

# IMPORTANT SAFETY RECALL

September 14, 2023

**This notice applies to your vehicle:**

WP1BA2AY8R [REDACTED]

## URGENT SAFETY RECALL

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

**Certain 2024 Model Year Porsche Cayenne Vehicles  
Porsche Recall APB1 / NHTSA ID 23V-527**

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 noncompliance, which relates to motor vehicle safety, exists in certain 2024 Model Year Porsche Cayenne vehicles.

### What is the issue?

Due to a software error in the gateway control unit, if the gateway control unit shuts down, which usually occurs within 5 minutes of turning the vehicle off, and the rear Hazard Warning lights and/or rear Parking lights are activated within 10 seconds of the gateway control unit shutting down, they will not illuminate. The rear Hazard Warning lights and Parking lights will illuminate in every other circumstance. If the rear Hazard Warning lights and/or rear parking lights are not illuminated, this may affect the visibility of the vehicle to other road users, increasing the risk of a crash.

### What will Porsche do?

To remedy the noncompliance Porsche will reprogram the affected vehicles with new software for the gateway control unit. This repair should take approximately 1 day to complete, however, it may be necessary to make your vehicle available to your dealer for a longer period of time. Your Porsche dealer will arrange for alternate transportation if necessary.

### What should you do?

**The remedy needed to complete this recall is 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:  
<https://www.porsche.com/usa/dealersearch/>

**This is an important Safety Recall.**

This recall will be carried out at no expense to you. For more information, please contact customer support 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 contact customer support so we can update our records.

**Can we assist you further?**

If you require any assistance or have any questions, please call 1-800-PORSCHE or email [customersupport@porsche.com](mailto:customersupport@porsche.com).

You may also submit a complaint to the National Highway Traffic Safety Administration by calling the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or online <https://www.nhtsa.gov/>; or by writing to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590.

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.