

# Part 573 Safety Recall Report

# 21V-493

**Manufacturer Name :** Porsche Cars North America, Inc.

**Submission Date :** JUN 30, 2021

**NHTSA Recall No. :** 21V-493

**Manufacturer Recall No. :** AMB4



## Manufacturer Information :

## Population :

**Manufacturer Name :** Porsche Cars North America, Inc.

**Number of potentially involved :** 27

**Address :** One Porsche Drive

**Estimated percentage with defect :** 100 %

Atlanta GA 30354

**Company phone :** 1-800-767-7243

## Vehicle Information :

**Vehicle 1 :** 2021-2021 Porsche Cayenne

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** GAS

**Descriptive Information :** Affected vehicles have been identified through production records.

**Production Dates :** MAY 23, 2021 - JUN 23, 2021

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** Due to a production issue that has since been corrected, the screw connection of the steering column to the steering box (or steering rack) might not have been manufactured to the specifications.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** The steering column has the possibility to detach from the steering gear over the service life of the vehicle. The subject vehicles may experience a potential deterioration or loss of control, which increases the risk of a crash.

**Description of the Cause :** Process error in production.

**Identification of Any Warning that can Occur :** A warning is not ensured. Abnormal noises and a certain amount of play are perceivable due to axial clearance of the steering column.

## Involved Components :

Component Name 1 : Steering Column screw

Component Description : The screw that connects the steering column to the steering rack

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : Production line Porsche AG

Address : NR

Foreign States

Country : Germany

## Chronology :

June 1, 2021, Porsche identified an incorrect screw connection of the steering column and began an evaluation of screw data was carried out to understand the specific criteria for a correct identification of potentially affected vehicles. In parallel, the potential technical effects were investigated.

June 23, 2021, it was determined that a small number of specific vehicles fall into the specific criteria and that a potential loss of steering cannot be ruled out for the subject vehicles. Porsche decided therefore to recall the affected vehicles, out of abundance of caution.

## Description of Remedy :

Description of Remedy Program : The threaded connections will be corrected with a new screw and tightened to the proper specification.

How Remedy Component Differs from Recalled Component : Tighten screw connection according to the proper specification.

Identify How/When Recall Condition was Corrected in Production : Raising awareness and further instruction of production employees.  
Use of a cable connection to the torque controlled screwdriver instead of Bluetooth connection  
Automatic stop of the production line in case of an incorrectly tightened screw connection.

## Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : AUG 29, 2021 - AUG 29, 2021

Planned Owner Notification Date : AUG 29, 2021 - AUG 29, 2021

\* NR - Not Reported