

Part 573 Safety Recall Report

18V-898

Manufacturer Name : Porsche Cars North America, Inc.

Submission Date : DEC 19, 2018

NHTSA Recall No. : 18V-898

Manufacturer Recall No. : AJ13



Manufacturer Information :

Population :

Manufacturer Name : Porsche Cars North America, Inc.

Number of potentially involved : 17,667

Address : One Porsche Drive

Estimated percentage with defect : 100 %

Atlanta GA 30354

Company phone : 1-800-767-7243

Vehicle Information :

Vehicle 1 : 2017-2017 Porsche Panamera

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : FEB 08, 2017 - JUN 13, 2017

VIN Range 1 : Begin : WPOAA2A78HL100396 **End :** WPOAA2A70HL104474 Not sequential

Vehicle 2 : 2017-2017 Porsche Panamera 4

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : FEB 08, 2017 - MAY 30, 2017

VIN Range 1 : Begin : WPOAA2A72HL100393 **End :** WPOAA2A71HL104547 Not sequential

Vehicle 3 : 2018-2018 Porsche Panamera 4 Executive

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : JUN 08, 2017 - OCT 22, 2018

VIN Range 1 : Begin : WPOBA2A7XJL150016 End : WPOBA2A75JL156354 Not sequential

Vehicle 4 : 2017-2017 Porsche Panamera 4S

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : OCT 07, 2016 - JUN 23, 2017

VIN Range 1 : Begin : WPOAB2A78HL120631 End : WPOAB2A78HL124338 Not sequential

Vehicle 5 : 2017-2017 Porsche Panamera Turbo

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : SEP 23, 2016 - JUN 19, 2017

VIN Range 1 : Begin : WPOAF2A76HL150277 End : WPOAF2A73HL153556 Not sequential

Vehicle 6 : 2017-2017 Porsche Panamera 4S Executive

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : MAY 05, 2017 - MAY 17, 2017

VIN Range 1 : Begin : WPOBB2A77HL180162 End : WPOBB2A76HL180170 Not sequential

Vehicle 7 : 2017-2017 Porsche Panamera Turbo Executive

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : MAR 03, 2017 - MAR 08, 2017

VIN Range 1 : Begin : WPOBF2A72HL187024 End : WPOBF2A76HL187026 Not sequential

Vehicle 8 : 2018-2018 Porsche Panamera

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : OCT 09, 2017 - OCT 09, 2017

VIN Range 1 : Begin : WP0AA2972JL106351 End : WP0AA2972JL106351 Not sequential

Vehicle 9 : 2018-2018 Porsche Panamera

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : MAY 31, 2017 - NOV 06, 2018

VIN Range 1 : Begin : WP0AA2A72JL100075 End : WP0AA2A72JL121380 Not sequential

Vehicle 10 : 2018-2018 Porsche Panamera 4

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : MAY 29, 2017 - NOV 23, 2018

VIN Range 1 : Begin : WP0AA2A75JL100006 End : WP0AA2A78JL121478 Not sequential

Vehicle 11 : 2018-2018 Porsche Panamera 4S

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : MAY 31, 2017 - NOV 14, 2018

VIN Range 1 : Begin : WP0AB2A78JL131019 End : WP0AB2A73JL199308 Not sequential

Vehicle 12 : 2018-2018 Porsche Panamera 4 E-Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : JUL 25, 2017 - NOV 15, 2018

VIN Range 1 : Begin : WPOAE2A73JL127001 **End :** WPOAE2A71JL177993 Not sequential

Vehicle 13 : 2018-2018 Porsche Panamera Turbo

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : MAY 31, 2017 - NOV 12, 2018

VIN Range 1 : Begin : WPOAF2A75JL140023 **End :** WPOAF2A73JL142496 Not sequential

Vehicle 14 : 2018-2018 Porsche Panamera Turbo S E-Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : OCT 11, 2017 - OCT 16, 2018

VIN Range 1 : Begin : WPOAH2A72JL144377 **End :** WPOAH2A78JL145646 Not sequential

Vehicle 15 : 2018-2018 Porsche Panamera 4 E-Hybrid Executive

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : JUL 27, 2017 - NOV 05, 2018

VIN Range 1 : Begin : WPOBE2A72JL160009 **End :** WPOBE2A72JL161628 Not sequential

