

ARC5 Stop Delivery / Recall Campaign - Re-coding main control unit for body electronics and headlight control units

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The remedy is immediately available!

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. PORSCHE CENTERS 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 PCNA_Warranty_Support in PRMS. The ticket must have proper documentation of the sale / delivery.

ID Number	ARC5
Affected Models	Macan Electric (XAB)
Affected Model Years	2024-2025
VIN List	Attached
Number of Affected Vehicles	2,908 (Updated 12/11/24)
Issue Description	Due to a software data set error that has since been corrected, the main control unit for body electronics and the headlight control units on the subject vehicles were programmed to the European instead of North American specifications.
What should Porsche Centers do?	Please do not deliver any affected vehicles to customers until the issue can be corrected.
What will Porsche do?	The subject vehicles will receive new software for the affected control units once it is available. The remedy is immediately available as of the time of this posting.

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TI Number

[No. 228-24](#)

Customer Letter

Not yet available at this time, to be posted at a later date.

Customer Reactive Statement

We are committed to the quality and safety of our cars. We have identified a potential issue on certain 2024-2025 Macan electric vehicles, in which the brightness of the headlights specifically when using the high beams can exceed the specified regulations. This will be remedied with a software update, which will be made available to customers at their authorized Porsche Center free of charge, who will be informed in due course. The vehicles can be used until the update can be performed.

Attachments

1. [VIN_List_Report_ARC5_2024-11-25_V2 .xlsx](#)