



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

October 7, 2024

Mr. Jim Moore  
Manager of In-Use Vehicle Conformity  
Porsche Cars North America, Inc.  
One Porsche Drive  
Atlanta, GA 30354

NEF-107DG  
24V-732

**Subject:** High-Voltage Batteries May Short Circuit

Dear Mr. Moore:

This letter serves to acknowledge Porsche Cars North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

PORSCHE/TAYCAN/2020-2024

**Mfr's Report Date:** October 1, 2024

**NHTSA Campaign Number:** 24V-732

**Components:**

ELECTRICAL SYSTEM:PROPULSION SYSTEM:TRACTION BATTERY  
ELECTRICAL SYSTEM:SOFTWARE

**Potential Number of Units Affected:** 27,527

**Problem Description:**

Porsche Cars North America, Inc. (Porsche) is recalling certain 2021-2024 Taycan vehicles. The high-voltage battery may experience a short circuit within the battery module.

**Consequence:**

A short circuit in a high-voltage battery increases the risk of a fire.

**Remedy:**

Dealers will install advanced diagnostic software as the final remedy, anticipated to be available in the first quarter of 2025. Porsche will monitor available online vehicle data and contact owners as necessary, to advise them to only charge the vehicle to 80% capacity until the battery can be replaced. For vehicles in which online data is unavailable, dealers will perform a diagnostic test and replace the battery module assembly, if necessary and advise owners to only charge to 80% capacity. Repairs will be performed free of charge. Owner notification letters are expected to be mailed November 29, 2024. Owners may contact Porsche customer service at 1-800-767-7243. Porsche's numbers for this recall are ARB6 and ARB7. This recall expands and replaces previous recall numbers 23V-840, 24V-215, and 24V-217.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Porsche Cars North America, Inc.'s contact for this recall will be Dusty Gardner who may be reached by email at [dusty.gardner@dot.gov](mailto:dusty.gardner@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement