

Ms. [REDACTED]

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

June 18, 2021

This notice applies to your vehicle:

WPC [REDACTED]

IMPORTANT SAFETY RECALL (Remedy Notice)

Certain 2021 Model Year Porsche Cayenne and Cayenne Coupe Vehicles Rear Axle Lock Nuts NHTSA ID 21V-271

Dear Ms. [REDACTED],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has decided that a defect that relates to motor vehicle safety exists in certain 2021 Model Year Porsche Cayenne, Cayenne S, Cayenne Turbo, Cayenne GTS, Cayenne Coupe, Cayenne S Coupe, Cayenne Turbo Coupe, and Cayenne GTS Coupe vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner of a vehicle affected by this action.

What is the issue?

There is a possibility that lock nuts on the rear axle trailing arms may break due to stress corrosion. A broken lock nut may misalign the rear axle, causing a loss of control and increasing the risk of a crash.

What will Porsche do?

Porsche is conducting a safety recall to replace the affected lock nuts. Repairs will be performed free of charge.

What should you do?

The necessary remedy parts are now available. Please contact any authorized Porsche dealer to schedule an appointment to have this recall performed as soon as possible and to arrange for Porsche-provided alternate transportation, if necessary.

In the meantime, if you specifically notice that your steering wheel is out of alignment, your vehicle is pulling to one side, or if you hear distinctive noises coming from the rear axle area, please park the vehicle and immediately contact any authorized Porsche dealer to schedule an appointment.

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

This is an important Safety Recall.

The remedy will take up to 3 hours to perform, however depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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?

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 Support
One Porsche Drive
Atlanta, GA 30354
1-800-PORSCHE
customersupport@porsche.com

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. We are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Very truly yours,
Porsche Cars North America, Inc.