

IMPORTANT SAFETY RECALL (Interim Notice)

URGENT SAFETY RECALL

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

This notice applies to your vehicle:

WP1BE2A [REDACTED]

2020-2023 Porsche Taycan, 2019-2024 Cayenne PHEV, and 2021-2023 Panamera PHEV Vehicles
Porsche Recall APB6 / NHTSA ID 23V-841

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 the 240V NEMA power cable for the mobile charger in certain Porsche Taycan, Cayenne PHEV, and Panamera PHEV vehicles.

What is the issue?

Porsche recently determined that the 240V NEMA power cable that comes with your mobile charger can become hot during charging when plugged into certain types of lower quality electrical receptacles, due to elevated electrical resistance at the receptacle interface. This increases the risk of overheating and the possibility of a fire while charging your vehicle.

What will Porsche do?

To remedy this issue, Porsche will replace the 240V power cable with an updated version that has a built-in temperature sensor. This update will be performed **FREE OF CHARGE** to you at a later date.

What should you do?

The remedy parts are not yet available for this Recall. Porsche will contact you again when they become available.

In the meantime, Porsche recommends, out of an abundance of caution, that you stop using the 240V power cable supplied with your mobile charger and instead use either the 120V cable that also comes with your mobile charger, or an appropriate 240V mobile charger from a 3rd party supplier.

YOU ARE ELIGIBLE FOR REIMBURSEMENT FOR THE PURCHASE OF A 3RD PARTY 240V CHARGER UP TO \$600 cash or Porsche Service Voucher. Reimbursement includes price + shipping costs. The 3rd party charger is meant to be used until the new Porsche cable can be supplied. Please contact your local Porsche Center if you need assistance choosing a 3rd party charger.

To request reimbursement, please send an email with your claim to APB6ChargerGoodwill@Porsche.us by August 31, 2024. Cash reimbursements take approximately 4 weeks. If you opt for a service voucher instead, it will be provided in approximately 3 business days of receiving your email.

To be eligible, you must include the following information in your reimbursement request email:

- Vehicle Identification Number (VIN)
- Proof of Ownership (e.g., an image of the sales contract, registration, or title)
- Proof of purchase of 3rd party mobile charger
- Mailing address
- Preference for a check or service voucher*

*Service vouchers are sent via email and may be redeemed at the local Porsche Center for parts, service, or Porsche Lifestyle.

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.

As a reminder, your owner's manual contains important information about charging the vehicle, including but not limited to NEC-qualified installation of industrial-quality electrical receptacles. Porsche encourages you to review the owner's manual to be familiar with this important information.

As stated above, Porsche recommends, out of an abundance of caution, that you stop using the 240V power cable. An example of the cable you should STOP USING is pictured below:



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.