

IMPORTANT SAFETY RECALL
THIS NOTICE APPLIES TO YOUR VEHICLE, VIN WP1AA2A24DLA13110

Kaiying Wang
601 Hillcrest Ct
Media, PA 19063-5440

December 5, 2013

Re: Porsche Recall AD03
Your Porsche 2013 Cayenne Tiptronic
Porsche VIN: WP1AA2A24DLA13110

Dear Kaiying Wang:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Porsche has decided that a defect which relates to motor vehicle safety exists in certain model year 2013 and 2014 Cayenne, Cayenne Diesel, Cayenne S Hybrid, Cayenne S, Cayenne GTS, Cayenne Turbo, and Cayenne Turbo S vehicles. Our records indicate that you are the owner or lessee of one of these vehicles.

During new vehicle evaluation testing, it was discovered that the fuel level senders on the affected vehicles may not have been calibrated correctly during the production process. As a result, the fuel gauge may read high, and the range on remaining fuel displayed in the instrument cluster may be higher than the actual range. If the driver relies on the fuel gauge or the displayed (incorrect) driving range before refueling, the vehicle will come to a standstill due to lack of fuel even though the instrument cluster displays a remaining possible driving distance. As a result, occupants of the vehicle may become stranded and require roadside assistance. Also, if the driver is unable to maneuver to vehicle off the road, a vehicle crash could occur.

Porsche has decided to conduct a safety recall to correct this situation. Until the recall is performed, the vehicle is still safe to drive. However, in order to avoid running out of fuel, the fuel gauge should not be allowed to go lower than the ½ point; i.e., you should always refill while at least one-half tank of gas remains showing on the fuel gauge.

There are no replacement parts required for this repair. It is merely an update to the vehicle's computer software that will recalibrate the fuel level sender, so the repair period is less than one hour. Nevertheless, we request you contact your authorized Porsche dealership to schedule a repair appointment and to arrange in advance for a Porsche loaner vehicle should you require alternate

transportation during the repair period. And, of course, our authorized Porsche dealer will complete the software update at no cost to you.

Please note that Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If your authorized Porsche dealer is for some reason unable to perform this procedure within a reasonable period of time you may call or write:

Porsche Cars North America, Inc.
Attention: Customer Commitment
980 Hammond Drive, N.E., Suite 1000
Atlanta, GA 30328
Telephone: 1-800-PORSCHE (1-800-767-7243)

At your option, you may also notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We sincerely regret any inconvenience this recall notification may cause. We hope you understand that we are concerned for your safety and that we wish to perform this work as soon as possible so that you can be satisfied with your Porsche automobile. Please accept our apologies for this unplanned service visit.

Very truly yours,

PORSCHE CARS NORTH AMERICA, INC.



Tim Quinn
Vice President, AfterSales