

## IMPORTANT SAFETY RECALL

Ms.

November 26, 2018

This notice applies to your vehicle: WP1 NHSTA  
Recall Number: 18V-751

Subject: Porsche Safety Recall AJ09 – Replacing Rear Right Seat Belt Buckle  
2019 Cayenne

Dear

This notice is sent to you in accordance with 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 2019 Porsche Cayenne vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

The rear right seat belt buckle does not fulfill the required breaking load in tensile tests; therefore, its function may be impaired. If the seat belt buckle breaks in the event of a crash, the occupant of the right rear seat will not be properly restrained, increasing their risk of injury.

**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 the rear right seat belt buckle replaced. 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 is expected to take approximately 45 minutes to one hour to complete. **PLEASE NOTE that until you have had this recall repair performed, you must not allow anyone to ride in the right rear seating position. If you must use a child seat in that position, you must install it ONLY using the lower anchors and tether, NEVER with the vehicle's seat belt.**

**Lease vehicles and address change**

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.

**Can we assist you further?**

Please be aware that if, after we have notified you that replacement parts for your vehicle are available, you require any assistance in making an appointment to have this recall performed, 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, and your dealer or Porsche is unable to remedy the defect without charge or within a reasonable amount of time, 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, After Sales

PORSCHE CARS NORTH AMERICA, INC.