



ADVANCED SUSPENSION TECHNOLOGY

Öhlins USA
703 S. Grove St. Suite C
Hendersonville, NC 28792

Phone: 800.336.9029
Fax: 828.692.0595
Email: info@ohlinsusa.com

IMPORTANT SAFETY RECALL

NHTSA RECALL NO. 20E091
December 2020

Dear Valued Öhlins Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Öhlins USA, Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain Öhlins suspension struts, Part No. POS 5N20, intended for aftermarket installation on certain Porsche models. We are conducting a voluntary safety recall to address the issue.

The recalled front struts were shipped to customers as part of the suspension kits identified below. Each kit contained two of the affected front struts, along with two rear struts, springs, and associated hardware. (These other components are not affected by this recall.)

Distribution records indicate that you may have purchased one or more of the kits that included the recalled front struts. Therefore, please review this letter carefully.

What Products are Involved?

This recall involves Öhlins front struts, Part No. POS 5N20, which were shipped with the following kits:

Kit Part No.	Intended Vehicle Application
Part No. POZ MN02	1999 – 2005 Porsche 911 Carrera 4 and 4S, generation 996 2001 – 2006 Porsche 911 Turbo / Turbo S, generation 996
Part No. POZ MN05	2005 – 2012 Porsche 911 Carrera 4 and 4S, generation 997 2006 – 2013 Porsche 911 Turbo / Turbo S, generation 997

What is the Problem?

Due to a design compatibility issue related to the interface between the vehicle’s top mount and the strut, the pin of the strut may experience excessive stress during maximum steering, which can lead to fatigue and, potentially, breakage of the pin. If the pin fails, it will result in the separation of the strut from the vehicle and compromise front-wheel control, increasing the risk of a vehicle crash.

What should you do?

If you own one of the recalled struts, please contact the place of purchase to arrange to receive a new strut, along with a new top mount interface solution that will address the compatibility issue, free of charge.

Replacement parts may be ordered by your Öhlins dealer. The new, replacement strut will be either Part No. POS 5N20 or POS 5N21, which are interchangeable. (Replacement Part No. POS 5N20/21 struts will be uniquely and permanently marked to distinguish them from the recalled POS 5N20 parts.)





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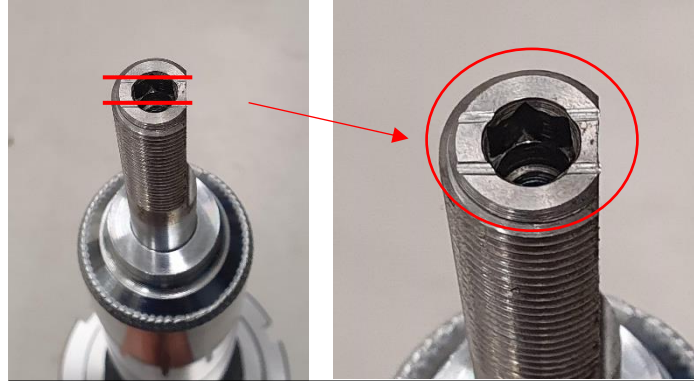
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Recalled part no marking



Replacement product is identified by two parallel marks on top of the pin, visible from the luggage compartment in the installed position.

If you no longer own the vehicle in which these parts were installed, please contact Öhlins and provide the contact information for the new owner so that we can notify them of this recall.

If you previously paid to remedy the specific condition that is the subject of this recall, you may be eligible for reimbursement. Please contact the Warranty Department of Öhlins USA at 1-800-336-9029 or ohlins_us_info@driv.com for more information.

Questions or Concerns?

For the most efficient service, your distributor has been instructed how to manage the return of these parts. As such, they should be your first point of contact related to this recall. If you do not obtain the service required, you may contact Öhlins USA at 1-800-336-9029. If you are unable to obtain a remedy without charge within a reasonable time, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590; or 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 may cause, but we are taking this action in the interest of your personal safety and satisfaction with our products.

Sincerely,

Öhlins US



ÖHLINSUSA.COM