



Porsche Cars North America, Inc.
One Porsche Drive
Atlanta, Georgia 30354
1-800-PORSCHE

IMPORTANT SAFETY RECALL (Interim Notice)

URGENT SAFETY RECALL

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

November 25, 2024

This notice applies to your vehicle:

WPOBA2Y1

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

Dear Mr.

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 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**. Porsche will also update the software in your high-voltage battery. 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?

The full remedy is not yet available for this Recall. Porsche is checking the State of Health of your HV Battery via Over-the-Air (OTA) data, so you do not need to do anything at this time. Porsche will contact you if further action is needed. Porsche will also contact you when the new software becomes available.

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.

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.