

IMPORTANT SAFETY RECALL

URGENT SAFETY RECALL

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

November 21, 2024

This notice applies to your vehicle:

WPOAC2Y12

Certain 2020 to 2023 Model Year Porsche Taycan Vehicles
Porsche Recall ARB5 / NHTSA ID 24V-731

Dear

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 2020-2023 Porsche Taycan vehicles.

What is the issue?

Porsche recently determined that individual battery cell modules with the high voltage battery in your vehicle may experience a heat output which may increase the risk of a 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 process is complex and may take more than a week, but your Porsche Center will arrange for alternate transportation for you.

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 alternate transportation, if necessary.

Until the remedy is available, Porsche recommends you set the charge settings so that the battery is charged to not more than 80%.

To find your nearest authorized Porsche dealer, visit: <https://www.porsche.com/usa/dealersearch/>

In order to set the maximum State of Charge to 80%, please follow these steps:

1. In the PCM, select Charging, then select the Profiles tab
2. Tap "Edit General Charging profile"
3. Set the Minimum charge to 80 or less
4. Activate maximum charge level via Optimized charging
5. Activate General charging profile
6. Ensure the Direct charging function is deselected (not blue), and profile settings are reflected on the charging status screen on the lower display

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.

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.