

## IMPORTANT SAFETY RECALL

Mr.

April 16, 2019

**This notice applies to your vehicle: WPOCF2A7X  
Recall Number: 19V-115**

**Subject: Porsche Safety Recall AKA1 - Re-programming instrument cluster – 2017 and 2018 Model Year  
Porsche Panamera and 2019 Cayenne Vehicles**

Dear Mr.

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has decided that certain 2017 and 2018 Porsche Panamera and 2019 Model Year Porsche Cayenne vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 135, "Light vehicle brake systems.". Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

Due to a software issue, the red brake warning lamp will not illuminate when the brakes are worn. If the driver is not alerted when brake pads are worn out, the driver may lose control of the vehicle while attempting to brake, increasing the risk of crash.

**What will we do?**

Porsche will remedy this issue by having dealers re-program the affected software, free of charge.

**What should you do?**

**If the yellow "Brake pads worn" information message is illuminated in the multi-functional display, please bring your vehicle to your authorized Porsche dealer for immediate service.** Otherwise, please make contact with your authorized Porsche dealership to schedule a remedy appointment, and to arrange in advance for a Porsche loaner vehicle should you require alternate transportation during the repair period. Re-programming is expected to take approximately one hour to complete.

**Lease vehicles and  
address changes**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter promptly via first-class mail to the lessee. 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.

**Reimbursement**

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