



This notice applies to your vehicle:

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. The remedy will take from 1 to 6 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 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

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.

[Schedule Service Appointment](#)

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.

Sincerely,
Porsche Cars North America, Inc.

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Porsche recommends seat-belt usage and observance of traffic laws at all times. Please do not reply to this e-mail. If you have questions, please contact 1-800-PORSCHE. Please read our [privacy policy.](#)