

## IMPORTANT SAFETY RECALL

### URGENT SAFETY RECALL

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

April 24, 2024

This notice applies to your vehicle:

WPOAC2A9

Certain 2020 to 2024 Porsche 911 Vehicles  
Porsche Recall ARA3 / NHTSA ID 24V-155

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 to 2024 Porsche 911 vehicles.

#### What is the issue?

Porsche recently determined that in certain Porsche 911 vehicles it is possible that the front windshield and rear window were not bonded sufficiently to the body of the vehicle and may detach, increasing the risk of injury. During air bag deployment, an unsecured windshield may not support the front air bags as intended, increasing the risk of injury in a crash.

#### What will Porsche do?

To remedy this issue, Porsche will check the bonding around the front windshield and rear window and replace the windows and bonding, if necessary. This update will be performed **FREE OF CHARGE** to you. The update should take about half a day 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 full remedy for this Recall is not yet available. Porsche will contact you again when it becomes available.**

Please wait for the follow up communication before contacting your preferred Porsche Center to schedule an appointment to have the remedy performed.

To find your nearest authorized Porsche Center, visit: [https:// www.porsche.com/usa/dealer-search/](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.