

## IMPORTANT SAFETY RECALL

[REDACTED]

January 23, 2025

This notice applies to your vehicle:

[REDACTED]

### URGENT SAFETY RECALL

This is an important Safety Recall. Please pause driving your vehicle until the remedy is completed.

Certain 2023-2024 Model Year Porsche 911 and 718 Vehicles  
Porsche Recall ARC4 / NHTSA ID 24V-809

Dear [REDACTED]

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 specific 2023 to 2024 Porsche 911 and 718 vehicles.

#### What is the issue?

Porsche recently determined the center lock wheel fastening system installed on your vehicle may have been constructed out of specification, and as a result, may fracture. If a center lock fractures this could result in a loss of steering control, increasing the risk of a crash.

#### What will Porsche do?

To remedy this issue, Porsche will inspect the date code on each of your center locks, and replace them if needed, **at no charge to you**. The remedy will take approximately one day to complete, but it may be necessary to make your vehicle available to your Porsche Center for a longer period of time. Your Porsche Center will arrange for alternate transportation if necessary.

#### What should you do?

The remedy for this Recall is now available. Please contact your preferred Porsche Center as soon as possible to have this Recall completed

Porsche recommends out of an abundance of caution not to drive your vehicle until the remedy is carried out. Porsche-provided alternate transportation is available at your Porsche Center.

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

#### 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.