

User Manual

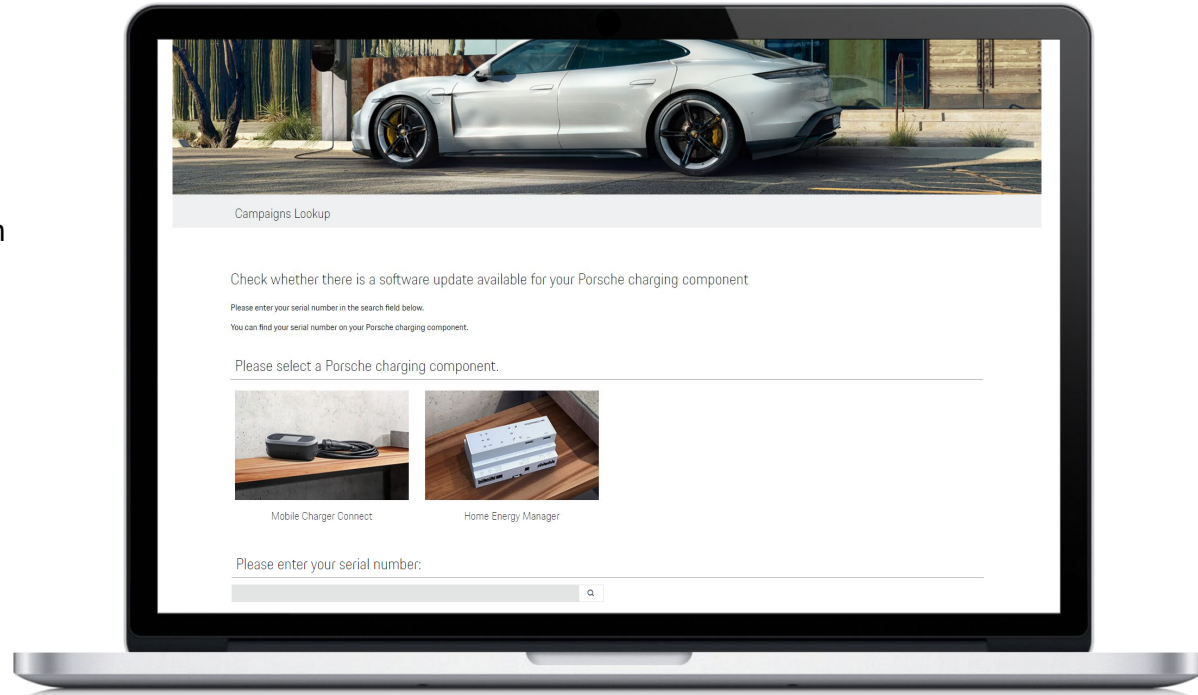
Charging Campaigns Lookup Tool

PORSCHE

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.

