

Mr. [REDACTED]

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

July 30, 2021

**This notice applies to your vehicle:**

WPC [REDACTED]

## IMPORTANT SAFETY RECALL

**Certain 2020-2021 Model Year Porsche Taycan vehicles  
Power Electronics Reprogramming  
NHTSA ID 21V-486**

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 2020-2021 Model Year Porsche Taycan vehicles. Our records show that you are the current owner of a vehicle affected by this recall.

### **What is the issue?**

Due to a software issue, the power electronics in your vehicle can, in certain instances, incorrectly and sporadically detect a fault and trigger a shutdown of the power electronics, resulting in loss of motive power. If this occurs, the affected vehicles display the warning message "Motor control error Stop vehicle in a safe place" in the instrument cluster, and the vehicle can be restarted by pushing the On/Off button. A loss of motive power at higher speed can increase a risk of a crash.

### **What will Porsche do?**

To help prevent this from occurring, Porsche is conducting a safety recall to reprogram the power electronics with updated software. In addition to this remedy, the powertrain software will also be updated to the latest specification. The remedy and software update will be performed at no cost to you.

### **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 Porsche-provided alternate transportation, if necessary.

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

**If your vehicle displays "Motor control error Stop vehicle in a safe place," please park your vehicle in a safe place and call Porsche roadside assistance at 1-800-PORSCHE or a local dealer for immediate support.**

### **Safety Recall.**

The remedy will take from 1 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 at 1-800-PORSCHE 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.