

IMPORTANT SAFETY RECALL (Interim Notice)

URGENT SAFETY RECALL

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

May 14, 2024

This notice applies to your vehicle:

WPOAA2Y1X [REDACTED]

Certain 2020 to 2024 Model Year Porsche Taycan Vehicles
Porsche Recall ARA5 / NHTSA ID 24V-217

Dear Mr. Hellrung

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 recently 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, Porsche will check the health of your high-voltage battery, and, if necessary, replace the individually affected cell modules as needed **at no charge to you**. The remedy will take approximately two days 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 is not yet available for this Recall. Porsche will contact you again when it becomes available.

Until the remedy can be carried out to help prevent potential damage to cell modules, Porsche recommends you set the charge settings so that the battery is charged up to 80%. You can find further details about this in your Owner's Manual under the chapter "Programming and activating timers."

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.