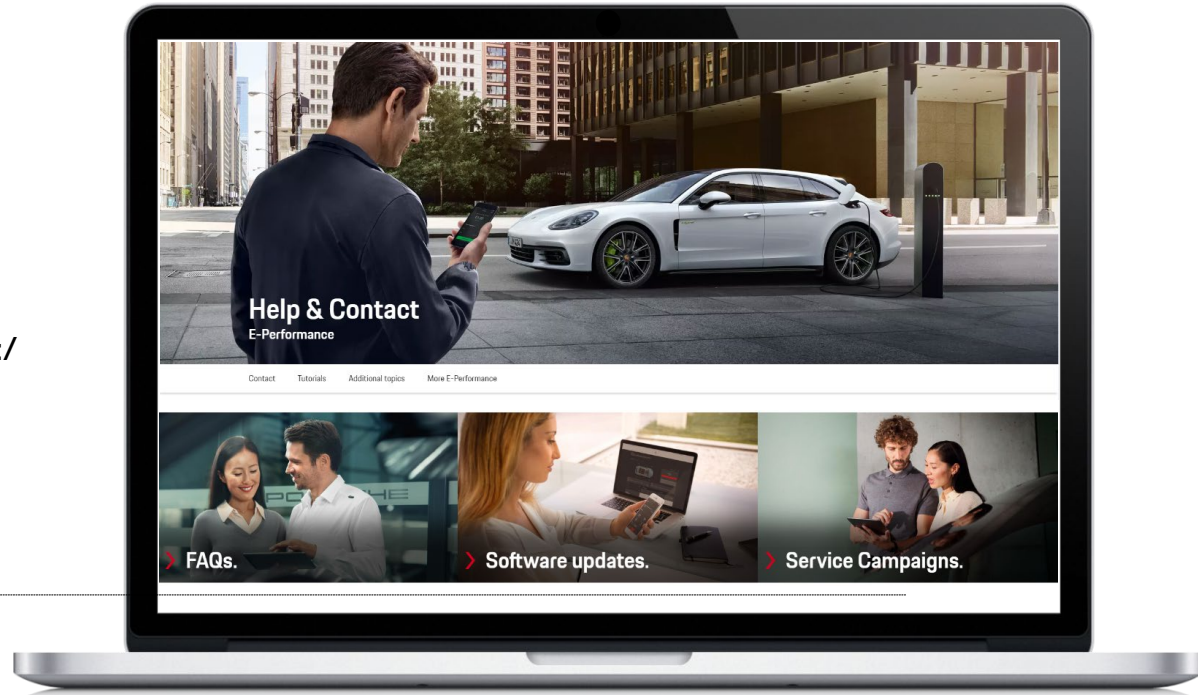


»» General Information

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/>

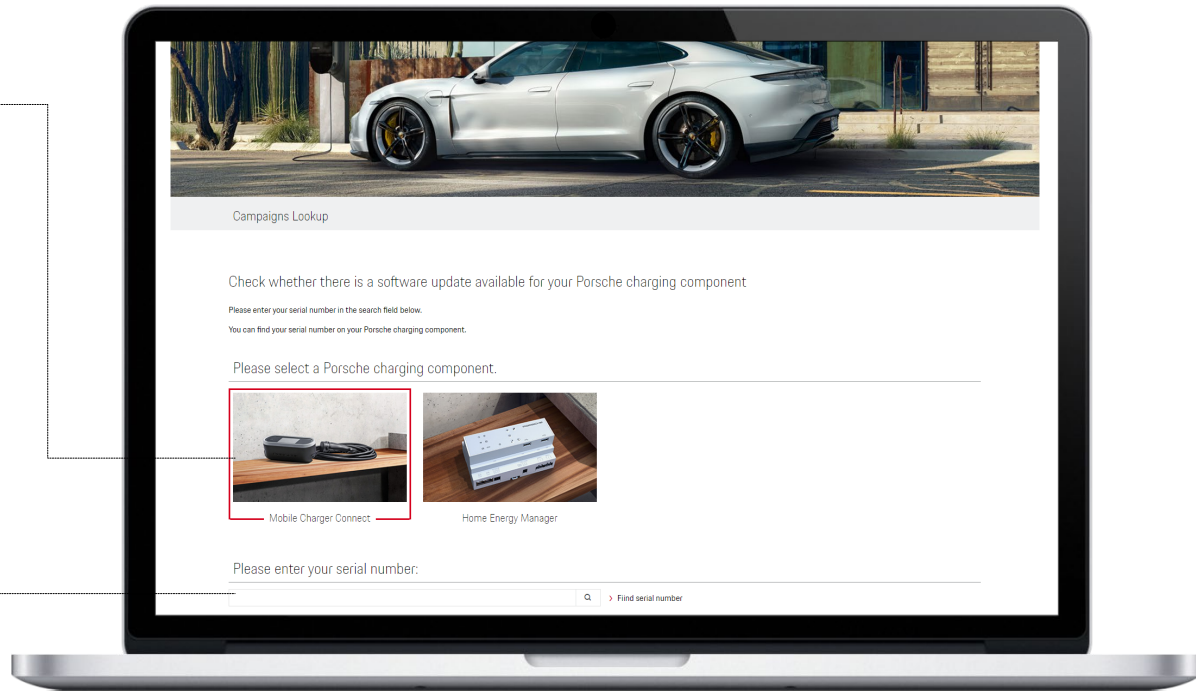


»» Product selection

In the product selection, the component for which open field campaigns 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.



