

IMPORTANT SAFETY RECALL



December 07, 2023

This notice applies to your vehicle:

WPOAF2A9 [REDACTED]

URGENT SAFETY RECALL

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

2021 to 2024 Porsche 911 equipped with Full Bucket Seats
Porsche Recall APB3 / NHTSA ID 23V-715

Dear M [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 2021 to 2024 Porsche 911 vehicles equipped with Full Bucket Seats.

What is the issue?

Porsche recently determined that in certain Porsche 911 vehicles equipped with Full Bucket Seats, air bag deployment logic allows for seat-mounted air bag deployment in types of crashes in which such deployment is not warranted. Such unnecessary deployment could increase your risk of serious internal injuries.

What will Porsche do?

To remedy this issue, Porsche will recalibrate seat-mounted air bag deployment logic in your vehicle to eliminate seat-mounted side air bag deployment in certain specific types of crashes and help reduce the potential for ancillary injuries caused by seat-mounted air bag deployment in types of crashes in which such deployment is not warranted.

What should you do?

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:
<https://www.porsche.com/usa/dealersearch/>

This is an important Safety Recall.

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