

Mr. [REDACTED]

May 07, 2021

This notice applies to your vehicle:  
WPO [REDACTED]

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

### IMPORTANT SAFETY RECALL (Remedy Notice)

**Certain 2021 Model Year Porsche 911 Carrera, Taycan, 718 Boxster, Spyder and Cayman Vehicles  
Suspension Connection Fasteners  
NHTSA ID 21V-157**

Dear Mr. [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 2021 Model Year Porsche 911 Carrera, Taycan, 718 Boxster, Spyder and Cayman vehicles. Our records show that you are the current owner of a vehicle affected by this recall.

#### What is the issue?

There is a possibility that locknuts that were not manufactured to specification were installed on threaded connections of your vehicle's suspension.

#### 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](http://www.porsche.com/usa)

As a result, the specified tightening torque may not have been met on the threaded connection and therefore cannot be guaranteed over the service life of your vehicle. A loose suspension component could in some cases detach, causing a sudden loss of vehicle stability and control, and increase the risk of an accident.

#### What will Porsche do?

Porsche is conducting a safety recall to replace the affected suspension nuts and bolts. Authorized Porsche dealers will also inspect surrounding components for damage, and replace damaged parts as necessary. Repairs will be performed free of charge.

**This is an important Safety Recall.**

The remedy will take up to 5 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 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.