



PORSCHE

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URGENT SAFETY RECALL
This is an important Safety Recall. The remedy will be performed FREE OF CHARGE to you.

August 09, 2019

This notice applies to your vehicle:

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NHTSA Recall Number: 19V-446

IMPORTANT SAFETY RECALL (Remedy Notice)

**2003 – 2010 Model Year Porsche Cayenne and
2010 - 2016 Model Year Porsche Panamera
Transmission Shift Lever Recall**

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has decided that a defect that relates to motor vehicle safety exists in certain 2003 – 2010 Porsche Cayenne and 2010-2016 Porsche Panamera vehicles. Our records show that you are the current owner of a vehicle affected by this recall.

What is the issue?

On your vehicle, the plastic bushing in the transmission shift lever mechanism could degrade over time. If this occurs, the transmission might not properly engage in the Park position. If the parking brake is not applied, an unintended movement of the vehicle could result, increasing the risk of a rollaway crash and injury.

What will Porsche do?

Porsche is conducting a safety recall and will remedy your vehicle at no charge to you for parts and labor. Your vehicle will receive a new plastic bushing in the transmission shift lever mechanism.

What should you do?

When parking, please **always set the parking brake** before exiting the vehicle.

Please contact any authorized Porsche dealer to schedule an appointment to have the remedy performed as soon as possible and to arrange for Porsche-provided alternate transportation.

To find your nearest authorized Porsche dealer, visit: www.porsche.com/usa

This is an important Safety Recall.

The remedy will take approximately 60 minutes, however depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

This recall will be carried out at no expense to the customer. If you have previously paid to have this repair performed, you may be eligible for reimbursement. For more information, please contact customer commitment as instructed below.

What if you are not the owner or operator of this vehicle?

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.

Can we assist you further?

Please be aware that if 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
customer.commitment@porsche.us

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. We are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Very truly yours,
Porsche Cars North America, Inc.