

ARC4 Stop Delivery / Stop Use Campaign - Vehicles equipped with center lock wheels

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Important Information

Out of an abundance of caution, owners are being advised today (10/25/24) to immediately pause driving their cars until their vehicles can be inspected.

PORSCHE CENTERS SHOULD NOT SELL, LEASE, RENT, OR LOAN ANY NEW OR USED VEHICLES IN DEALER INVENTORY AFFECTED BY THIS NOTIFICATION PRIOR TO REMEDY. PORSCHE CENTERS GROUNDING LEASE RETURNS SHOULD REMEDY ALL AFFECTED GROUNDED VEHICLES.

Any vehicles delivered to customers before this announcement may be released from Stop Delivery by sending a PRMS Warranty / Campaigns Ticket to PCNA_Warranty_Support in PRMS. The ticket must have proper documentation of the sale / delivery.

ID Number	ARC4
Affected Models	911 (992) manufactured between September 2023 and December 2023 ONLY if equipped with center lock wheels 718 GT4 RS (982) / Spyder RS (982) manufactured between September 2023 and December 2023 ONLY if equipped with center lock wheels Panamera (YAA) manufactured between September 2023 and December 2023 ONLY if equipped with center lock wheels
Affected Model Years	2023-2024

VIN List	Attached below
Number of Affected vehicles	1825
Issue Description	Porsche identified a potential issue with a batch of center lock wheel bolts that may not have been constructed to specification and, as a result, may fracture. These parts were installed in certain specific cars built between September 2023 and December 2023.
What should Porsche Centers do?	Out of an abundance of caution, owners are being advised today to immediately pause driving their cars until their vehicles can be inspected. Porsche Centers are being asked to work with their affected customers if they require alternative transportation during this time.
What will Porsche do?	PCNA is currently developing goodwill/mobility parameters, and that information will be released as soon as possible to assist with your customer inquiries. Inspection procedure and remedy is not available at this time.
TI Number	Not yet available, to be posted at a later date.
Customer letter	Customer email notification is attached. This was sent to affected customers on 10/25/24.
Customer Reactive Statement	We are committed to the quality and safety of our cars. We have identified a potential issue with a batch of center lock wheel bolts that may not have been constructed to our specifications and, as a result, may fracture. These parts were installed in certain specific cars built between September 2023 and December 2023. We are advising customers to immediately pause driving their vehicle until their vehicles can be inspected.

Attachments

- [1. ARC4 Preliminary customer notification v4 Email Body 10.24.24 MG FINAL.pdf](#)
- [2. ARC4 VIN List USA 10.25.24_V2.xlsx](#)