



PORSCHE

[Redacted]

September 7, 2020

This notice applies to your vehicle:
WP1 [Redacted]

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

Porsche Cars North America, Inc.
One Porsche Drive
Atlanta, Georgia 30354
1-800-PORSCHE

IMPORTANT SAFETY RECALL

Certain 2020 Model Year Porsche Cayenne and Cayenne Coupe Vehicles
Transmission oil pipe may leak
NHTSA ID 20V-271

Dear [Redacted],

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 2020 Porsche Cayenne vehicles

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner of a vehicle affected by this action.

What is the issue?

On some of the affected vehicles, an insufficient weld on a transmission oil pipe could cause transmission fluid to leak. If a transmission fluid leak occurs while driving, the road may become slippery, which could increase the risk of a crash.

What will Porsche do?

The transmission oil pipe will be inspected by your Porsche dealer and replaced with a replacement part if necessary. These repairs will be covered free of charge.

What should you do?

Please contact any authorized Porsche dealer to schedule an appointment to have the remedy performed as soon as possible and to arrange for alternate transportation during the repair period, if needed

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

If you require further assistance, you may contact us at 1-800-PORSCHE or email customer.commitment@porsche.us

This is an important Safety Recall.

The remedy will take approximately 1 hour and 30 minutes to perform; however, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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.

If you believe that the dealer or Porsche has failed or is unable to remedy the defect without charge or within a reasonable amount of time, you may file a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Vehicle SafetyHotline 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.