PORSCHE

Telefax

To: Ms. Jennifer Timian Office of Defects Investigation NHTSA	Telefax: 202-366-7882
Date: October 11, 2013	No. of Pgs. (incl. cover) 9
From: Walter J. Lewis	Department: Regulatory Affairs
Telephone: (770) 290-3627	Telefax: (770) 290-5508
Re: **Part 573 Report**	

Dear Ms. Timian:

Attached is a copy of a Part 573 report, which we have sent to Ms. Nancy Lewis today.

Please let me know if you have any questions.

Best regards,

PORSCHE

Porsche Cars North America, Inc.
980 Hammond Drive
Suite 1000
Atlanta, Georgia 30328
(770) 290-3500 Fax: (770) 290-3700

VIA FEDERAL EXPRESS

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attention: Recall Management Division (NVS-215)
1200 New Jersey Ave., S.E.
Washington, DC 20590

October 11, 2013

Subject: Notification of Voluntary Safety Recall - Re-coding instrument cluster
              2013 – 2014 Cayenne (base model)
              2013 Cayenne Diesel
              2014 Cayenne S
              2014 Cayenne S Hybrid
              2013 – 2014 Cayenne GTS
              2014 Cayenne Turbo
              2014 Cayenne Turbo S

Dear Ms. Lewis:

Porsche Cars North America, Inc. ("Porsche"), on behalf of Dr. Ing. h.c. F. Porsche AG ("Porsche AG"), hereby informs you of Porsche's intention to conduct a voluntary safety related recall and remedy campaign involving certain 2013 and 2014 model year Porsche Cayenne vehicles. This information is submitted in accordance with the provisions of Part 573 of Title 49 of the Code of Federal Regulations.

573.6 (c) (1)   Manufacturer's Name
                       Dr. Ing. h.c. F. Porsche AG
                       70435 Stuttgart
                       Germany

                       Importer / Agent
                       General Counsel and Secretary
                       Porsche Cars North America, Inc.
                       980 Hammond Drive
                       Suite 1000
                       Atlanta, GA 30328

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573.6 (c) (2)   Identification of Vehicles

Make:	Porsche
Model Year:	2013 – 2014

Models:

2013 – 2014 Cayenne (base model)
2013 Cayenne Diesel
2014 Cayenne S
2014 Cayenne S Hybrid
2013 – 2014 Cayenne GTS
2014 Cayenne Turbo
2014 Cayenne Turbo S

Production Dates: May 27, 2013, to July 10, 2013

VIN Range:

From:	To:
WP1AA2A24DLA13110	WP1AA2A29DLA13118
WP1AA2A29DLA19680	WP1AA2A27DLA19998
WP1AF2A23DLA44088	WP1AD2A27DLA45413
WP1AA2A21ELA00008	WP1AA2A21ELA01207
WP1AF2A28ELA30026	WP1AF2A28ELA31919
WP1AE2A28ELA50103	WP1AB2A20ELA55417
WP1AD2A20ELA70090	WP1AC2A28ELA80093
WP1AC2A24ELA87056	WP1AC2A2XELA87093

Vehicle Type:	Multipurpose Passenger Vehicle
Bodystyles:	5-door SUV
Component Supplier:	Not applicable

573.6 (c) (3)   Number of Vehicles Potentially Containing the Defect

207

573.6 (c) (4)   Percentage of Vehicles Actually Containing Defect

100%

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573.6 (c) (5)   <u>Description of Defect</u>

Reports from drivers of new company vehicles, and subsequent related testing, have revealed that the fuel level senders on the affected vehicles may not have been calibrated correctly during the production process. As a result, the calculated range on remaining fuel displayed in the instrument cluster may be higher than the actual range and the fuel level indicated by the fuel gauge may also be higher than actual. If the driver relies entirely on the displayed (incorrect) driving range before refuelling, the vehicle will come to a standstill due to lack of fuel even though the instrument cluster displays a remaining possible driving distance.

