

## IMPORTANT SAFETY RECALL

Mr.

May 14, 2019

**This notice applies to your vehicle: WPOAA2A;  
NHTSA Recall Number: 19V-180**

**Subject: Porsche Safety Recall AKA5 - Gateway control unit in your vehicle**

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 2018 Model Year Porsche Panamera vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

The Gateway Control Unit in your vehicle is designed to manage and facilitate the various electronic control units in your vehicle. On the affected vehicles, the Gateway Control Unit may have been damaged during the assembly process. This may inhibit various comfort functions in your vehicle, and could also cause vehicle drivability issues, which can increase the risk of a crash. To help prevent this from occurring, the Gateway Control Unit in your vehicle will be replaced.

**What will we do?**

Your authorized Porsche dealer will replace the Gateway Control Unit.

**What should you do?**

Please contact your authorized Porsche dealer as soon as possible to schedule a remedy appointment and to arrange for a Porsche loaner vehicle if you need it. Replacing the affected part is expected to take approximately two hours to complete.

**Lease vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this action, Federal law requires you to immediately forward this letter to the lessee. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

**Reimbursement**

This recall will be carried out at no expense to the customer for parts and labor. If you previously paid to have this repair performed, you may be eligible for reimbursement. For more information, please contact the Porsche Customer Commitment Department as instructed below.

**Can we assist you further?**

Please be aware that if, after we have notified you that replacement parts for your vehicle are available, you require any assistance in making an appointment to have this recall performed, please go online, call, or write:

<https://contact.porsche.com/usa/dialogue/contactandinformation/contactus/>

1-800-PORSCHE

Porsche Cars North America, Inc.  
Attn: Customer Commitment Department  
One Porsche Drive  
Atlanta, GA 30354

You may also file a complaint with the National Highway Traffic Safety Administration:

Go online: <http://www.safercar.gov>  
Call the toll-free Vehicle Safety Hotline: 1-888-327-4236 (TTY: 1-800-424-9153)  
Write to: Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, D.C. 20590

We apologize for any inconvenience this matter may cause you. However, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Very truly yours,

PORSCHE CARS NORTH AMERICA, INC.



Glenn Garde  
Vice President, AfterSales