

# WKEO Workshop campaign - Retrofitting relay for activating control unit for air-conditioning blower

Version 24

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## **WKEO Parts Update 9/24/19**

Additional WKEO relay kits have been received and currently being allocated. ETA for arrival to dealers is Calendar Week 39-40.

Allocation is based on UIO, and takes into consideration quantities previously shipped to dealers

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## **WKEO Parts Update 9/6/19**

Additional WKEO relay kits are received and currently being allocated. ETA for arrival to dealers is Calendar Week 37-38. Allocation is based on UIO, and takes into consideration quantities previously shipped to dealers

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## **WKEO Parts Update 7/25/19**

Additional WKEO Relay kits have been shipped to replenish dealer stock and should be arriving to you shortly.

Allocation is based on UIO, and takes into consideration quantities previously shipped to dealers:

Up to 10 vehicles have received enough pieces to fulfill UIO

10 - 50 vehicles will receive 10 pieces

51 - 100 vehicles will receive 25 pieces

Over 100 vehicles will receive 40 pieces

Dealers who have already received enough pieces after this allocation to complete their UIO but still require additional parts can email [recallrelease@porsche.us](mailto:recallrelease@porsche.us) with VIN and order number to obtain additional necessary parts. Parts will be released as long as stock remains.

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## WKEO Parts Update 7/12/19

A 2nd allocation of WKEO relay kits has been initiated to replenish dealer stock. An ETA of this allocation will be published in this space when available.

While waiting for the 2nd allocation to arrive, each dealer will receive 7 additional WKEO relay kits if they had over 20 vehicles in their UIO. Dealers can check C@P to view their UIO. If your dealer had less than 20 originally and now require more, please email [recallrelease@porsche.us](mailto:recallrelease@porsche.us) with VIN and order number.

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## Important Note about WKEO and AKA7:

Please be advised that this Workshop Campaign (WKEO) is an interim measure to be completed if the blower regulator part number is checked per AKA7 and requires replacement, but the blower regulator part is not yet available.

If this is found to be the case, please proceed to complete WKEO and leave Recall AKA7 open.

As a reminder, PCNA prohibits the sale of Certified Pre-Owned vehicles with open safety recalls.

For more details, please refer to the Eligibility section of the PCNA CPO Policy and Procedures manual here:

<https://ppn.porsche.com/portal/docs/DOC-222133>

And the Recalls section of PCNA Warranty Policy and Procedures manual here:

<https://ppn.porsche.com/portal/docs/DOC-1432>

Dealers should also review local and state regulations on this matter.

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- [WKEO Parts Update 9/24/19](#)
  - [WKEO Parts Update 9/6/19](#)
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- Porsche Mobility
- Parts required
  - Ordering WKEO Relay repair kit:
- Warranty processing
  - Scope 1:
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<b>Model type</b>	Panamera (970)
<b>Model year</b>	2010 to 2016
<b>Manufacturing period</b>	between 7/12/2009 and 9/13/2016
<b>Number</b>	33,206

## Overview and Process Flow for AKA7 and WKEO

Optimized control units for the air-conditioning blower that are needed as part of campaign AKA7 are currently not available yet in the quantity required for retrofitting all affected vehicles immediately.

To remedy this situation immediately, an interim measure is required.

As part of the interim measure, the previously installed blower regulator must be additionally sealed using a sealing cord, thereby preventing further moisture from seeping in. An additional relay will also be installed in the electric wire harness for the blower regulator. This will interrupt the power supply for the blower regulator immediately after switching off the ignition, thereby ruling out the possibility of short circuits in the blower regulator when the vehicle is parked.

Process for carrying out AKA7 and WKEO:

- Customer is notified by PCNA via first class mail that **Recall AKA7** is open on their vehicle and to contact their nearest dealer to carry out the recall.
- Customer arranges an appointment with the dealer to carry out Recall AKA7.
- PCNA has offered to pay for towing the vehicle in for the Recall if the customer is not comfortable driving the vehicle in themselves. This service is to not be offered unless requested. To arrange vehicle tow, the dealer should call the

dedicated phone number 1-(866)-777-9647 and notify the agent that they are requesting a tow to the dealer on behalf of the customer for recall AKA7. Please note that the customer will be responsible for retrieving their vehicle when it is ready.

