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Porsche Recall AC05 (NHTSA Recall 12V-558)

01-22-2013 10:10:11 AM [REDACTED]@ [REDACTED]
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Porsche Cars North America, Inc.
980 Hammond Drive
Suite 1000
Atlanta, Georgia 30328
(770) 290-3500 Fax: (770) 290-3700

January 22, 2013



Re: Your Porsche 911 GT3 (997 generation) with central locking wheel hubs.

\$\$\$ [REDACTED] \$\$\$

\$\$\$ [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 2010 Porsche 911 GT3 (997 generation) vehicles. Our records indicate that you are the owner or lessee of such a vehicle. Through product monitoring, Porsche has determined that the rear wheel hubs may be prone to failure under certain driving conditions. We also have determined that the original suggested maintenance intervals may be insufficient to prevent wheel hub failure. If the rear hub fails, there may be a loss of vehicle control, increasing the risk of a crash.

Our current market observation shows that the usage profile of some vehicles in the 911 model line now comes close to that of pure GT3 racing vehicles (e.g., GT3 Cup vehicles); the component stresses associated with race track use and competitive driving are much higher than that experienced when driving in a lawful manner on public roads. As such, we will **replace the wheel hubs on the rear axle of your vehicle with the latest generation reinforced wheel hubs introduced with the 911 GT3 RS and require more stringent maintenance intervals** to minimize the chance of breakage of the hubs on the rear axle (see the attached insert entitled "Additional Maintenance and Service Intervals for Race Track Use").

The necessary inspection and installation of replacement rear axle wheel hubs will be accomplished by a trained Porsche dealership technician, at no cost to you, and may take up to two days to complete. This time is required not just for rear axle wheel hub replacement but also to accommodate pre-replacement base line inspection and analysis as well as a post-replacement quality inspection. Since it will be necessary for you to leave your vehicle with your Porsche dealership's service department for several days, Porsche has made it possible for your authorized dealer to provide you with a Porsche vehicle to drive during this period. We ask that you make contact with the Service Department of your authorized Porsche dealership at your earliest convenience to arrange to have the necessary work completed and to ensure that a service loaner vehicle will be ready for you.

In the event you have already paid out of pocket for the rear axle wheel hub replacement, prior to the date of this letter and the replacement was completed for the concern described above, Porsche will reimburse you for the repair. To receive your reimbursement, please submit the following to the address, below:

1. Your name and address at the time of the repair
2. A description of the concern reported
3. Itemized parts and labor charges
4. The vehicle model and year and the vehicle identification number
5. The repair date
6. Repair mileage
7. Name and address of the authorized Porsche dealership or licensed repair facility that completed the repair.



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

If your authorized 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)

At your option, you may notify 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 would like to take this opportunity to apologize for any inconvenience that this unscheduled repair may cause. Should you have any questions or concerns at all regarding this or any other matter, please do not hesitate to contact us.

Sincerely yours,
PORSCHE CARS NORTH AMERICA, INC.

A handwritten signature in black ink, appearing to read "Tim Quinn".

Tim Quinn
Vice President, After Sales



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PORSCHE 2010 GT3

**ADDITIONAL MAINTENANCE AND SERVICE INTERVALS
FOR RACE TRACK USE**

The specifications for race track use as described in the 2010 GT3/GT3 RS Owner's Manual Supplement of June 2011 are now further amended by the addition of a vehicle maintenance and service interval schedule, below, as part of Porsche Recall AC05. You may also ask your authorized Porsche dealer about the current specifications **before driving your vehicle on the race track.**

Effective immediately, Porsche stipulates the following maintenance and service intervals for race track use when Porsche Genuine Parts are used:

- At the latest, every 7,000 km/4,200 miles for race track use (cumulative)
 - Replace wheel hubs and wheel bearings on rear axle
 - Replace central lock bolts on rear axle
- At the latest, every 14,000 km/8,400 miles for race track use (cumulative)
 - Replace wheel bearing housing on rear axle
 - Replace wheel hubs and wheel bearings on front axle
 - Replace central lock bolts on front axle
- At the latest, every 28,000 km/16,800 miles for race track use (cumulative)
 - Replace wheel bearing housing on front axle

As described in the 2010 GT3/GT3 RS Owner's Manual Supplement, all components of the central wheel lock, including adjacent peripheral components, must always be checked for wear and replaced if necessary **after every race track use.**

Porsche strongly recommends that all repair, service and maintenance work on your 2010 Porsche GT3 be completed at an authorized Porsche dealership who has all the necessary parts and tools to make the repairs, as well as the trained technical personnel required to keep your Porsche in top condition.