

AMA2 Recall Campaign - Replacing seat occupancy detection system for passenger...

IMPORTANT REMINDER

IT IS A VIOLATION OF FEDERAL LAW FOR DEALERS TO DELIVER TO CUSTOMERS NEW VEHICLES IN THEIR INVENTORY AFFECTED BY THIS NOTIFICATION UNTIL THESE VEHICLES ARE REMEDIED. DEALERS SHOULD NOT SELL, LEASE, RENT, OR LOAN ANY NEW OR USED VEHICLES IN DEALER INVENTORY AFFECTED BY THIS NOTIFICATION PRIOR TO REMEDY. DEALERS GROUNDING LEASE RETURNS SHOULD REMEDY ALL AFFECTED GROUNDED VEHICLES.

For more details, please refer to the Eligibility section of the PCNA CPO Policy and Procedures manual here:

<https://ppn.porsche.com/portal/docs/DOC-222133>

And the Recalls section of PCNA Warranty Policy and Procedures manual here:

<https://ppn.porsche.com/portal/docs/DOC-1432>

Dealers should also review local and state regulations on this matter.

Overview

The front passenger seat occupancy sensor mats may degrade with time and, in rare instances, may eventually fail leading to the possible non-detection of a front passenger.

The "Airbag warning lamp" or "Passenger Airbag OFF" lamp will be activated in order to alert the driver and passenger.

If warnings are ignored, the front passenger airbag may not deploy in a type of a crash in which it is designed to deploy.

The vehicles will be recalled to the workshop and an optimized sensor mat and seat cushion will be installed free of charge.

Customers will be notified of this recall by mail no later than May 2, 2021 and again once parts become available.

This post will be updated with the latest information regarding this recall.

Please arrange for this measure to be carried out on the affected vehicles as soon as the required parts are available.

Model type	Macan (95B)
Model year	2015 - 2018
Number	39,326

Parts required

The parts required are expected to become available in August 2021. As soon as the parts are available, we will inform you about this in a future PPN update.

Summary of the most important points

Customer complaints - for vehicles in which the airbag warning message is activated

Until such a time as the optimized sensor mats become available, the seat occupancy detection system can be replaced in the event of complaints and active warnings. A small number of seat occupancy detection repair kits are currently available for this. If a repair kit is required for a customer case, a Part ticket must be created using PRMS (supported with car down) and must be VIN specific. Photo documentation of the warning must be documented and available in PRMS.

Repair procedure

The seat occupancy detection system for the passenger seat must be replaced according to the procedure described in Workshop Manual "741055 Replacing padding for front seat".

Warranty processing

The work involved is invoiced using the regular warranty claim for campaign AMA2. The affected vehicle is assigned to the respective campaign scope for replacing the seat occupancy detection system.

Porsche Mobility

If no seat occupancy detection repair kits are available and a complaint is received, customer mobility services can be offered only until such a time as the measure AMA2 has been carried out. Basically, the current rules governing the Customer Mobility Program apply here. Depending on which vehicles are used to ensure customer mobility, the costs incurred can be invoiced according to the standard process:

- Use of Porsche vehicles via Mobility Account (standard process)

Further information

Work instruction	TI No. 50/20, Group 7, Service, AMA2
Vehicle list and allocation	See attached VIN list for reference
Technical Information*	Will be posted upon availability

[AMA2 VIN List.xlsx](#) ⓘ

910.9 KB

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