



PORSCHE

Mr.
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February 10, 2020

This notice applies to your vehicle:
WPO/
NHTSA Recall Number: 19V-533

URGENT SAFETY RECALL

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

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

IMPORTANT SAFETY RECALL

Certain 2016 - 2017 Model Year Porsche Boxster, Cayman, Panamera and 911 Vehicles
AKB4 Recall - Airbag Control Unit

Dear Mr. T

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 2016 - 2017 Porsche Boxster, Cayman, Panamera and 911 vehicles. Our records show that you are the current owner of a vehicle affected by this recall.

What is the issue?

On some of the affected vehicles, an air bag control unit (ACU) may malfunction and unexpectedly deploy airbags and seat belt pretensioners, or prevent them from deploying in a crash. These conditions could increase the risk of crash, or injury severity in a crash.

What will Porsche do?

Porsche is conducting a safety recall to update the air bag control unit software, and, if necessary, replace the affected ACU. This remedy will be performed free of charge for parts and labor.

What should you do?

The final remedy software and necessary parts are now available. Please contact any authorized Porsche dealer to schedule an appointment to have the remedy performed as soon as possible and to arrange for Porsche-provided alternate transportation.

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

This is an important Safety Recall.

The remedy will take up to 2 hours to perform, however depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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.

In addition to the recall remedy and to help maintain customer satisfaction, Porsche is also extending the warranty for the airbag control unit in your vehicle to ten years from the new vehicle delivery date or until or until 125,000 miles, whichever occurs first. All other terms and conditions specified in the Warranty booklet remain unchanged.

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. 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 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. We are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Very truly yours,
Porsche Cars North America, Inc.