573.6 (c) (6)   <u>Basis for Determination</u>

June 2013:	Porsche received the first reports from drivers of new cars about the problem.
June 26, 2013:	Car delivery was immediately stopped and cars recoded before shipment to various markets.
September 19, 2013:	It was discovered that a few cars left the production line without the new software installed and were already shipped.
September 30, 2013:	Confirmation that cars for the U.S. market are affected.
October 7, 2013:	Decision to recall the cars
Date of determination:	October 7, 2013.

573.6 (c) (7)   <u>Noncompliance Test Result</u>

Not applicable.

573.6 (c) (8)   <u>Proposed Remedial Program</u>

The affected vehicles will be recalled to the workshop and the instrument cluster will be re-coded.

The anticipated mailing and notification dates are as follows:

End of October 2013.

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573.6 (c) (9)   Remedy Proposal for the Replacement of Tires

                       Not applicable.

573.6 (c) (10)   Recall Communications

                       Attached is a draft copy of the pertinent Technical Information Bulletin to be
                       distributed to the Porsche dealer network. A draft of the customer notification letter
                       will be forwarded as soon as possible.

573.6 (c) (10)   Manufacturer Campaign Number

                       AD03.

Should you have any questions or require further information, please do not hesitate to contact me at (770)
290-3627.

Sincerely,
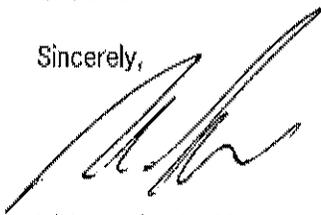
Walter J. Lewis, Manager
Regulatory Affairs

Enclosure

cc: Jennifer Timian, NHTSA - ODI via facsimile

PORSCHE

Technical Information	Service
	71/13 EN AD03 **9**

AD03 Recall campaign - Re-coding instrument cluster

Vehicle Type:	**Cayenne (92A)/Cayenne Diesel (92A)/Cayenne S Hybrid (92A)** **Cayenne S (92A)/Cayenne GTS (92A)/Cayenne Turbo (92A)/Cayenne Turbo S (92A)**
Model Year:	**As of 2013 up to 2014**
Concerns:	**Instrument cluster**
Situation:	**There is a possibility that the fuel level senders on the affected vehicles may not have been calibrated correctly during the production process.** As a result, the range on remaining fuel displayed in the instrument cluster might be higher than the actual range.
Action Required:	**Re-code** the **instrument cluster** using the PIWIS Tester with test software version **12.700** (or higher) installed.

> **ⓘ Information**
>
> The instrument cluster must be re-coded as part of this campaign by **entering the special start code Z9P9T.**

Affected Vehicles:	Only the vehicles assigned to the campaign (see also PIWIS Vehicle Information).
Tools:	**9818 - PIWIS Tester II** with test software version **12.700** (or higher) installed **WE1353 - Battery charger HFL 65**

Preliminary work

NOTICE

Coding will be aborted in the event of undervoltage.

- Increased current draw during diagnosis can cause a drop in voltage, which can result in one or more fault entries and the abnormal termination of the coding process.

⇒ Before commencing work, connect a suitable battery charger with a current rating of at least 40 A to the jump-start terminals in the engine compartment.

NOTICE

Coding will be aborted if the WLAN connection is unstable.

- An unstable WLAN connection can interrupt communication between PIWIS Tester II and the vehicle communication module (VCI). As a result, coding may be aborted.

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Service

Technical Information

⇒ During control unit coding, always connect PIWIS Tester II to the vehicle communication module (VCI) via the USB cable.

NOTICE

Control unit coding will be aborted if the driver's key is not recognised

* If the driver's key is not recognised in vehicles with Porsche Entry & Drive, coding cannot be started or will be interrupted.

⇒ Switch on the ignition using the original driver's key. To do this, replace the control panel in the ignition lock with the original driver's key if necessary.

