



PORSCHE

Porsche Cars North America, Inc.  
One Porsche Drive  
Atlanta, Georgia 30354  
T: (770) 290-3500  
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Mr.  
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**URGENT SAFETY RECALL**  
**This is an important Safety Recall.**  
**The remedy will be performed**  
**FREE OF CHARGE to you.**

February 07, 2020

**This notice applies to your vehicle:**  
**WPO/**

**IMPORTANT SAFETY RECALL**

**Certain 2020 Model Year Porsche 911 Vehicles  
Control Unit Reprogramming for Hazard Warning  
NHTSA Recall 19V-878**

Dear Mr.

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has decided that certain 2020 Model Year Porsche 911 vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 108 "Lamps, reflective devices and associated equipment."

You received this notice because our records indicate that you are the current owner of a vehicle affected by this recall.

**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 alternate transportation during the repair period, if needed.  
  
To find your nearest authorized Porsche dealer, visit:  
[www.porsche.com/usa](http://www.porsche.com/usa)

**What is the issue?**

Under certain specific conditions, there is a possibility that the hazard warning lights may not activate after pressing the switch in the center console. If the hazard warning cannot be activated, this may increase the risk of a crash in a hazard situation.

**What will Porsche do?**

Porsche is conducting a safety recall to reprogram the control unit to eliminate this issue.

In addition to the recall remedy, Porsche will take advantage of this service opportunity to update additional software in your vehicle to the latest specification.

**This is an important Safety Recall.**  
  
This recall will take approximately 70 minutes to complete and will be carried out at no expense to you.

**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 of this notice.

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 believe that the dealer or Porsche has failed or is unable to perform the remedy without charge or within a reasonable amount of time, you may file a complaint to the 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: <http://www.safercar.gov>.

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.