



PORSCHE

Steering Column Refund
P.O. Box 5389
Portland, OR 97228-5389

Customer Information about Steering Column Retrofit

Porsche Electric Steering Column Option Reimbursement

At the time of your vehicle delivery, we informed you the ongoing global semiconductor shortages forced Porsche to manufacture your vehicle with a manually adjustable steering column. Your vehicle should have been equipped with the electrically adjustable steering column, which was included in the seat memory package. We informed you of the change in vehicle specification and offered to retrofit your vehicle with the electrically adjustable steering column when it became available.

Unfortunately, since that time, the semiconductor situation has only deteriorated, making it impossible to provide the electric adjustment mechanism. Consequently, we are no longer able to offer you the retrofit. Because we are unable to perform the retrofit, we will provide you with a refund for \$1,000.

Refunds will be issued on a rolling basis between June and the end of 2022 based on the delivery date of your vehicle. Your refund will be issued as a check to this address within two months of the date on this letter. Reimbursements are being processed by Epiq. Epiq can be reached at the following address, and more information can be found at the website and toll-free number below:

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Thank you again for your patience and for accepting this refund to help maintain your satisfaction with your vehicle. For more information, please visit ElectricSteeringColumnOptionReimbursement.com or call toll-free 855-917-3537 to hear answers to frequently asked questions.

Very truly yours,

Porsche Cars North America, Inc.