User Manual

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Charging Campaigns Lookup Tool



MY PLAYLIST Dream Of Your Time

General Information

What's new?

With the Charging Campaigns Lookup Tool, a web tool is available for customers and Porsche dealers to search for service campaigns or recalls assigned to charging equipment.

This includes products such as the Mobile Charger Connect or the Home Energy Manager.





General Information

Porsche.com // E-Performance // Help & Contact

The lookup tool is embedded on Porsche.com

https://www.porsche.com/international/ aboutporsche/e-performance/help-and-contact/







>> Product selection

In the product selection, the component for which open field camapigns will be looked up is selected.

Search serial number

After the product selection the search bar turns white and the input for the serial number is enabled. The 7-digit serial number can now be typed in by the customer.









Display of the selected product.

Serial number

The searched serial number is displayed.

Vpdate

List of available service campaigns or recalls for the serial number you are looking for, including campaign number and release date. The details can be collapsed if required (-).







>>> Back By clicking on the "Back" button, the search mask is opened again.

Campaigns Lookup	Click on "Dealer search Opens a separate website to search for a local Porsche dealer.
	Porsche dealer search Q. Prigt
Your selected Porsche charging component:	
Mobile Charger Connect	
Your entered serial number:	Print
0005526	This function allows yo
 Security update WHAT 12/05/2020 	to print the currently displayed Internet pag





Search Result

Detailed information – After unfolding the tab, descriptions of cause, effect and solution are displayed.

>> Link to download

If a software update is available for standalone installation, a corresponding link is displayed.

	Your entered serial number: D005526 — Security update (NMPT) 12705-2020 Cause		Porsche dealer search By clicking on the "Porsche dealer search", a separate internet page
	A software error was identified Effect The charging process can be interrupted spondically Solution		will open to search for a local Porsche dealer.
	Collection Software update available Collection C	Downtood PUV / 2254 KB	This function allows you to print the currently
e	2020 Dr. Ing. h.e. F. Porsche A.O. Begulatory. 1983/ADT/MOTICE. Gensuersstein/Emissi		displayed Internet page.

