

Ms. [REDACTED]

URGENT SAFETY RECALL

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

July 09, 2021

This notice applies to your vehicle:

WPC [REDACTED]

IMPORTANT SAFETY RECALL

**Certain 2021 Model Year Porsche Cayenne GTS, Cayenne GTS Coupe and Cayenne Turbo Vehicles
Engine Cylinder Bore Surface May Develop Cracks
NHTSA ID 21V-341**

Dear Ms. [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 2021 Model Year Porsche Cayenne GTS, Cayenne GTS Coupe and Cayenne Turbo vehicles. Our records show that you are the current owner of a vehicle affected by this recall.

What is the issue?

In some of the affected vehicles, the engine block may have been manufactured out of specification. If this occurs on your vehicle, severe engine damage, including potential for sudden loss of power, which increases the risk of a crash, or fire could occur. Until your vehicle is remedied, please follow instructions to the right.

What will Porsche do?

Porsche is conducting a Safety Recall to replace the engine in your vehicle free of charge.

What should you do?

Please contact any authorized Porsche dealer to schedule an appointment to have this Recall performed as soon as possible, and to arrange for alternate transportation, if requested.

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

If in the meantime you hear unusual noises coming from the engine compartment or the oil pressure warning in the instrument cluster illuminates, please immediately park your vehicle and contact Porsche Customer Support or your authorized Porsche dealer by phone.

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

This is an important Safety Recall.

The remedy will take up to 2 business days 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 contact customer support 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 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.