



This notice applies to your vehicle: WPxxxxxxx

Dear xxxx

**Important Interim Remedy Reminder – ENABLE REMOTE
BATTERY MONITORING**

At Porsche Cars North America, Inc. (PCNA), your satisfaction and safety are our top priorities.

What is the issue?

Porsche has previously notified you of a safety recall affecting the high-voltage battery in your vehicle. Porsche has determined that individual battery cell modules within the high-voltage battery in your vehicle may experience a short circuit, which can result in a battery fire.

What will Porsche Do?

To remedy the safety recall, Porsche is preparing a software update. This full remedy is not yet available. As an interim remedy, Porsche is able to remotely monitor the health of the high-voltage battery in your vehicle if you enable remote battery monitoring. If you elect not to enable remote battery monitoring, you should schedule an appointment with a Porsche Center to check the health of the high-voltage battery in your vehicle and schedule recurring follow-up visits, as needed. In rare instances, based on the monitoring of your vehicle's high voltage battery, Porsche may also replace individual affected cell modules in your high-voltage battery as needed, at no charge to you.

What should you do?

REMOTE OPTION:

To allow remote monitoring, you must have the My Porsche app on your smartphone and deactivate Privacy Mode in your vehicle's PCM: To do this, you will need to complete the following items:

In-App via Smartphone:

- **If you have not done so already, you must complete registration in My Porsche app**

In-Car - In order to Download the Update

- **You will need to deactivate Privacy Mode**
- **You will need to be signed in as the main user in the vehicle**
- **The vehicle will need an active data connection**

If you would like to confirm that you have correctly enabled remote monitoring, please contact your preferred Porsche Center by phone. They will be able to confirm that you have correctly enabled remote monitoring.

PORSCHE CENTER OPTION:

If you prefer not to have your battery monitored remotely, or have not had your battery monitored by a Porsche Center within the last 60 days, please contact your nearest Porsche Center to schedule an appointment to check the

health of the high-voltage battery in your vehicle at NO COST TO YOU.

Until the health check can be carried out by a Porsche Center, to help prevent potential damage to cell modules, Porsche recommends you set the charge settings so that the battery is charged only to a maximum of 80% until the full remedy is available.

In order to set the maximum State of Charge to 80%, please follow these steps:

- 1. In the PCM, select Charging, then select the Profiles tab**
- 2. Tap “Edit General charging profile”**
- 3. Set the Minimum charge to 80 or less**
- 4. Activate maximum charge level via Optimized charging.**
- 5. Activate General charging profile.**
- 6. Ensure the Direct charging function is deselected (not blue), and profile settings are reflected on the charging status screen on the lower display.**

[Schedule Service Appointment](#)

To find your nearest authorized Porsche center, visit:
www.porsche.com/usa

**What if you are not the owner or operator of this vehicle?
If you are the lessor and registered owner of the vehicle
identified above, please forward this email to the lessee
within ten days of receipt. If you've changed your address
or sold the vehicle, please click one of the links below or
contact customer support so we can update our records.**

[Change Your Address](#)

[No Longer Own Vehicle](#)

Sincerely,

Porsche Cars North America, Inc.

