

Mr. [REDACTED]

**URGENT SAFETY RECALL**

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

January 13, 2021

**This notice applies to your vehicle:**

WPC [REDACTED]

**IMPORTANT SAFETY RECALL**

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

Dear Mr. [REDACTED],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has decided that a defect, which relates to motor vehicle safety, exists in certain 2020 to 2021 Model Year Porsche Taycan Vehicles.

**What is the issue?**

There is a possibility that screw connections on the upper control arms of the rear axle were not tightened to specification and could loosen. If the screw connection fails, it may degrade vehicle maneuverability and increase the risk of a crash. .

**What will Porsche do?**

Porsche is conducting a safety recall to replace the screws and install them according to specification, free of charge. In addition, the chassis components will be checked for associated damage and replaced in the event of damage.

**What should you do?**

**The necessary parts to complete this recall are 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](http://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 Porsche customer support as instructed below.

[REDACTED]

**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.