



PORSCHE

PPR



IMPORTANT SAFETY RECALL

PPR1234567890



SEATTLE, WA 67890

Claim No.: 1234567890

Date: November 30, 2017

**This notice applies to your vehicle:
NHTSA Recall Number: 17V-368**

Subject: Porsche Safety Recall AH08 - Replacing Fastening Screws for Camshaft Controllers

**2011 Cayenne S
2011 Cayenne Turbo
2011-2012 Panamera
2011-2012 Panamera 4
2010-2012 Panamera 4S
2010-2012 Panamera S
2010-2012 Panamera Turbo**

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has determined that a defect which relates to motor vehicle safety exists in certain model year 2011 Cayenne S, 2011 Cayenne Turbo, 2011 - 2012 Panamera, 2011 - 2012 Panamera 4, 2011 - 2012 Panamera 4S, 2010 - 2012 Panamera S, and 2010 - 2012 Panamera Turbo models. The affected vehicles have camshaft controllers that may come loose inside the engine. If the camshaft controller fails, this will activate the Check Engine light and cause audible engine noises and noticeable vibrations. In addition, there is a possibility of the engine stalling while driving. An engine stall can increase the risk of a crash. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The threaded connections of the fastening screws for the camshaft controllers can become strained to such an extent that the function of the camshaft controller cannot be guaranteed over the service life of the vehicle.

What will we do? Porsche is conducting a safety recall and replacing the affected components. Vehicles affected by this action will be recalled to the workshop to have fastening screws for the camshaft controllers replaced. If necessary in any particular vehicle, Porsche will replace one or both camshaft controllers in their entirety. These repairs will be completed at no charge to you.

What should you do? Please make contact with 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. Replacing the affected components are expected to take approximately 5-7 hours depending upon the scope of repair.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

Reimbursement

This recall will be carried out at no expense to the customer. If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further?

If your authorized Porsche dealer fails or is unable to complete this work free of charge within a reasonable length of time, please call or write:

Porsche Cars North America, Inc.
Attn: Customer Commitment Department
One Porsche Drive
Atlanta, GA 30354
1-800-PORSCHE

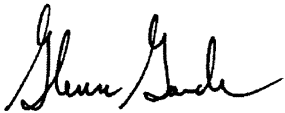
If you still cannot obtain satisfaction, you may file a complaint with:

Administrator
National Highway Traffic Safety Administration 1200 New Jersey
Avenue, S.E.
Washington, D.C. 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 apologize for any inconvenience this matter may cause you. However, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Very truly yours,



Glenn Garde
Vice President, AfterSales

PORSCHE CARS NORTH AMERICA, INC.