

## IMPORTANT SAFETY RECALL

### URGENT SAFETY RECALL

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

June 14, 2024

This notice applies to your vehicle:

WPOAB2Y12NS [REDACTED]

Certain 2021 to 2023 Model Year Porsche Taycan Vehicles  
Porsche Recall APB5 / NHTSA ID 23V-840

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 2021 to 2023 Model Year Porsche Taycan vehicle.

#### What is the issue?

Porsche recently determined that individual battery cell modules in your vehicle within the vehicle's high-voltage battery may experience a short circuit. This can result in a battery fire.

#### What will Porsche do?

To remedy this issue, Porsche will replace the individually affected cell modules as needed **at no charge to you**. The remedy will take approximately two days to complete, but it may be necessary to make your vehicle available to your Porsche Center for a longer period of time. Your Porsche Center will arrange for alternate transportation if necessary.

#### 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. 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](mailto: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.