



Porsche Cars North America, Inc.  
One Porsche Drive  
Atlanta, Georgia 30354  
1-800-PORSCHE

## IMPORTANT SAFETY RECALL



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

April 10, 2024

**This notice applies to your vehicle:**

WPOAD2A96PS2 [REDACTED]

**Certain 2023 Porsche 911 Vehicles  
Porsche Recall ARA2 / NHTSA ID 24V-123**

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has decided that certain 2023 Porsche 911 vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 208.

**What is the issue?**

Porsche recently determined that in certain Porsche 911 vehicles, there is a possibility that the rear seat belt retractor locking mechanism used for child restraint installation might not operate as designed. An improperly installed child restraint can increase the risk of injury in the event of a crash.

**What will Porsche do?**

To remedy this issue, Porsche will check the rear three-point belts to ensure proper function and replace any rear seat belt components not functioning properly. This update will be performed **FREE OF CHARGE** to you. The update should take about an hour to complete, but, it may be necessary to make your vehicle available to your dealer for a longer period of time. Alternate transportation will be arranged, free of charge, if necessary.

**What should you do?**  
**The remedy for this Recall is available now and can be carried out at your preferred Porsche Center. Please only install child restraints using the LATCH system until this recall is performed.**  
  
Please contact any authorized Porsche Center 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 Center, visit: <https://www.porsche.com/usa/dealer-search/>

**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.