



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 2, 2021

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

NEF-107SS  
21V-486

**Subject:** Software Error Can Cause Loss of Motive Power

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/TAYCAN/2020-2021

**Mfr's Report Date:** June 29, 2021

**NHTSA Campaign Number:** 21V-486

**Components:**  
ELECTRICAL SYSTEM:PROPULSION SYSTEM:TRACTION MOTOR:CONTROLLER:SOFTWARE  
ENGINE AND ENGINE COOLING:ENGINE:ENGINE CONTROL MODULE (ECU/ECM):SOFTWARE

**Potential Number of Units Affected:** 10,373

**Problem Description:**

Porsche Cars North America, Inc. (Porsche) is recalling certain 2020-2021 Taycan Turbo, Taycan Turbo S, Taycan 4S, 2021 Taycan, Taycan Cross Turismo, Taycan Turbo S Cross Turismo, Taycan 4S Cross Turismo, and Taycan Turbo Cross Turismo vehicles. The monitoring software can incorrectly detect a fault and shutdown the power train, causing a loss of motive power.

**Consequence:**

A loss of motive power increases the risk of a crash.

**Remedy:**

Dealers will reprogram the power electronics and the engine control unit, free of charge. Owner notification letters are expected to be mailed August 27, 2021. Owners may contact Porsche customer service at 1-800-767-7243. Porsche's number for this recall is AMB5.

**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.nhtsa.gov](http://www.nhtsa.gov).

We have received Porsche's proposed owner notification letter and have approved it for distribution.



**Please ensure the following requirements are met:**

As required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including the dates of all warranty claims, field or service reports if under a count of ten. If more than ten, please provide a date range. Please provide other information (such as the numbers of deaths and/or injuries), with their dates of receipt.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

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](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



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