

Ms. [REDACTED]

May 07, 2021

This notice applies to your vehicle:
WP1 [REDACTED]

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

IMPORTANT SAFETY RECALL

**Certain 2021 Model Year Porsche Macan Vehicles
Shock Absorber Connections
NHTSA ID 21V-224**

Dear Ms. [REDACTED]

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 2021 Model Year Porsche Macan vehicles. Our records show that you are the current owner of a vehicle affected by this recall.

What is the issue?

The screw connection on the shock absorbers of the front and rear axle of your vehicle may not be tightened according to the specification. If the screw connection fails it could potentially cause damage to the braking system, driving instability and the potential loss of control, increasing the risk of an accident.

What will Porsche do?

Porsche is conducting a safety recall to rework and tighten the affected front and rear shock absorber screw connections. This remedy will be carried out free of charge.

This is an important Safety Recall.
The remedy will take up to one business day 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.

What should you do?
Porsche recommends that you do not drive your vehicle affected by this recall until the repair to remedy this concern has been performed.
Please contact any authorized Porsche dealer to schedule an appointment to have this recall performed as soon as possible, and to arrange for collection of your vehicle through our Porsche Roadside Assistance tow provider. Porsche-provided alternate transportation will also be provided to you during the repair period, if requested.
To locate your nearest authorized Porsche dealer, visit: www.porsche.com/usa

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 contact customer support 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 Support
One Porsche Drive
Atlanta, GA 30354
1-800-PORSCHE
customersupport@porsche.com

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.