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Porsche Cars North America, Inc. One Porsche Drive Atlanta, Georgia 30354 T: (770) 290-3500 F: (770) 290-1500

August 9, 2019

This notice applies to your vehicle:

NHTSA Recall Number: 19V-445

### **URGENT SAFETY RECALL**

This is an important Safety Recall. The remedy will be performed <u>FREE</u> OF CHARGE to you.

## **IMPORTANT SAFETY RECALL (Remedy Notice)**

# 2019 911 GT2 RS Driveshaft Connection Bolt Recall

Dear Mr. Iglesias:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has decided that a defect that relates to motor vehicle safety exists in certain 2019 911 GT2 RS vehicles. Our records show that you are the current owner of a vehicle affected by this recall.

## What is the issue?

On your vehicle, the fastener connections between the driveshaft and wheel hub may not have been properly tightened, and may loosen over time. If this occurs, the driveshaft could disconnect increasing the risk of a crash.

### What should you do?

Please contact any authorized Porsche dealer to schedule an appointment to have the remedy performed as soon as possible and to arrange for Porsche-provided alternate transportation.

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

#### What will Porsche do?

Porsche is conducting a safety recall and will remedy your vehicle at no charge to you for parts and labor. Your vehicle will receive new fastening nuts, installed with the correct torque specification.

## This is an important Safety Recall.

The remedy will take approximately 60 minutes, however depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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 commitment 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 fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

#### Can we assist you further?

Please be aware that if you require any assistance in making an appointment to have this recall performed, please call or write:

Porsche Cars North America, Inc.
Attn: Customer Commitment Department
One Porsche Drive
Atlanta, GA 30354
1-800-PORSCHE
customer.commitment@porsche.us

If you still cannot obtain satisfaction, and your dealer or Porsche is unable to remedy the defect without charge or within a reasonable amount of time, you may file a complaint with:

Administrator

National Highway Traffic Safety Administration 1200 New Jersey Avenue, S.E.

Washington, D.C. 20590

or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 [TTY: 1-800-424-9153] or go to <a href="http://www.safercar.gov">http://www.safercar.gov</a>.

We applied 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.