

Part 573 Safety Recall Report

24V-155

Manufacturer Name : Porsche Cars North America, Inc.

Submission Date : FEB 28, 2024

NHTSA Recall No. : 24V-155

Manufacturer Recall No. : ARA3



Manufacturer Information :

Manufacturer Name : Porsche Cars North America, Inc.

Address : One Porsche Drive

Atlanta GA 30354

Company phone : 1-800-767-7243

Population :

Number of potentially involved : 8,101

Estimated percentage with defect : 10 %

Vehicle Information :

Vehicle 1 : 2020-2024 Porsche 911

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Affected vehicles have been identified through production records.

Production Dates : JUL 08, 2019 - OCT 30, 2023

VIN Range 1 : Begin : WPOAA2A90NS206196 End : WPOAG2A9XPS252412 Not sequential

Description of Defect :

Description of the Defect : On the affected vehicles, it is possible that the front and rear windows were not manufactured in accordance with the specifications and therefore not bonded sufficiently to the body.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions, the lightweight glass may become partially detached over the service life of the vehicle. This may be perceived as water ingress or wind noise (or both).

In an accident situation where the front airbags are deployed, it cannot be guaranteed that the proportion of correct bonding is sufficient to achieve the full protective effect of the airbags. This could increase the risk of injuries in a crash.

Description of the Cause : Cleaning process sequence was not carried out properly by the supplier.

Identification of Any Warning that can Occur : Wind noises or water ingress (or both).

Involved Components :

Component Name 1 : Windshield

Component Description : Windshield

Component Part Number : 992845099CM

Component Name 2 : Windshield

Component Description : Windshield

Component Part Number : 992845099DB

Component Name 3 : Rear window

Component Description : Rear window

Component Part Number : 992845047R

Component Name 4 : Rear window

Component Description : Rear window

Component Part Number : 992845047S

Supplier Identification :

Component Manufacturer

Name : Pilkington San Salvo

Address : Hall Lane Lathom, Nr Ormskirk
Lancashire Foreign States L40 5UF

Country : United Kingdom

Chronology :

November 16, 2023, Porsche was informed about optically impaired windows in the field.

First analysis revealed that residues of salt bath in the primer area may have prevented proper adhesion to the glass. Inadequate cleaning after chemical treatment in potassium salt bath was identified as the possible cause. Further field analysis did not reveal any accidents or injuries, but 15 warranty claims concerning cloudy surfaces or other optical deficiencies. A lack of adhesion of the windshield to the body was never observed by a customer.

Between December 2023 and January 2024, the potential harm hypothesis that an unclean bonding surface may lead to insufficient adhesion around the camera mounting plate / mirror base and the window bonding had to be analyzed. Testing of an affected vehicle revealed insufficient adhesion of the windshield to the body of the vehicle.

On February 21, 2024, Porsche determined a safety defect and decided to recall the subject vehicles.

Description of Remedy :

Description of Remedy Program : The front and rear window must be checked and replaced if necessary. The owner's letter will advise that Porsche offers a reimbursement for pre-notification remedies in accordance with 49 CFR 573.13

How Remedy Component Differs from Recalled Component : The new components have undergone additional abrasive cleaning.

Identify How/When Recall Condition was Corrected in Production : The supplier stated the following remedial action: Additional abrasive cleaning of the glass using pumice powder. The effectiveness of the additional cleaning process has been proven in the laboratory using test windows.

Recall Schedule :

Description of Recall Schedule : Customers will be notified of this Recall by mail within 60 days of the filing of this report.

Planned Dealer Notification Date : MAR 13, 2024 - MAR 13, 2024

Planned Owner Notification Date : APR 26, 2024 - APR 26, 2024

* NR - Not Reported