- Once the vehicle arrives to the dealer, the **blower regulator part number in the vehicle will be checked** as outlined in **Recall AKA7**.
- If the **result of the part number check is OK** (blower regulator does not have to be replaced), the measure is complete and warranty invoicing is performed using the **campaign number AKA7** and under **campaign scope 1**. After carrying out campaign AKA7, campaign WKE0 must be closed by performing a recall update (warranty claim with 0 parts and 0 time units, **campaign not feasible, with warranty relevant box checked in PCSS**).
- If the **blower regulator has to be replaced**, this **interim measure WKE0 must be carried out** for as long as required until optimized blower regulators are available.
- Once optimized blower regulator parts are available at a later date, the customer will again be contacted via mail to have the final remedy for AKA7 to be carried out.

As a procedural safeguard and for control purposes, this measure will involve a **two-fold implementation**. This means that if the **result of the part number check during Recall AKA7 is not OK**, all required tasks (checking and reworking blower regulator and retrofitting relay) will be implemented by carrying out **workshop campaign WKE0** and the status of **recall campaign AKA7 will only be set to completed** when the **optimized blower regulator has been installed** in the vehicle.

## Porsche Mobility

If requested, customer mobility can be offered until the interim measure WKE0 has been carried out. The current policies and procedures for the customer mobility program apply. Costs are processed using the standard Customer Mobility process in accordance with the currently applicable rules governing the Customer Mobility Program.

## Parts required

Part No.	Designation	Quantity/vehicle
WKE00000001*	WKE0 Relay repair kit	1 ea. (for warranty invoicing only)
WKE00000002**	Handling costs	1 ea. (for warranty invoicing only)
WKE00000003***	Expendable items	1 ea. (for warranty invoicing only)

\* For warranty processing, the **Part No. WKE00000001** with the designation "WKE0 Relay repair kit" can be invoiced as a **local part** in the warranty claim. Amount: \$15.75.

\*\* Handling costs are fixed, and can be invoiced during warranty processing by specifying **Part No. WKE00000002** with the designation "Handling costs" as a **local part**. Amount: \$20.94.

\*\*\* For warranty processing, the **Part No. WKE00000003** with the "expendable items" designation can be invoiced as a **local part** in the warranty claim. Maximum Amount: \$3.75.

### Ordering WKE0 Relay repair kit:

Please do not order WKE0 Relay Repair Kits. These kits will be automatically allocated to each dealer and should not be ordered directly by dealers. Part number PNA0000WKE0 will be billed through the warranty system as WKE00000001. The sum of parts WKE00000001 and WKE00000002 will total normal warranty part reimbursement.

#### Availability

**Parts are currently being auto-allocated to dealers based on availability and UIO**

## Warranty processing

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

### Scope 1:

Damage code	WKE0 66 000 1
Working time	147 TU

## Claiming of additional costs incurred within WKE0

### Costs for vehicle storage

If external parking spaces outside of dealer property are required for storage of the affected vehicles, the costs incurred can be claimed as an additional part in the warranty claim for workshop campaign WKE0 under "local parts" using the part number WKE00000004. An amount of up to \$12.50 can be invoiced per day for which the vehicle is parked.

Please attach a copy of the invoice of the external parking facility in WWS.

### Mobility costs

If requested, customer mobility can be offered until the interim measure WKE0 has been carried out. The current policies and procedures for the customer mobility program apply. Costs are processed using the standard Customer Mobility process in accordance with the currently applicable rules governing the Customer Mobility Program.

## Further information

<b>Work instruction</b>	<b>TI No. 58 / 19, Group 8 , Service, WKE0</b>
<b>Vehicle list</b>	VIN list is attached. Please refer to PCSS to see if this campaign is open
<b>Technical Information*</b>	<a href="#">PIWIS</a>
<b>Preventive measure for vehicles parked in proximity of a Porsche Dealer**</b>	PDF file attached

\* Please find enclosed the Technical Information in the form of a PDF file. Please bear in mind that this is provided for your information only. The version published in PCSS is the definitive version.

\*\* In order to prevent short circuits from occurring when the vehicle is parked, the fuse **F57** can be removed from the fuse box on the left side of the dashboard of a vehicle parked in proximity of the Porsche Dealer until the interim measure WKE0 has been carried out.

**For further information, please contact:**

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