



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 26, 2021

Jim Moore  
Manager of In-Use Vehicle Conformity  
Porsche Cars North America, Inc.  
One Porsche Drive  
Atlanta, GA 30354

NEF-107SS  
21V-911

**Subject:** Upper Control Arm Not Tightened Properly

Dear Jim Moore:

This letter serves to acknowledge Porsche Cars North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

PORSCHE/TAYCAN/2020

**Mfr's Report Date:** November 19, 2021

**NHTSA Campaign Number:** 21V-911

**Components:**

SUSPENSION:REAR

**Potential Number of Units Affected:** 35

**Problem Description:**

Porsche Cars North America, Inc. (Porsche) is recalling certain 2020 Taycan vehicles. The front and rear upper control arm screw connections on the rear axle may be loose.

**Consequence:**

A loose control arm connection may fail, causing a loss of vehicle stability and increasing the risk of a crash.

**Remedy:**

Dealers will replace the screw connections, free of charge. Owner notification letters are expected to be mailed January 18, 2022. Owners may contact Porsche customer service at 1-800-767-7243. Porsche's number for this recall is AMC3.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please ensure the following requirements are met:

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Porsche Cars North America, Inc.'s contact for this recall will be Sarah Shiver who may be reached by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement