

[Redacted]

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

November 16, 2021

**This notice applies to your vehicle:**  
WPOA [Redacted]

**IMPORTANT SAFETY RECALL**

**Certain 2021 Model Year Porsche 911 Turbo, 911 Turbo S and 911 Carrera 4S Vehicles  
Incorrect Passenger Seat Variant May Affect Airbag  
NHTSA ID 21V-467**

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 2021 Model Year Porsche 911 Turbo, 911 Turbo S and 911 Carrera 4S vehicles. Our records show that you are the current owner of a vehicle affected by this recall.

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?**

An incorrect front passenger seat variant was installed in your vehicle, 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 install the approved passenger seat occupancy component into your vehicle. This remedy will be performed by your authorized Porsche dealer free of charge.

**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)

**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.**

[Redacted]

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The remedy will take up to 3 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.