

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 16, 2019	Original document
1	February 28, 2020	Timing

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.

Once the repair is complete, close the PQIS line immediately. Do not wait for an 'auto-close' or batch close of all repair orders later in the week or month.

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 until at least April 15, 2020. The Porsche Quality Teams appreciate your attention to this matter and we wish all of you success with the Taycan launch and your business throughout 2020.

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