



ADVANCED SUSPENSION TECHNOLOGY

Öhlins USA
703 S. Grove St. Suite C
Hendersonville, NC 28792

Phone: 800.336.9029
Fax: 828.692.0595
Email: info@ohlinsusa.com

IMPORTANT SAFETY RECALL

NHTSA RECALL NO. 20E091
December 2020

Dear Valued Öhlins Customer:

We are writing to inform you that Öhlins USA, Inc. is conducting a voluntary safety recall of certain Öhlins front struts intended for aftermarket installation on certain Porsche models. These front struts were shipped to customers as part of the suspension kits identified below. Each kit contained two of the affected front struts (Part No. POS 5N20) along with two rear struts, springs, and associated hardware. (These other components are not affected by this recall.) Our records indicate that some of these kits were shipped to you. Please review this letter carefully.

What Products are Involved?

This recall involves Öhlins front struts, Part No. POS 5N20, which were shipped with the following kits:

Kit Part No.	Intended Vehicle Application
Part No. POZ MN02	1999 – 2005 Porsche 911 Carrera 4 and 4S, generation 996 2001 – 2006 Porsche 911 Turbo / Turbo S, generation 996
Part No. POZ MN05	2005 – 2012 Porsche 911 Carrera 4 and 4S, generation 997 2006 – 2013 Porsche 911 Turbo / Turbo S, generation 997

What is the Problem?

Due to a design compatibility issue related to the interface between the vehicle’s top mount and the strut, the pin of the strut may experience excessive stress during maximum steering, which can lead to fatigue and, potentially, breakage of the pin. If the pin fails, it will result in the separation of the strut from the vehicle and compromise front-wheel control, increasing the risk of a vehicle crash.

What should you do?

(a) **Product Remaining in Your Inventory:** If any of these strut kits remain in your inventory, you should promptly return them to Öhlins for a full refund. **Note: It is a violation of federal law to sell the recalled products.**

(b) **Products You Sold to Other Resellers:** If you sold any of these kits to reselling customers, you must forward a copy of this letter to them within five (5) business days of receipt. The kits should be returned to you, the original point of purchase, for a refund.





ADVANCED SUSPENSION TECHNOLOGY

Öhlins USA

703 S. Grove St. Suite C
Hendersonville, NC 28792

Phone: 800.336.9029

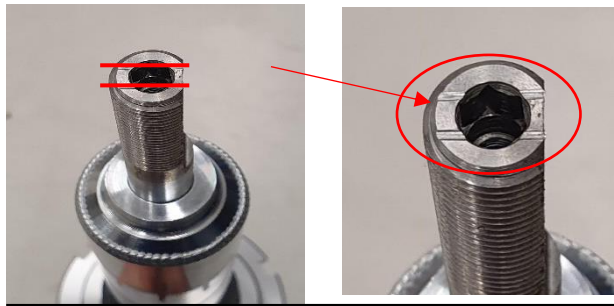
Fax: 828.692.0595

Email: info@ohlinsusa.com

(c) **Products You Installed or Sold to Consumers:** You must immediately check your sale records to identify any consumers to whom you sold the recalled product and provide that information to the Warranty Department of Öhlins USA at 1-800-336-9029 or ohlins_us_info@driv.com, so that we may notify them of this recall. As it is not possible to determine whether an installed strut has experienced excess stress during its life, consumers will receive a replacement front strut free of charge, along with a new top mount interface solution that will resolve the incompatibility. The new, replacement strut will be either Part No. POS 5N20 or POS 5N21, which are interchangeable. (Replacement Part No. POS 5N20/21 struts will be uniquely and permanently marked to distinguish them from the recalled POS 5N20 parts.)



Recalled Part no marking



Replacement product is identified by two parallel marks on top of the pin, visible from the luggage compartment in the installed position.

When contacted by a consumer, please do the following:

- (1) Inspect the customer's front struts to confirm that they are covered by this recall. Only POS 5N20 struts without the markings should be replaced;
- (2) If the product is covered, arrange to have the strut replaced with a new Öhlins front strut, Part No. POS 5N20 or POS 5N21, and the new OE / top mount interface solution, all included in a recall kit that will be provided by Öhlins, at no cost to the customer;
- (3) Submit a claim under the Öhlins warranty claims process and according to instructions included in the recall kit.

If you have any questions, please contact the Warranty Department of Öhlins USA at 1-800-336-9029 or ohlins_us_info@driv.com. We apologize for any inconvenience this may cause, but we are taking this action in the interest of our customers' personal safety and satisfaction with our products.

Sincerely,

Öhlins USA, Inc.



ÖHLINSUSA.COM