

Mr. [REDACTED]

January 04, 2022

This notice applies to your vehicle:
WPOA [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 2013 through 2015 Model Year Porsche Boxster and Cayman Vehicles
NHTSA ID 21V-679**

Dear Mr. [REDACTED],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has determined that certain 2013 to 2015 Model Year Porsche Boxster and Cayman Vehicles have a potential issue with the control arm mounts on the rear suspension of the vehicle.

What is the issue?

There is a possibility that rear suspension control arm mounts that do not meet the required specifications may have been installed on the rear suspension of your vehicle. If the mount breaks, it could affect vehicle control and increase the risk of a crash.

What will Porsche do?

Porsche is conducting a safety recall to replace both of the rear suspension control arm mounts on the vehicle, free of charge.

What should you do?

The necessary parts to complete this recall 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



This is an important Safety Recall.

The remedy will take up to 2 business days 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.

This recall will be carried out at no expense to the customer. If you have previously paid to have this repair performed, you may be eligible for reimbursement. For more information, please contact Porsche customer support as instructed below.

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 you may 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.