

IMPORTANT SAFETY RECALL

[Redacted Name]

July 28, 2025

This notice **relates to your vehicle:**

[Redacted Vehicle Information]

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

**Certain 2020 to 2024 Model Year Porsche Taycan Vehicles
Porsche Recall ARB6 and ARB7 / NHTSA ID 24V-732**

Dear Mr. Cabral

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 2020-2024 Porsche Taycan vehicles.

What is the issue?

Porsche has determined that individual battery cell modules within the high-voltage battery in your vehicle may experience a short circuit. This can potentially result in a battery fire.

What will Porsche do?

To remedy this issue, your Porsche Center will first check the health of your high voltage battery, and if necessary, replace any individually affected cell modules. You may already have had this check completed as an interim measure, but your Porsche Center will perform the check again. Your Porsche Center will then install new software for your High Voltage Battery Control Unit which will monitor your battery cell modules for anomalies that may lead to short circuits. All of this will be done at **no charge to you**. The remedy process may take more than a week, but your Porsche Center will arrange for alternate transportation for you.

Once the software has been installed in your vehicle, if a fault is detected, your vehicle will alert you via a warning in the instrument cluster "Electrical system fault – Inspection necessary". If this message is displayed, your vehicle will immediately limit your maximum State of Charge to 80% to minimize the risk of a short circuit. Please contact your Porsche Dealer as soon as possible to have the fault addressed. If the issue is not resolved after 180 days after the first message is displayed, your maximum State of Charge will be reduced to 50% as a further safety precaution.

What should you do?
The final remedy for this Recall is now available. Please contact any authorized Porsche dealer to schedule an appointment to have this recall performed as soon as possible and to arrange for Porsche-provided alternate transportation, if necessary.
Until the software remedy is carried out, 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% while you await the software remedy, 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.