

### PCNA Requires Intensive Dealer Participation at Taycan Launch

#### Vehicles Affected

Model	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Taycan	2020	Y1A	N/A	N/A

#### Revision History

Revision	Release Date	Changes
0	December 10, 2019	Original document

#### Service Information

During the Taycan launch and for the first several months of vehicle sales, the Porsche Quality Teams will be exhaustively monitoring all vehicle repairs in order to understand the issues that are being seen in the markets. This activity is critical to delivering the best possible customer experience. This will require intensive participation from each dealership that services one of these new vehicles. Much of this effort is not new, however we are asking for renewed focus on established requirements.

#### What PCNA Expects from the Service Department

*Immediately open a PCSS job and document the 'Customer Statement' as soon as the repair order is opened.* Begin to enter information into the job when such information first becomes available. Do not wait until the repair is complete.

*Create a thorough, well-documented PCSS job line. Include all relevant information.* Attach photos, videos, and other data. Please document any visible defect, including production errors, with a photo or video. If the defect is audible, a sound file or video is required.

*If necessary, continue to submit requests for technical assistance according to the standard processes.* Follow established rules for technical assistance as well as approval and support management.

#### How Long Will This Effort Last?

In general, these are best practices for all service activity on every vehicle. However, it is even more important now while the Porsche Quality Teams will have increased oversight of the Taycan for at least 12 weeks until March 13, 2020. The Porsche Quality Teams appreciate your attention to this matter and we wish you and your teams the best with the Taycan launch.

#### Search Items

launch; FAT

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