

[REDACTED]

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

October 25, 2021

This notice applies to your vehicle:
WP1 [REDACTED]

IMPORTANT SAFETY RECALL (Remedy Notice)

**Certain 2015-2018 Model Year Porsche Macan Vehicles
Front Passenger Seat Occupancy Sensor Mat
NHTSA ID 21V-131**

Dear [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 2015-2018 Model Year Porsche Macan vehicles. Our records show that you are the current owner of a vehicle affected by this recall.

What is the issue?

On the affected vehicles, the front passenger seat occupancy sensor mats may degrade with time and eventually fail, leading to the possible non-detection of a front passenger. As a result, the front passenger airbag may not deploy in the event of a crash, increasing the risk of injury.

What will Porsche do?

Porsche is conducting a safety recall to replace the passenger seat occupancy sensor mat. This remedy will be performed free of charge for parts and labor.

What should you do?

The necessary remedy parts are now available. Please contact any authorized Porsche dealer to schedule an appointment to have this recall performed as soon as possible and to arrange for Porsche-provided alternate transportation, if necessary.

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

If the red air bag warning lamp is illuminated in the instrument cluster or the yellow "Passenger Airbag OFF" status lamp is illuminated in the overhead console when the front passenger seat is occupied by an adult, then do not use the front passenger seat until the issue has been remedied by your authorized Porsche dealer.

This is an important Safety Recall.

The remedy will take up to 4 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.

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?

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 Support
One Porsche Drive
Atlanta, GA 30354
1-800-PORSCHE
customersupport@porsche.com

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 <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.