

PORSCHE RECALL AMA2 / NHTSA ID 21V-131.



This notice applies to your vehicle:

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 Model Year Porsche Macan vehicles. Our records show that you are the current owner of a vehicle affected by this recall. We have sent you a previous letter concerning this Recall and this email serves as a follow up notice.

What is the issue?

On the affected vehicles, the front passenger seat occupancy sensor mats may degrade with time and eventually fail, leading to the possible non-detection of a front passenger. As a result, the front passenger airbag may not deploy in the event of a crash, increasing the risk of injury.

What will Porsche Do?

Porsche is conducting a safety recall to replace the passenger seat occupancy sensor mat. This remedy will be performed free of charge for parts and labor. Thank you for your patience and allowing us to help maintain continued satisfaction with your vehicle.

This is an important Safety Recall.

The remedy will take up to 4 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. This recall will be carried out at no expense to you. If you have previously paid to have this repair performed, you may be eligible for reimbursement. For more information, please contact customer support as instructed below.

What should you do?

The necessary remedy parts are now available. Please contact any authorized Porsche dealer to schedule an appointment to have this recall performed as soon as possible and to arrange for Porsche-provided alternate transportation, if necessary.

If the red air bag warning lamp is illuminated in the instrument cluster or the yellow "Passenger Airbag OFF" status lamp is illuminated in the overhead console when the front passenger seat is occupied by an adult, then do not use the front passenger seat until the issue has been remedied by your authorized Porsche dealer.

[Schedule Service Appointment](#)

To find your nearest authorized Porsche dealer, visit www.porsche.com/usa

What if you are not the owner or operator of this vehicle?

If you are the lessor and registered owner of the vehicle identified above, please forward this email to the lessee within ten days of receipt. If you've changed your address or sold the vehicle, please click one of the links below or contact customer support so we can update our records.

[Change Your Address](#)

[No Longer Own Vehicle](#)

Please be aware that if you require any assistance in making an appointment to have this recall performed, please call or email:

1-800-PORSCHE
customersupport@porsche.com

If you still cannot obtain satisfaction, and your dealer or Porsche is unable to remedy the defect without charge or within a reasonable amount of time, you may file a complaint with:

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.

Sincerely,
 Porsche Cars North America, Inc.

EXPLORE THE WORLD OF PORSCHE

[PORSCHE USA](#)

[CONTENT HUB](#)

[PORSCHE DESIGN](#)

[MY PORSCHE](#)

[PORSCHE ONLINE SHOP](#)



www.porsche-usa.com

If you no longer wish to receive emails from us, please click here to [unsubscribe](#).

Porsche recommends seat-belt usage and observance of traffic laws at all times.
 © 2023 Porsche Cars North America, Inc.

Please do not reply to this e-mail. If you have questions, please contact 1-800-PORSCHE.
info@porsche.us

[Privacy Policy](#) | [Legal Notice](#)