

Mr. [REDACTED]

June 25, 2021

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.**

IMPORTANT SAFETY RECALL

**Certain 2020-2021 Model Year Porsche Cayenne, Cayenne E-Hybrid, Cayenne S and Cayenne GTS Vehicles
Passenger Seat Backrest
NHTSA ID 21V-318**

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 that relates to motor vehicle safety exists in certain 2020-2021 Model Year Porsche Cayenne, Cayenne E-Hybrid, Cayenne S and Cayenne GTS vehicles. Our records show that you are the current owner of a vehicle affected by this recall.

What is the issue?

Due to assembly error, the passenger seat Occupant Classification System (OCS) in your Cayenne may be out of specification. This may preclude passenger air bag deployment in the event of a crash, increasing the risk of injury. To remedy this issue, Porsche will replace an OCS component in your vehicle.

What will Porsche do?

Porsche is conducting a Safety Recall to replace an OCS component in the passenger seat back free of charge.

What should you do?

The necessary parts to complete this Recall are now available. Please contact any authorized Porsche dealer to schedule an appointment to have this recall performed as soon as possible and to arrange for Porsche-provided alternate transportation, if necessary

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

If the red air bag warning lamp is illuminated in the instrument cluster or the yellow "Passenger Airbag OFF" status lamp is illuminated in the overhead console when the front passenger seat is occupied by an adult, then do not use the front passenger seat until the issue has been remedied by your authorized Porsche dealer.

This is an important Safety Recall.

The remedy will take up to 3 hours 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.

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 Support
One Porsche Drive
Atlanta, GA 30354
1-800-PORSCHE
customersupport@porsche.com

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.