



PORSCHE

Mr. [REDACTED]

April 10, 2020

This notice applies to your vehicle:  
WP1A [REDACTED]

**URGENT SAFETY RECALL**

This is an important Safety Recall.  
The remedy will be performed  
**FREE OF CHARGE** to you.

Porsche Cars North America, Inc.  
One Porsche Drive  
Atlanta, Georgia 30354  
1-800-PORSCHE

**IMPORTANT SAFETY RECALL**

**Certain 2015 - 2018 Model Year Porsche Macan Vehicles  
Cover for Fuel Pump Flange  
NHTSA ID 20V-077**

Dear Mr. [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has decided that a defect that relates to motor vehicle safety exists in certain 2015-2018 Porsche Macan vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner of a vehicle affected by this action.

**What is the issue?**

Under high load, the fuel pump service cover can contact the filter flange of the fuel pump. Over time, this can result in cracks potentially leading to fuel seepage and fuel odor, increasing the risk of fire.

**What will Porsche do?**

To prevent contact between the fuel pump service cover and the fuel flange on the fuel pump, the service cover will be reworked or replaced, and a protective film will be applied to the fuel pump flange. In addition, the fuel pump flange will be inspected and replaced if cracks are present. These repairs will be covered free of charge.

**What should you do?**

Please contact any authorized Porsche dealer to schedule an appointment to have the remedy performed as soon as possible and to arrange for alternate transportation during the repair period, if needed.

Until you have the remedy performed, you can prevent any possible damage by ensuring that excessive force and load is not applied to the right rear seat. If you smell fuel from your vehicle, please park outdoors and contact your nearest Porsche dealer.

To find your nearest authorized Porsche dealer, visit: [www.porsche.com/usa](http://www.porsche.com/usa)

If you require further assistance, you may contact us at 1-800-PORSCHE or email [customer.commitment@porsche.us](mailto:customer.commitment@porsche.us)

**This is an important Safety Recall.**

The remedy will take approximately one to two hours 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.

**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 fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

If you believe that the dealer or Porsche has failed or is unable to remedy the defect without charge or within a reasonable amount of time, you may file a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 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 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.