ℹ Information

The procedure described here is based on the PIWIS Tester II test software version **12.700**.

The PIWIS Tester instructions take precedence and in the event of a discrepancy, these are the instructions that must be followed.
A discrepancy may arise with later software versions for example.

Procedure: 1   Connect a battery charger with a current rating of **at least 40 A** to the jump-start terminals in the engine compartment.

2   Switch on the ignition using the **original driver's key.**
For vehicles with "Porsche Entry & Drive", do this by replacing the control panel in the ignition lock with the original driver's key if necessary.

3   **9818 - PIWIS Tester II** with software version **12.700** (or higher) installed must be connected to the vehicle communication module (VCI) via the **USB cable.** Then, connect the communication module to the vehicle and switch on the PIWIS Tester.

4   On the PIWIS Tester start screen, call up the ⇒ **'Diagnostics'** menu and select the vehicle type ⇒ **'Cayenne'** ⇒ **'92A as of MY 2011'.**

The diagnostic application is then started and the control unit selection screen is populated.

Re-coding instrument cluster

ℹ Information

The instrument cluster must be re-coded as part of this campaign by **entering the special start code Z9P9T.**

After Sales

Technical Information

Procedure: 1   In the control unit selection screen (⇒ **'Over-view'** menu), press •F7 " to call up the ⇒ **'Addi-tional menu'** (⇒ Control unit selection).

2   When the question "Create Vehicle Analysis Log (VAL)?" appears, either press •F12 " to create a VAL or press •F11 " if you do not want to create a VAL.

3   Press •>> " to acknowledge the message informing you that campaigns for the vehicle are stored in the PIWIS information system.

Control unit selection

4   Select the ⇒ **'Campaign'** function and press •>> " to confirm your selection ⇒ Additional menu – Campaign.

You are then prompted to enter a start code.

Additional menu – Campaign

5   To enter the start code, click in the relevant text box so that the cursor starts to flash ⇒ Start code input field.

6   Enter the start code **Z9P9T**.

Press • Enter " to confirm the start code you entered. The text box turns blue.
Press •>> " to start the guided coding sequence.

Start code input field

i   Information

If coding does not start, the start code must be entered again and coding must be restarted.

i   Information

Read and follow the **information and instructions on the PIWIS Tester** during the guided coding sequence. Then press •>> " to continue.

Do not interrupt the coding process.

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Service

Technical Information

ℹ️ **Information**

Once coding has been completed successfully, the instrument cluster will go dark for a short time and the fuel gauge will jump to 0. The instrument cluster will then restart and the fuel gauge will show a reading that corresponds to the fuel tank level. The range on remaining fuel is only displayed after driving a short distance.

Following coding, the displayed values can be lower than the values that were previously displayed.

When coding has been completed successfully, the message "The action was completed successfully" will be displayed.

If coding is **interrupted** (e.g. due to a voltage drop or if communication is aborted, etc.) or if coding could **not be carried out successfully** (error message "Coding unsuccessful"), coding must be **repeated.**

7   Once control unit coding has been completed successfully, press •>> " to return to the start page of the Additional menu and press •<< " to return to the control unit selection screen.

Subsequent work

Procedure: 1   Switch off ignition.

2   Disconnect the PIWIS Tester from the vehicle.

3   Switch off and disconnect the battery charger.

4   On vehicles with Porsche Entry & Drive, replace the original driver's key in the ignition lock with the control panel again.

5   Enter the campaign in the Warranty and Maintenance booklet.

Invoicing

ℹ️ **Information**

The specified working time was determined specifically for carrying out this campaign and may differ from the working times published in the Labour Operation List in PIWIS.

Scope: **Re-coding instrument cluster**

Working time:	
Re-coding instrument cluster	Labor time: **33 TU**
Includes: Connecting and disconnecting battery charger	
Connecting and disconnecting PIWIS Tester	
Invoicing: ⇒ Damage code AD03 99 000, Repair code 1	

After Sales