

IMPORTANT SAFETY RECALL

URGENT SAFETY RECALL

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

September 10, 2024

This notice applies to your vehicle:

WP1AL2AY

Certain 2024 Model Year Porsche Cayenne Vehicles
Porsche Recall ARB2 / NHTSA ID 24V-533

Dear

This notice is sent to you in accordance with the [National Traffic and Motor Vehicle Safety Act](#). Porsche has decided that a defect, which relates to motor vehicle safety, exists in certain 2024 Porsche Cayenne vehicles.

What is the issue?

Porsche recently determined that your Cayenne may have been equipped with an out-of-specification suspension component (upper control arm). If an out-of-specification upper control arm is installed on your vehicle, it can break under heavy dynamic load, which could increase the risk of a crash.

What will Porsche do?

To remedy this issue, Porsche will replace the potentially affected control arm **at no charge to you**. The remedy will take approximately two hours to complete, but it may be necessary to make your vehicle available to your Porsche Center for a longer period of time. Your Porsche Center will arrange for alternate transportation if necessary.

What should you do?

Please contact any authorized Porsche Center to schedule an appointment to have this recall performed as soon as possible.

Porsche recommends, out of an abundance of caution, not to drive your vehicle until the remedy is carried out. Porsche-provided alternate transportation is available at your Porsche Center.

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. If you have previously paid to have this repair performed, you may be eligible for reimbursement. 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.

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.