

IMPORTANT SAFETY RECALL

Mr. [REDACTED]

January 9, 2019

**This notice applies to your vehicle: WP1AF2
Recall Number: 18V-844**

Subject: Porsche Safety Recall AJ12 – Check Ski Bag and Replace if Necessary

2017-2018 Macan	2017 Cayenne GTS
2017-2018 Macan S	2017 Cayenne Turbo
2017 Macan GTS	2017 Cayenne Turbo S
2017 Macan Turbo	2017 Cayenne Hybrid Platinum Edition
2017-2018 Cayenne S	2017 Cayenne Hybrid
2017-2018 Cayenne Platinum Edition	
2018 Cayenne	

Dear Mr. [REDACTED],

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 vehicles of the models and model years listed above. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Affected vehicles were supplied with optional ski bags in which the fastening strap was sewn with an unapproved sewing thread. The affected parts do not provide the required strength based on Porsche internal safety standards. As a result, there is the possibility that the strap seams could tear under a high load and the ski bag may not be held in position during a crash. This could increase the 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 ski bag 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 one-half hour to complete.

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.