



June 28, 2023

This notice applies to your vehicle:

WPOAF2A [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 2017 through 2021 Model Year Porsche Panamera Vehicles
Porsche Recall APA1 / NHTSA ID 23V-033**

Dear [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 2017 to 2021 Model Year Porsche Panamera Vehicles.

What is the issue?

On affected vehicles, there is a possibility of humidity ingress into the external coolant pump for the climate control system. This could cause a short circuit and, in some instances, thermal damage to the external coolant pump. The thermal damage to the harness could progress if left unnoticed and increase the risk of a vehicle fire.

What will Porsche do?

To help prevent this issue from occurring, Porsche is conducting a safety recall to replace the external coolant pump on affected vehicles, free of charge. The plug-in connection for the pump will also be inspected for damage and replaced if necessary. This repair should take approximately 1 day to complete, however, it may be necessary to make your vehicle available to your dealer for a longer period of time. Your Porsche dealer will arrange for alternate transportation if necessary.

What should you do?
Please contact your Porsche dealer to have this recall performed as soon as possible.

Porsche recommends, out of an abundance of caution, to park your vehicle outside and away from other vehicles or structures until the remedy is completed. Also, please do not press the "AUTO-REST" button in your center console until the Remedy has been completed.

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

This is an important Safety Recall

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 support 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?

If you require any assistance or have any questions, please call 1-800-PORSCHE or email customersupport@porsche.com.

You may also submit a complaint to the National Highway Traffic Safety Administration by calling the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or online <https://www.nhtsa.gov/>; or by writing to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590.

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.