

Mr. [REDACTED]

May 21, 2021

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.**

**IMPORTANT SAFETY RECALL**

**Certain 2019-2020 Model Year Porsche 911 Carrera S, 911 Carrera 4S and 911 Speedster Vehicles  
Rear Axle Upper Control Arm Connections  
NHTSA ID 21V-201**

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 2019-2020 Model Year Porsche 911 Carrera S, 911 Carrera 4S and 911 Speedster vehicles. Our records show that you are the current owner of a vehicle affected by this recall.

**What is the issue?**

The threaded joints securing the upper control arms to the rear axle of your vehicle may not be tightened according to the specification. If a connection fails it could potentially cause driving instability, increasing the risk of a crash.

**What will Porsche do?**

Porsche is conducting a safety recall to rework and tighten the affected screw connections between the rear axle and upper control arms. This remedy will be carried out free of charge.

**What should you do?**

Please contact any authorized Porsche dealer to schedule an appointment to have this recall performed as soon as possible, and to arrange for alternate transportation, if requested.

**If prior to having this remedy performed you notice any abnormal noises coming from the rear axle of your vehicle, safely park your vehicle and immediately contact your authorized Porsche dealer.**

To locate your nearest authorized Porsche dealer, visit: [www.porsche.com/usa](http://www.porsche.com/usa)

**This is an important Safety Recall.**

The remedy will take up to one business day 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.