



PORSCHE

Mr. [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Porsche Cars North America, Inc.  
One Porsche Drive  
Atlanta, Georgia 30354  
1-800-PORSCHE

February 7, 2020

**This notice applies to your vehicle:**  
**WPO/**

**IMPORTANT SAFETY RECALL**

**Certain 2014 Model Year Porsche Cayman and  
Certain 2014 – 2019 911 Carrera Vehicles  
Supplying Owner's Manual Supplement  
NHTSA Recall 19V-875**

Dear Mr. [REDACTED]:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has decided that certain 2014 Porsche Cayman and 2014-2019 Porsche 911 Carrera vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 225 "Child restraint anchorage systems."

**What should you do?**

Please insert the enclosed supplement into your Owner's Manual to ensure that your vehicle is equipped with a complete Owner's Manual.

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?**

The description for installing a Child Restraint System (CRS) in the Owner's Manual are not detailed enough to meet the applicable requirements. Corrected instructions are enclosed.

**What will Porsche do?**

Porsche is supplying you with an Owner's Manual supplement with additional CRS installation instructions. If you have any additional questions concerning CRS installation, we encourage you to call at the number 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.