

IMPORTANT SAFETY RECALL

Mr. _____

March 19, 2019

**This notice applies to your vehicle: WPOAB2A NHTSA
Recall Number: 18V-898**

**Subject: Porsche Safety Recall AJ13 – Re-programming Control Unit for Electronic Power Steering –
All 2017 and 2018 Model Year Porsche Panamera Vehicles**

Dear Mr. _____

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 all 2017 and 2018 Model Year Porsche Panamera vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Due to a possible software failure, the electronic power steering assist might become intermittently unavailable. If this occurs and the electronic power steering assistance is temporarily disabled, a stronger than normal force could be required in order to turn the steering wheel. In certain traffic situations, this could increase the risk of a crash.

What will we do?

Porsche is conducting a safety recall and re-programming the affected components. Vehicles affected by this action will be recalled to the workshop to have the power steering control unit re-programmed with an optimized software. 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. Re-programming the affected components is expected to take approximately one hour to complete.

Lease vehicles and address change

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..

Can we assist you further?

Please be aware that if, after we have notified you that replacement parts for your vehicle are available, 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.



Glenn Garde
Vice President, After Sales