



PORSCHE

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

Mr. _____
2/ _____
Ht _____

URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed
FREE OF CHARGE to you.

February 10, 2020

This notice applies to your vehicle:
WPO: _____

IMPORTANT SAFETY RECALL

Certain 2010 - 2016 Model Year Porsche Panamera Vehicles
Checking control unit for air-conditioning blower and replacing if necessary

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 that relates to motor vehicle safety exists in certain 2010-2016 Porsche Panamera vehicles.

You received this notice because our records indicate that you are the current owner of a vehicle affected by this recall.

What is the issue?

There is a possibility of water intrusion into the air-conditioning unit in your vehicle, which could potentially cause a short circuit. If this occurs, it could result in a fire, even after the vehicle is parked and shut off.

What will Porsche do?

Porsche is conducting a safety recall to inspect and replace the blower control unit with an optimized unit, if necessary. This service will be performed free of charge. The remedy parts are now available for installation at your authorized Porsche dealer.

What should you do?

Please contact any authorized Porsche dealer to schedule an appointment to have the remedy performed as soon as possible and to arrange for alternate transportation during the repair period, if needed.

To find your nearest authorized Porsche dealer, visit: www.porsche.com/usa

NOTE: Until you have the remedy performed, as a precaution, we ask that you please **park your Panamera only outdoors (not in the garage), and away from other vehicles and structures, especially overnight.**

This is an important Safety Recall.

The remedy will take approximately 30 minutes for inspection. If a repair is required, the repair will take an additional 70 minutes. This recall will be carried out at no expense to you. If you have previously paid to have this repair performed, you may be eligible for reimbursement. For more information, please contact customer commitment as instructed below.

What if you are not the owner or operator of this vehicle?

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 of this notice.

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.

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
customer.commitment@porsche.us

If you believe that the dealer or Porsche has failed or is unable to perform the remedy without charge or within a reasonable amount of time, you may file a complaint to 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 apologize for any inconvenience this matter may cause you. We are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Very truly yours,
Porsche Cars North America, Inc.