



PORSCHE

Dr. [REDACTED]

August 20, 2020

This notice applies to your vehicle:  
WPC [REDACTED]

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

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

**IMPORTANT SAFETY RECALL**

**Certain 2020 Model Year Porsche 911 Carrera 4S Coupe Vehicles  
Front Axle Differential Bracket May Come Loose  
NHTSA ID 20V-381**

Dear Dr [REDACTED],

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 2020 Porsche 911 Carrera 4S vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner of a vehicle affected by this action.

**What is the issue?**

On some of the affected vehicles, the front axle differential bracket may not have been tightened to the required specification. If it comes loose, the differential could potentially cause damage to surrounding components. If the fuel tank is struck by a loose component, it could result in fuel leakage, which in the presence of an ignition source could increase the risk of a fire.

**What will Porsche do?**

The front axle differential and bracket will be removed and inspected, along with surrounding components. Depending on the inspection result, the front axle differential will be reinstalled or replaced using new screw joints torqued to the required specification. These repairs will be covered free of charge.

**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)  
  
If you require further assistance, you may contact us at 1-800-PORSCHE or email [customer.commitment@porsche.us](mailto:customer.commitment@porsche.us)

**This is an important Safety Recall.**

The remedy will take up to 7 hours to perform; however, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**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.

If you believe that the dealer or Porsche has failed or is unable to remedy the defect 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.