



PORSCHE

Dear Mr.

Porsche is providing an extended warranty program to owners of 2003-2006 model year Cayenne, Cayenne S, Cayenne Turbo and Cayenne Turbo S vehicles. Your vehicle is affected by this program

What is the concern and what should you do?

Through ongoing quality data analysis, Porsche has identified a concern with the performance of the ignition coils on the vehicles identified above. The concern relates to various problems with the ignition coil that result in illumination of the "Check Engine" warning indicator. Should you notice the illumination of this indicator, contact your preferred Porsche dealer without delay, quoting your vehicle identification number located at the beginning of this letter.

What will Porsche and Porsche dealers do?

Porsche is extending the warranty on the improved ignition coils with the part number 955 602 101 04 (and successor part numbers), for the condition stated above, i.e. for 4 years or 50,000 miles from the first date of the installation of the improved parts, whichever occurs first. During the extended warranty period, should your Porsche dealer diagnose your vehicle with the concern noted above, the ignition coil will be replaced at no charge to you under the terms of this extended warranty program. Porsche recommends you retain a copy of this letter in your vehicle's owner's literature wallet.

What should you do if you have already paid to have this repair completed?

If you meet all the following requirements, you are eligible to receive reimbursement;

1. You own or have owned a 2003-2006 model year Cayenne model.
2. You have paid to replace the ignition coil(s) for the concern described above.
3. The repair was performed before the date of this letter and vehicle mileage did not exceed 100,000 miles at the time of replacement.
4. You have an original or legible copy of the paid repair order or invoice showing:
 - Your name and address at the time of the repair
 - A description of the concern reported
 - Itemized parts and labor charges
 - The vehicle model and year and the vehicle identification number
 - The repair date
 - Repair mileage
 - Name and address of the authorized Porsche dealer or licensed repair facility

If you have all of the above information, please forward it to the following address for reimbursement of your claim:

**Porsche Cars North America, Inc.
980 Hammond Drive, Suite 1000
Atlanta, GA 30328
Attn: Customer Commitment Department**

Please ensure that you retain copies of all of the paper work supporting this claim. If the repairs were performed by anyone other than an authorized Porsche dealer, the amount of reimbursement may be limited by the amount you would have been charged to have your vehicle repaired by an authorized Porsche dealer.

Moved or no longer own the vehicle?

If you are no longer the owner of this vehicle, Porsche would greatly appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

If you have concerns

If you have any questions or concerns that your local Porsche dealer cannot resolve, please contact the Porsche's Customer Contact Center at 1-800-PORSCHE, and one of our Customer Commitment Specialists will be happy to assist you. We sincerely regret any inconvenience this Customer Notification may cause, and hope you understand our interest in performing this work promptly so that you can be satisfied with your Porsche automobile. Please accept our apologies for this unplanned service visit.

Sincerely,

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