

Mr. [REDACTED]

October 27, 2021

This notice applies to your vehicle:
WPC [REDACTED]

URGENT SAFETY RECALL

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

IMPORTANT SAFETY RECALL (Remedy Notice)

**Certain 2020 through 2021 Model Year Porsche 911 and Taycan Vehicles
NHTSA ID 21V-697**

Dear Mr. [REDACTED],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has determined that certain 2020 to 2021 Model Year Porsche 911 and Taycan Vehicles have a potential issue with the brake booster on the vehicle.

What is the issue?

There is a possibility that a screw on the pressure input rod of the brake booster was not installed according to specifications. The pressure input rod may become detached from the brake booster. If the pressure input rod is detached, it is not possible to brake the vehicle using the brake pedal, increasing the risk of a crash. The emergency braking function via the electric parking brake is still available without restriction.

What will Porsche do?

Porsche is conducting a safety recall to check the affected joint connection and repair it if necessary, free of charge.

What should you do?

The remedy needed to complete this recall is now available. Please contact any authorized Porsche dealer to schedule an appointment to have this recall performed as soon as possible and to arrange for Porsche-provided alternate transportation, if necessary.

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



This is an important Safety Recall.

The remedy will take up to 1 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.

This recall will be carried out at no expense to the customer. 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. 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 you may 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.