

APA1 Recall Campaign - Replacing external coolant pump

Update 4/25/23

Please be advised that the plug connectors (part # PNATKR000014) can now be ordered **via PPL with PRMS ticket for release**. The PRMS ticket must contain the PPL order number and **justification for why a vehicle needs the part** - either photos or other explanation detailing the failure of the existing connector. Only about 10% of vehicles are expected to need to have this part replaced. If the vehicle is checked per the TI and the connector needs to be replaced, your dealer will need to invoice both APA10000004 (cost \$49.51) and APA10000005 (Cost \$10.49) in order to be fully reimbursed via Warranty.

The 3 required part numbers for every vehicle cannot be ordered at this time and will be sent via allocation only until further notice. PLEASE REFRAIN FROM PLACING ORDERS FOR THESE REQUIRED PARTS.

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ID Number	APA1
Models	Panamera (971)
Model Years	2017-2021
VIN List	Attached
Number of Affected VINs	22,467
Issue Description	<p>On the affected vehicles, there is a possibility of humidity ingress into the external coolant pump for the climate control system. This could cause a short circuit and, in some instances, thermal damage. This can occur even after the vehicle is turned off, if the engine residual heat function is activated by the operator by pressing the AUTO-REST button on the central control panel.</p> <p>Out of an abundance of caution, customers are advised to park their vehicles outdoors until their vehicles are remedied.</p>

What Dealers Should do?

Please arrange for customer vehicles to have the campaign carried out as soon as possible.

What will Porsche do?

Vehicles will have the remedy performed once it is available.

The remedy is available as of 3/24/23.

TI Number

[No. 18-23](#)

Customer Letter

To be posted as a later date.

Customer Reactive Statement

Our highest priority is the safety of our cars. We have identified an issue on certain 2017-2021 Panamera models (excluding PHEV models). On the affected vehicles, there is a possibility of humidity ingress into the external coolant pump for the climate control system. This could cause a short circuit and, in some instances, thermal damage. This can occur even after the vehicle is turned off, if the engine residual heat function is activated by the operator by pressing the AUTO-REST button on the central control panel.

Customers will be promptly notified so that Porsche dealers can replace the external coolant pump and related connection. The recall remedy is free. **Out of an abundance of caution, customers will be advised to park their vehicles outdoors until their vehicles are remedied.**

Porsche Mobility

If requested, the mobility of the affected customer can be guaranteed by offering a suitable replacement vehicle or by having the vehicle transported to the relevant Porsche Dealer.

Please invoice this additional service with the campaign scope via WWS.

Required parts

Part number	Designation	Quantity/vehicle	Parts return request*
V04015004AF	Additional coolant pump	1	No
V04015004AG	Bracket	1	No
V04015004AH	Lens panel screw	3	No
00004330516	Coolant additive, 20-litre container	As required	No

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(per vehicle a maximum of approx. 1 liter is required)

Additional required parts and material for vehicles on which the connector for the additional pump must be replaced (Scope 2):

Part number	Designation	Quantity/vehicle	Amount
PNATKR000014	APA1 Repair kit for connector Invoice via APA10000004 and APA10000005	1 piece (only if required and only for warranty invoicing)	\$49.51 for APA10000004** \$10.49 for APA10000005***
APA10000006****	Expendable items	1 piece (only if required and only for warranty invoicing)	€ 3.00

*The parts must be stored until such time as the related warranty or campaign claim has been credited in WWS. If a barcode is generated with the credit note, the affected part must be sent to Porsche AG as usual. If no barcode is generated with the credit note, the part can go directly into the replacement parts process or be scrapped.

**For warranty processing, the Part No. PNATKR000014 should be invoiced via APA10000004 with the designation 'APA1 Connector repair kit' (max amount \$49.51) and via APA10000005 (max amount \$10.49).

***Please invoice the remaining amount for the total amount your dealer was charged for the connector kit PNATKR000014 using the Part No. APA10000005. Max amount allowable for APA10000005 is \$10.49.

****For warranty processing, the Part No. APA10000006 with the designation "Consumable material" can be invoiced as an additional part in the warranty claim. Maximum cost: € 3.00.

Warranty processing

Please enter the campaign carried out in the Warranty and Maintenance booklet for the vehicle.

Scope 1: Replacing additional pump

Damage Code	APA1 99 000
Repair Code	2
Labor time	107 TU

Scope 2: Replacing additional pump and repairing connector

Damage Code	APA1 99 000
Repair Code	2
Labor time	143 TU

Invoicing of any additional costs incurred as part of APA1

Costs for transporting the vehicle

If required, the vehicle can be collected from the customer and transported to the Porsche Centre or to a parking space used by the Porsche Dealer. The costs incurred can be invoiced in the warranty claim for recall campaign APA1 under the part number APA10000001 with the designation "Vehicle transport" (type: sublet) as an additional part.

Please document a copy of the invoice for this in the warranty claim.

Costs for vehicle storage

If third-party parking spaces are used for the storage of affected vehicles, the costs incurred can be invoiced as an additional part in the warranty claim for recall campaign APA1 using part number APA10000002.

Up to \$12.50 per day can be invoiced for storing the vehicle.

Please document a copy of the invoice for this in the warranty claim.

Costs for customer mobility

If required, customer mobility services can be offered only until such a time as the campaign has been carried out.

Basically, the current rules governing the Customer Mobility Program apply here. Depending on which vehicles are used to guarantee customer mobility, the costs incurred can be invoiced as follows:

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

Costs are processed using the standard process in accordance with the currently applicable rules governing the Customer Mobility Program.

Old / Outdated Updates

Update 3/24/23

Please be advised that the repair is now available for vehicles affected by APA1. Due to the current low stock of available parts, all parts will be allocated to dealers. PLEASE REFRAIN FROM PLACING ORDERS FOR PARTS.

Also, we will allocate each dealer the connector part # PNATKR000014 next week when stock is verified at the PDCs. If the vehicle is checked per the TI and the connector needs to be replaced, your dealer will need to invoice both APA10000004 (cost \$49.51) and APA10000005 (Cost \$10.49) in order to be reimbursed via Warranty. We expect about 10% of vehicles will need to have this part replaced.

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The TI is now available in PCSS and the [AfterSales Document Database](#).

Attachments

1. [VIN_List_Report_APA1_2023-02-10_V2.xlsx](#)