

CUSTOMER SAFETY RECALL NOTICE

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Porsche has decided that a defect which relates to motor vehicle safety exists in certain 2011 - 2012 Porsche Cayenne vehicles. We are writing to you today to ensure that your Porsche 2012 Cayenne S [REDACTED] will continue to give you many years of safe, enjoyable, and reliable motoring.

The headlamp assemblies of your Porsche Cayenne vehicle are designed as slide-in modules secured by a twist lock. This design is so that, if repair or replacement is necessary, the headlamp assembly can be released using a socket wrench and can be pulled forward out of the fender.

If the headlamp assembly is not locked correctly, relative movements with the fender that occur while driving could cause the headlamp assembly to detach from the fender. Were this to occur, the driver or other motorists could become startled, increasing the risk of a crash.

Based on analysis of internal quality checks and individual complaints, Porsche has decided to incorporate measures into production aimed at making the headlamp locking system more robust. Porsche also has decided, to retrofit vehicles free of charge that have been delivered to customers.

The necessary retrofit will take approximately three quarters of an hour to perform and will be performed at no cost to you.

Please make contact with your authorized Porsche Dealer's Service Department in order that we can arrange to have the work completed.

Please note that Federal Regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If your Porsche dealer is unable to perform this procedure within a reasonable period of time, you may call or write:

Porsche Cars North America, Inc.
Attention: Customer Commitment
980 Hammond Drive, Suite 1000
Atlanta, GA 30328
Telephone: 1(800) PORSCHE (1-800-767-7243)

You may also notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 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 sincerely regret any inconvenience this Recall Notification may cause, and hope you understand that we are concerned for your safety and that we wish to perform this work promptly so that you can be satisfied with your Porsche automobile. Please accept our apologies for this unplanned service visit.

Very truly yours,

Tim Quinn
Vice President AfterSales
Porsche Cars North America, Inc.

If you no longer own this automobile or your address is different from that shown below, please complete this reply card, detach and return. Thank you for your assistance.

My correct address is: **or** I sold this vehicle to:

[REDACTED]										[REDACTED]		
Last Name										First Name		Initial
[REDACTED]										[REDACTED]		[REDACTED]
Number										Street		[REDACTED]
[REDACTED]										Province		Postal Code
City										[REDACTED]		[REDACTED]

- Vehicle sold:
- Vehicle totaled/scrapped:
- Vehicle reported stolen:
- Vehicle has been exported:

} [REDACTED] }
Month Day Year

Please print and give complete information.

Campaign
AC01

Vehicle Identification Number [REDACTED]

102527422

Please tear along this perforation line.

Thank you for your reply.

We will check and install new headlight locking mechanisms as necessary.

PORSCHE