



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

August 27, 2021

**This notice applies to your vehicle:**  
 WP [REDACTED]

**IMPORTANT SAFETY RECALL**

**Certain 2021 Model Year Porsche Cayenne Vehicles  
 Steering Column Can Detach  
 NHTSA ID 21V-493**

Dear [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 vehicles. Our records show that you are the current owner of a vehicle affected by this recall.

**What is the issue?**

Due to a production issue that has since been corrected, the screw connection of the steering column to the steering box (steering rack) may not have been manufactured to specification. If the screw connection fails, the steering column has the possibility to detach, leading to a potential deterioration or loss of control, which increases the risk of a crash.

**What will Porsche do?**

Porsche is conducting a safety recall to replace the affected screw connection and it tighten to specification. This remedy will be performed by your authorized Porsche dealer free of charge.

**What should you do?**

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.

To find your nearest authorized Porsche dealer, visit: [www.porsche.com/usa](http://www.porsche.com/usa)

**If you hear abnormal noises or experience play from the steering wheel or steering column of your vehicle please park the vehicle and immediately call** Porsche Roadside Assistance 1 (800) PORSCHE/ (Option 1) to have your vehicle towed to a dealer for a remedy.

**This is an important Safety Recall.**

The remedy will take one hour 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.