

## IMPORTANT SAFETY RECALL

Mr. [REDACTED]

April 16, 2019

**This notice applies to your vehicle: WP1AF2AY51**  
**Recall Number: 19V-112**

**Subject: Porsche Safety Recall AKA2 - Replacing shock absorber fork on the front axle –2019 Model Year Porsche Cayenne Turbo Vehicles**

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 which relates to motor vehicle safety exists in certain 2019 Model Year Porsche Cayenne Turbo vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	Due to a potential durability issue with the front shock absorbers, the absorber can become cracked and, in some cases even break. This can affect steering in certain driving conditions, increasing the risk of a crash.
<b>What will we do?</b>	Porsche will remedy this issue by having dealers re-program the affected software for free to prevent this issue from recurring.
<b>What should you do?</b>	<b>If you hear any unusual noises from the front suspension, please bring your vehicle to your authorized Porsche dealer for immediate service.</b> Please make contact with your authorized Porsche dealership to schedule a repair appointment, and to arrange in advance for a Porsche loaner vehicle should you require alternate transportation during the repair period. Replacing the affected parts is expected to take approximately two hours to complete.
<b>Lease vehicles and address changes</b>	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 fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.
<b>Reimbursement</b>	This recall will be carried out at no expense to the customer.

**Can we assist you further?**

Please be aware that if, after we have notified you that replacement parts for your vehicle are available, you require any assistance in making an appointment to have this recall performed, please call or write::

Porsche Cars North America, Inc.  
Attn: Customer Commitment Department  
One Porsche Drive  
Atlanta, GA 30354  
1-800-PORSCHE

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. However, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Very truly yours,

PORSCHE CARS NORTH AMERICA, INC



Glenn Garde  
Vice President, After Sales