



PORSCHE

Mr.
345
C

December 13, 2019

This notice applies to your vehicle:
WPO/

URGENT SAFETY RECALL

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

Porsche Cars North America, Inc.
One Porsche Drive
Atlanta, Georgia 30354
T: (770) 290-3500
F: (770) 290-1500

IMPORTANT SAFETY RECALL

**Certain 2017 - 2018 Model Year Porsche Panamera and
Certain 2019 - 2020 Cayenne Vehicles
Reprogramming Instrument Cluster**

Dear Mr. C

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has decided that certain 2017-2018 Porsche Panamera and 2019-2020 Porsche Cayenne vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 135 "Light vehicle brake systems."

You received this notice because our records indicate that you are the current owner of a vehicle affected by this recall.

What should you do?

Please contact any authorized Porsche dealer to schedule an appointment to have the remedy performed as soon as possible and to arrange for alternate transportation during the repair period, if needed.

To find your nearest authorized Porsche dealer, visit:
www.porsche.com/usa

What is the issue?

In the affected vehicles, the brake wear warning indicator is not continually illuminated in all instrument cluster display menu sub-levels. 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 Porsche do?

Porsche is conducting a safety recall to reprogram the instrument cluster to ensure the required display of worn brake pads in all menu sub-levels.

This is an important Safety Recall.

This recall will take approximately 90 minutes to complete and will be carried out at no expense to you.

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 of this notice.

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.

Can we assist you further?

Please be aware that if 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
customer.commitment@porsche.us

If you believe that the dealer or Porsche has failed or is unable to perform the remedy without charge or within a reasonable amount of time, you may file a complaint to the 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. We are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Very truly yours,
Porsche Cars North America, Inc.