



PORSCHE

IMPORTANT SAFETY RECALL

Porsche Cars North America, Inc.
One Porsche Drive
Atlanta, Georgia 30354
T: (770) 290-3500
F: (770) 290-1500

Mr.

.16

June 26, 2019

This notice applies to your vehicle: WPC
NHTSA Recall Number: 18V-841

Subject: Porsche Safety Recall AJ11 – Replace Brake System Components

2018 Panamera 4 E-Hybrid
2018 Panamera Turbo S E-Hybrid
2018 Panamera 4 E-Hybrid Executive
2018 Panamera Turbo S E-Hybrid Executive
2018 Panamera 4 E-Hybrid Sport Turismo
2018 Panamera Turbo S E-Hybrid Sport Turismo

Dear Mr. Cousin,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has decided that a defect which relates to motor vehicle safety exists in certain vehicles of the models and model years listed above. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

A brake line installed on the front axle may corrode over time. As a result, rust particles could be deposited in the filter elements inside the hydraulic unit and could block it, potentially impairing the performance of the front brakes. Reduced braking ability could increase the risk of a crash.

What will we do?

Porsche is conducting a safety recall and replacing the affected components. Vehicles affected by this action will be recalled to the workshop to have the brake line and other possibly damaged braking components replaced. These repairs will be completed at no charge to you.

What should you do?

Please make contact with your authorized Porsche dealership to schedule a repair appointment, and to arrange in advance for a Porsche loaner vehicle should you require alternate transportation during the repair period. Replacing the affected components is expected to take approximately six to seven hours to complete.

**Lease vehicles and
address changes**

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 fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

Reimbursement

This recall will be carried out at no expense to the customer. If you previously paid to have this repair performed, you may be eligible for reimbursement. For more information, please contact the Porsche Customer Commitment Department as instructed below.

**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 Commitment Department
One Porsche Drive
Atlanta, GA 30354
1-800-PORSCHE

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. However, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Very truly yours,

PORSCHE CARS NORTH AMERICA, INC.