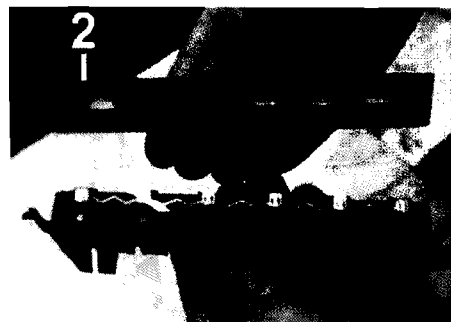


Figure 6

- 2.3 Fit the painted/leather trim on the new switch console.

- 2.3.1 Position trim ⇒ *Figure 7 -2-* on the new switch console ⇒ *Figure 7 -3-* with the switch gate link fitted ⇒ *Figure 7 -1-* and slide it on to the switch console ⇒ *Figure 7 -arrow-* until it engages with an audible click.

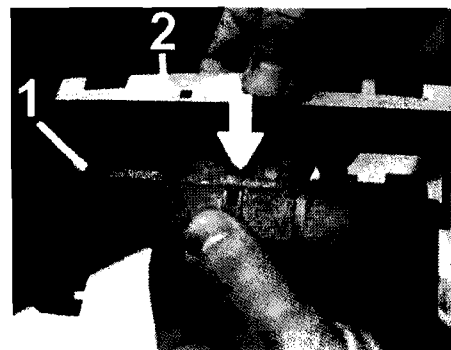


Figure 7

- 2.3.2 **Continue** with **Step 4** of the **Technical Information** for Recall campaign A802.

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

**Thank you for your
reply.**

**We will replace the
"PASM" (Porsche
Active Suspension
Management) and
"TC Off" (Traction
Control) switch
console.**

PORSCHE

PORSCHE®

Porsche Cars North America, Inc.

980 Hammond Drive, Suite 1000

Atlanta, Georgia 30328

CUSTOMER RECALL CAMPAIGN NOTICE

Vehicle
Identification
Number

Campaign
A802

See the nearest Authorized Porsche dealer of your choice.

PORSCHE®

**Thank you for your
reply.**

**We will replace the
“PASM” (Porsche
Active Suspension
Management) and
“TC Off” (Traction
Control) switch
console.**

Please tear along this perforation line.

PORSCHE

Please tear along this perforation line.



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 30328-6161

