

# Part 573 Safety Recall Report

# 22V-404

**Manufacturer Name :** Porsche Cars North America, Inc.**Submission Date :** JUN 16, 2022**NHTSA Recall No. :** 22V-404**Manufacturer Recall No. :** ANA6**Manufacturer Information :**

Manufacturer Name : Porsche Cars North America, Inc.

Address : One Porsche Drive

Atlanta GA 30354

Company phone : 1-800-767-7243

**Population :**

Number of potentially involved : 12,490

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2020-2022 Porsche Taycan

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

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

Production Dates : OCT 21, 2019 - APR 25, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : On some of the affected vehicles, a software error in the control unit of the central computer (PCM) could cause the following error symptoms:

1) the center screen (including rearview camera image) and the touch control panel remain black directly after the ignition is activated

or

2) the Real-Top-View (including rearview camera image) is displayed with a flickering image.

The instrument clusters are not affected and remain fully operational.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : It is possible that the center and the touch control panel do not immediately start when the ignition is activated. As a consequence the screens may remain black (including rearview camera image) or the Real-Top-View (which features a 360° surround view) is displayed with a flickering image. In this

condition, the vehicle may not meet the requirements specified in S5.5 of FMVSS No. 111. This may lead to an increased risk of a crash.

**Description of the Cause :** Software issue in the control unit of the central computer.

**Identification of Any Warning that can Occur :** The lack of the rearview camera image is readily perceptible by the driver.

## Involved Components :

**Component Name 1 :** Central computer (PCM)

**Component Description :** Center and passenger displays and the touch control panel

**Component Part Number :** SW33XX, 35XX and 36XX

## Supplier Identification :

### Component Manufacturer

**Name :** Aptiv Services Deutschland GmbH

**Address :** Podůlší 2487/14 |  
Prague Foreign States 193 00

**Country :** Czech Republic

## Chronology :

End of March, 2022, Porsche AG was informed through review of warranty cases from the field about flickering images of the rearview camera or potentially black central computer screens when the ignition was activated.

April - May 2022: Porsche searched warranty data and the verbatims from warranty claims to identify attributable claims. In parallel Porsche conducted a technical analysis of the subject software and reviewed how this issue affected compliance with the applicable regulations.

Porsche AG is not aware of any reports of injuries or accidents in relation to this matter.

June 1st, 2022: Porsche's Product Safety Committee determined a noncompliance and decided to implement a recall for the subject vehicles.

**Description of Remedy :**

Description of Remedy Program : New software for the central computer (PCM) will be installed on the affected vehicles.

In addition to the recall remedy, Porsche is planning to offer customers a comprehensive software update that will bring the vehicle software up to the latest version and address several customer satisfaction issues unrelated to this notice.

The owner's letter will not include a statement about customer reimbursement for pre-notification remedies as all of the affected vehicles are still covered under Porsche New Car Limited Warranty.

How Remedy Component Differs from Recalled Component : The recalled component is a central computer with SW versions 33XX, 35XX and 36XX. The remedy component will be a corrected software version for the central computer (PCM).

Identify How/When Recall Condition was Corrected in Production : The correction in production took place with earlier software changes within model year 2022 on Feb. 22, 2022.

**Recall Schedule :**

Description of Recall Schedule : Customers will be notified within 60 days.  
Dealers will be notified within 7 days of the submission of the Part 573.

Planned Dealer Notification Date : JUN 09, 2022 - JUN 09, 2022

Planned Owner Notification Date : AUG 05, 2022 - AUG 05, 2022

\* NR - Not Reported