

APB6 Stop Delivery / Recall Campaign - Remove 240V Power Supply Cable for Porsche Mobile Charger

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Important information

PORSCHE CENTERS 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.

Any vehicles delivered to customers before this announcement may be released from Stop Delivery by sending a PRMS Warranty / Campaigns Ticket to Mitchell Grasser. The ticket must have proper documentation of the sale / delivery.

ID Number	APB6
Models	Taycan (Y1A /Y1B /Y1C) Cayenne E-Hybrid models (9YA / 9YB) Panamera E-Hybrid models (971)
Model Years	2019-2024
Number of Affected VINs	39,575
VIN List	Attached
Issue Description	The 240V NEMA charging power cables need to be replaced with new cables. Affected cables were delivered with the affected vehicles as well as spare parts / Tequipment. Affected cables are any and all cables with part numbers: 7PP971678EA, 7PP971678EB, 7PP971678EC, 7PP971678ED
What should Porsche Centers do?	Please do not deliver the subject Stop Delivery new or used vehicles until the remedy is complete. The remedy is as follows:

Step 1:

Taycan (Y1A /Y1B /Y1C) - only remove the 240V NEMA power cable from the Porsche Mobile Charger kit. NOTE: This cable detaches from the rest of the mobile charger and connects to household outlet. See picture and attached TI below.

Cayenne E-Hybrid models (Y1A / Y1B) - only remove the 240V NEMA power cable from the Porsche Mobile Charger kit. NOTE: This cable detaches from the rest of the mobile charger and connects to household outlet. See picture and attached TI below.

Panamera E-Hybrid models (971) - only remove the 240V NEMA power cable from the Porsche Mobile Charger kit. NOTE: This cable detaches from the rest of the mobile charger and connects to household outlet. See picture and attached TI below.

Step 2:

Submit a Warranty claim under APB6 Scope 1 to lift the Stop Delivery.

The rest of the Porsche Mobile Charger kit is not affected by the recall and should be left in the car.

Step 3:

Present the attached Pre-Sale Disclosure form to the customer at the time of vehicle delivery and have them sign at the bottom.

What will Porsche do?

Vehicles will be supplied with an updated NEMA 240V charging cable when parts become available.

In the meantime, because using the 120V Power Supply Cable significantly reduces charging speeds, Porsche is offering customers \$750, which can be used toward the purchase of the Porsche Wall Charger or to purchase a third-party 240V mobile charger. More info can be found [here](#).

Some recommended third-party charging solutions are in an attached document below. Please note that these third-party solutions are not officially endorsed by PCNA.

	Please direct any questions regarding the service voucher offer to pcna.receptionist@porsche.us .
TI Number	A TI is attached below.
Customer Letter	Not available at this time.
FAQs	Not available at this time.
Customer Reactive Statement	Safety is the highest priority for Porsche. With this in mind, Porsche has continually been monitoring the quality and operation of its mobile chargers provided in certain plug-in hybrid and fully electric vehicles. Porsche has determined that under certain conditions when used in conjunction with a lower quality electrical receptacle, the connector crimps of the 240V power supply cable that connect the mobile charger with the outlet can become damaged, potentially leading to elevated electrical resistance and overheating, even when subsequently used with a higher quality outlet. To remedy this issue, the NEMA 240V charging cable found will be replaced with an updated cable that incorporates a temperature sensor. Customers will be informed in due course, and the remedy will be performed free of charge at an authorized Porsche Center."



240V NEMA Power Supply

Attachments

1. [APB6 NEMA Cable Pre-Sale Disclosure Form FINAL.pdf](#)
2. [APB6 - Suggested Third-Party Charging Solutions .pdf](#)
3. [APB6_Stop_Delivery Instructions.pdf](#)
4. [VIN_List_Report_APB6_2024-01-12_V2.xlsx](#)