



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 6, 2021

Jim Moore
Manager of In-Use Vehicle Conformity
Porsche Cars North America, Inc.
One Porsche Drive
Atlanta, GA 30354

NEF-107SS
21V-224

Subject: Front/Rear Shock Absorbers Not Tightened Properly

Dear Jim Moore:

This letter serves to acknowledge Porsche Cars North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

PORSCHE/MACAN/2021

Mfr's Report Date: March 31, 2021

NHTSA Campaign Number: 21V-224

Components:

SUSPENSION:FRONT:SHOCK ABSORBER
SUSPENSION:REAR:SHOCK ABSORBER

Potential Number of Units Affected: 10

Problem Description:

Porsche Cars North America, Inc. (Porsche) is recalling certain 2021 Porsche Macan, Macan S, Macan GTS, and Macan Turbo vehicles. The screw connection on the shock absorbers of the front and rear axle might not be tightened properly.

Consequence:

A failed screw connection may cause damage to the braking system, driving instability, and the potential loss of control, increasing the risk of a crash.

Remedy:

Porsche will notify owners, and dealers will rework and tighten the screw connections, free of charge. Owners are advised not to drive their vehicle until the remedy has been performed. The recall is expected to begin April 16, 2021. Owners may contact Porsche customer service at 1-800-767-7243. Porsche's number for this recall is AMA8.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Porsche Cars North America, Inc.'s contact for this recall will be Sarah Shiver who may be reached by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement