

# ARB2 Stop Delivery - Replacing upper trailing arm on the front axle

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## Update 8/2/24

**Please be advised that a Stop Use has been issued for vehicles in customer hands that are affected by ARB2. Porsche is advising customers not to drive their vehicles until the remedy can be carried out, effective immediately.**

If your Porsche Center has any affected vehicle in your carpark, please reach out to these customers IMMEDIATELY via phone to advise them of the Stop Use. A script is attached for your convenience. Please see the attached VIN list below "Stop Use ARB2 VINs for immediate contact".

Customers who are not comfortable driving their vehicle should be provided a loaner until the remedy can be carried out. If the customer does not want to drive the vehicle to your PC, they can contact Porsche Roadside to arrange a tow.

## ARB2 Stop Delivery - Replacing upper trailing arm on the front axle

### Important Information

**PORSCHE CENTERS SHOULD NOT SELL, LEASE, RENT, OR LOAN ANY NEW OR USED VEHICLES IN DEALER INVENTORY AFFECTED BY THIS NOTIFICATION PRIOR TO REMEDY. PORSCHE CENTERS GROUNDING LEASE RETURNS SHOULD REMEDY ALL AFFECTED GROUNDED VEHICLES.**

**Any vehicles delivered to customers before this announcement may be released from Stop Delivery by sending a PRMS Warranty / Campaigns Ticket to PCNA\_Warranty\_Support in PRMS. The ticket must have proper documentation of the sale / delivery.**

|                             |                        |
|-----------------------------|------------------------|
| ID Number                   | ARB2                   |
| Affected Models             | Cayenne (9YA/9YB)      |
| Affected Model Years        | 2024                   |
| VIN List                    | Attached               |
| Number of Affected Vehicles | 1,520 (Updated 8/2/24) |

|                                 |  |
|---------------------------------|--|
| Issue Description               | There is a possibility that out-of-specification driver's side front axle upper left control arms may have been installed in Cayenne vehicles within a population identified through production records. The subject out-of-specification may break under heavy dynamic load. To address this issue, the subject control arms must be replaced prior vehicle delivery.   |
| What should Porsche Centers do? | <b>Do not deliver any affected vehicles prior to performing the remedy.</b><br><b>Please contact all affected customers who have already taken delivery.</b><br>The affected driver's side front axle upper left control arm must be replaced. The remedy parts are being prepared.  |
| What will Porsche do?           | The affected driver's side front axle upper left control arm must be replaced. A remedy update will be provided as soon as possible.   |
| TI Number                       | To be posted at a later date.  |
| Customer Notification           | To be posted at a later date.  |
| Customer Reactive Statement     | The safety of our customers is of the utmost importance. Out of an abundance of caution, Porsche recently decided to conduct a voluntary recall after discovering that the driver's side front axle upper left control arm does not meet the required safety standards in a limited number of Cayenne models produced between May 9th and June 19th 2024. Within this range, most affected vehicles will be remedied prior to delivery, and only a small percentage of the total cars affected have already been delivered to customers, who will be notified in due course. The remedy will be free of charge, and no incidents as a result of this issue are known so far. Customers are advised to drive carefully until the remedy can be performed. |

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## Attachments

1. [REDACTED]
2. [REDACTED]
3. [REDACTED]