Vehicle 16 : 2018-2018 Porsche Panamera Turbo S E-Hybrid Executive

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : OCT 12, 2017 - SEP 26, 2018

VIN Range 1 : Begin : WPOBH2A73JL172080 End : WPOBH2A72JL172264 Not sequential

Vehicle 17 : 2018-2018 Porsche Panamera 4S Executive

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : MAY 31, 2018 - NOV 12, 2018

VIN Range 1 : Begin : WPOBB2A71JL165002 End : WPOBB2A73JL165339 Not sequential

Vehicle 18 : 2018-2018 Porsche Panamera Turbo Executive

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : MAY 31, 2018 - OCT 18, 2018

VIN Range 1 : Begin : WPOBF2A77JL170001 End : WPOBF2A75JL170241 Not sequential

Vehicle 19 : 2018-2018 Porsche Panamera 4 Sport Turismo

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : OCT 04, 2017 - NOV 01, 2018

VIN Range 1 : Begin : WPOCA2A79JL180015 End : WPOCA2A73JL181404 Not sequential

Vehicle 20 : 2018-2018 Porsche Panamera 4S Sport Turismo

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : OCT 10, 2017 - NOV 22, 2018

VIN Range 1 : Begin : WPOCB2A79JL190055 End : WPOCB2A72JL191385 Not sequential

Vehicle 21 : 2018-2018 Porsche Panamera 4 E-Hybrid Sport Turismo

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : HYBRID ELECTRIC

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : DEC 06, 2017 - NOV 16, 2018

VIN Range 1 : Begin : WPOCE2A75JL147033 End : WPOCE2A74JL189953 Not sequential

Vehicle 22 : 2018-2018 Porsche Panamera Turbo Sport Turismo

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : SEP 01, 2017 - DEC 06, 2018

VIN Range 1 : Begin : WPOCF2A76JL195069 End : WPOCF2A72JL196509 Not sequential

Vehicle 23 : 2018-2018 Porsche Panamera Turbo S Sport Turismo

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of the optimized software. The recalled vehicles are not programmed with the optimized software.

Production Dates : NOV 21, 2017 - NOV 14, 2018

VIN Range 1 : Begin : WPOCH2A77JL198041 End : WPOCH2A7XJL198809 Not sequential

Description of Defect :

Description of the Defect : There is a possibility that, due to a software failure, the electric power steering assist might become momentarily or intermittently unavailable.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the case of disabled electric power steering assistance, the driver may have to provide the increased force to the steering wheel, and might perceive this as a loss of steering control. In certain traffic situations this might lead to a higher risk of a crash.

Description of the Cause : The defect is caused by a software failure.

Identification of Any Warning : A warning message stating a failure of the power steering cannot be

that can Occur : guaranteed. However, the error is noticeable due to the need to apply increased steering forces.

Supplier Identification :

Component Manufacturer

Name : Robert Bosch Automotive Steering GmbH
Address : Richard-Bullinger-Straße 77
Schwäbisch Gmünd FOREIGN STATES 73527
Country : Germany

Chronology :

In June 2017, in the context of regular field observations, Porsche identified some records in which a small number of customers complained about power steering issues.

These complaints led to an extended field observation and accompanying analysis of power steering devices during the second half of 2017. The analysis was conducted in coordination with the supplier.

In November 2018, after a thorough investigation and analysis including test drives, remedial measures to avoid failures of power steering support as well as an adapted diagnosis options were implemented into series production vehicles.

On December 12, 2018, the matter was presented to the product safety committee at Dr. Ing. h.c. F. Porsche AG, and it was decided to implement a voluntary safety recall for the potentially affected vehicles.

Description of Remedy :

Description of Remedy Program : The vehicles will be recalled to the workshop and the power steering control unit will be programmed with an optimized software.

How Remedy Component Differs from Recalled Component : Not applicable.

Identify How/When Recall Condition was Corrected in Production : The improved software was introduced into production in calendar week 45 of 2018.

Recall Schedule :

Description of Recall Schedule : Porsche expects to notify owners within 60 days.

Planned Dealer Notification Date : FEB 17, 2019 - FEB 17, 2019

Planned Owner Notification Date : FEB 17, 2019 - FEB 17, 2019

* NR - Not Reported