



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



July 24, 2025

[REDACTED]
[REDACTED]
Santa Monica, CA [REDACTED]

NEF-109 rrr
Ref. No. 11622872

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2024 Porsche Taycan vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with charger and power control module in MY 2024 Porsche Taycan vehicles. NHTSA has not identified sufficient evidence to support the opening of a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

We appreciate your diligence in completing the recall for the front brake hoses (NHTSA Safety Recall Campaign No 24V455). However, while researching your problem we identified another recall that is open on your vehicle. NHTSA Safety Recall Campaign No. 24V732, addresses a problem with the high-voltage battery (enclosed). A short circuit within the battery module may cause a fire in certain MY 2021 through MY 2024 Porsche Taycan vehicles. We encourage you to contact Porsche and your dealer to schedule an appointment for the recall repair as soon as possible.

Your request to have your vehicle repurchased or replaced does not fall under our jurisdiction. We encourage you to continue to work with Porsche and your dealer to explore the potential for an amicable resolution to your problem. You can ask your dealership for a meeting with a Porsche district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the California Attorney General's Office regarding your rights under State law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at [ftc.gov/complaint](https://www.ftc.gov/complaint).

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

A black rectangular redaction box covering the signature of Randy Reid.

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosure

2024

Porsche Taycan**VIN:** [REDACTED]

Recall data refreshed on Jul 22, 2025

1 Unrepaired Recalls

associated with this VIN

Nov 27, 2024**Manufacturer Recall Number** ARB7**NHTSA Recall Number** 24V732**Recall Status** Recall Incomplete**Summary**

Porsche identified a potential issue in the battery cell modules installed in the high-voltage batteries in the affected vehicles.

Safety Risk

A short circuit in the high voltage battery module can increase the risk of a thermal event.

Remedy

To address this issue, vehicles will be inspected and if determined necessary, specific modules within the battery will be replaced. Newly developed battery monitoring software will also be installed when available.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: [1-888-327-4236](tel:1-888-327-4236) or TTY: [1-888-275-9171](tel:1-888-275-9171) or file an online complaint with NHTSA.

Where's my VIN?

Every vehicle has a unique **vehicle identification number**, often referred to as a VIN. Look on the lower left of your car's windshield for your 17-character VIN. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

What information will display in the search results?

- When searching by license plate or VIN, you'll learn if a specific vehicle needs to be repaired as part of a recall.
- When searching by a vehicle's year, make and model, or for car seats, tires or equipment, you'll get general results for recalls, investigations, complaints and manufacturer communications.

What will the license plate and VIN search show?

- An unrepaired recall for a vehicle from [certain manufacturers](#).
- If the vehicle has no unrepaired recalls, you will see the message: "0 unrepaired recalls associated with this VIN."

What won't the license plate and VIN search show?

- A safety recall that has already been repaired.
- Some recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage).
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications.
- Manufacturer customer service or other non-safety recall campaigns.
- A recall involving an international vehicle.

Why is the license plate search result showing a different vehicle?

License plate information is generated from state department of motor vehicles. If the search result shows a vehicle you previously owned, rather than your new vehicle with the same license plate, [contact your state DMV](#) to request your vehicle information be updated. In the meantime, you can search for recalls using your vehicle's VIN.

Other search options, including by NHTSA ID

You can also search for recalls and safety issues information by [NHTSA ID](#) and [complaints by keyword](#).