»» Search Result

»» Product selection

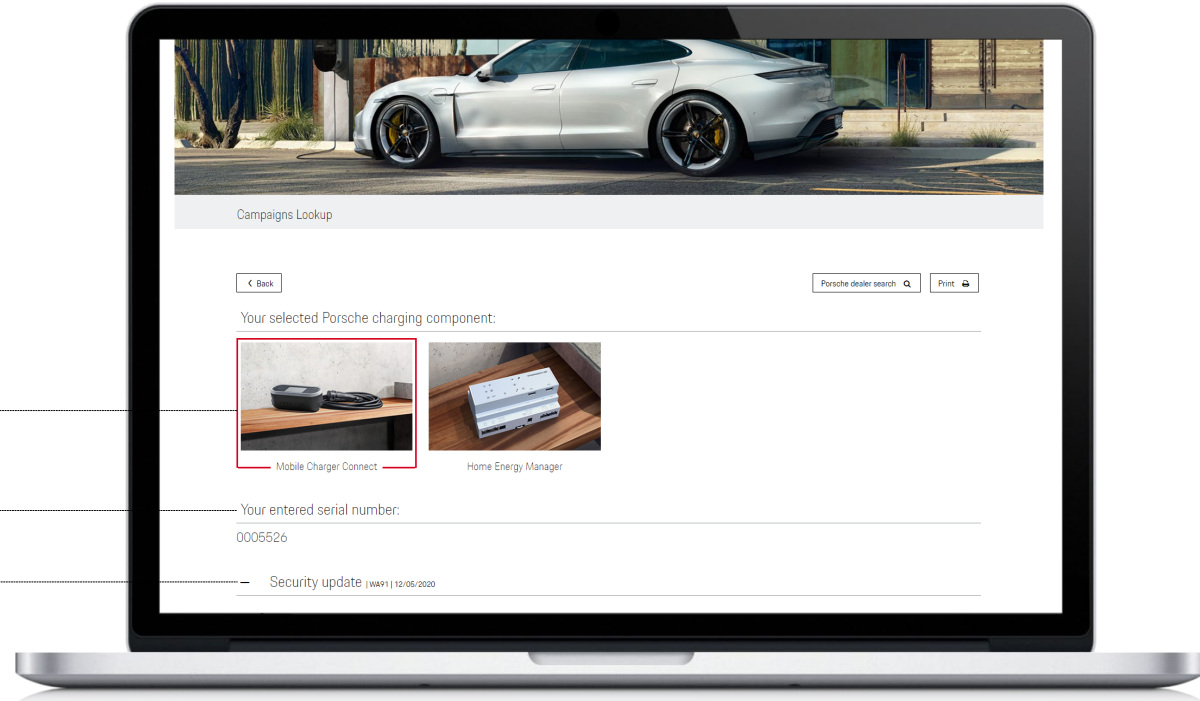
Display of the selected product.

»» Serial number

The searched serial number is displayed.

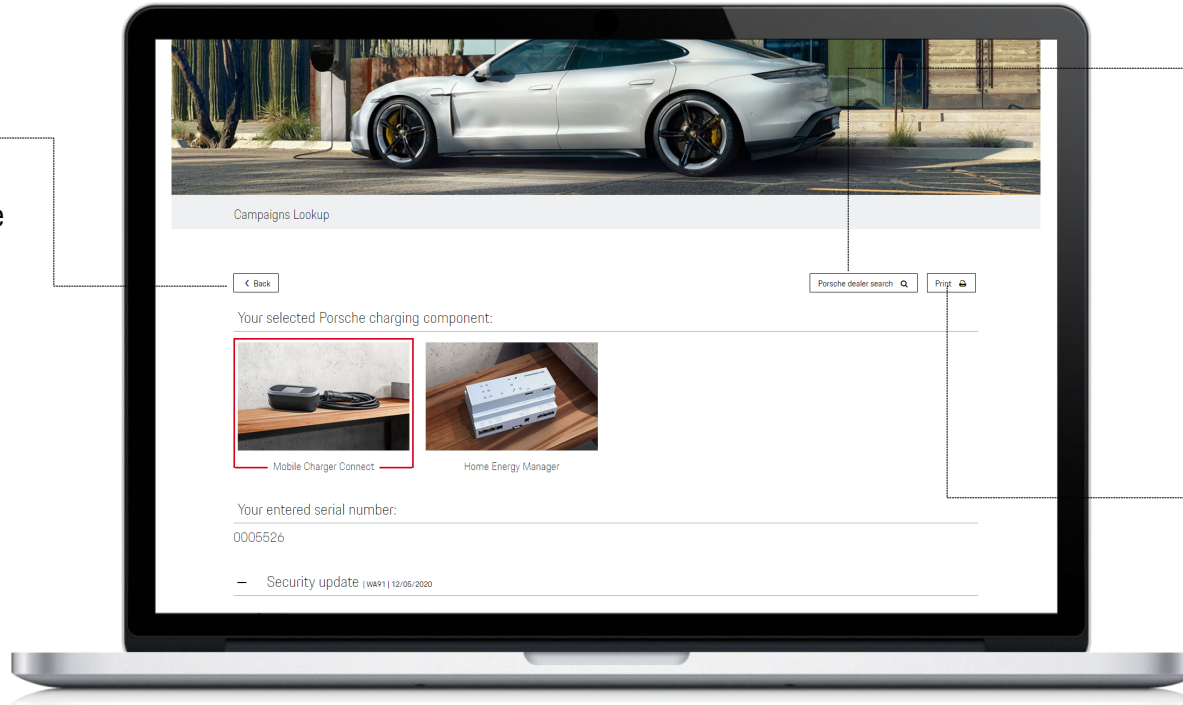
»» Update

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 (-).



»» Search Result

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



«« **Porsche dealer search**
Click on "Dealer search" opens a separate website to search for a local Porsche dealer.

«« **Print**
This function allows you to print the currently displayed Internet page.

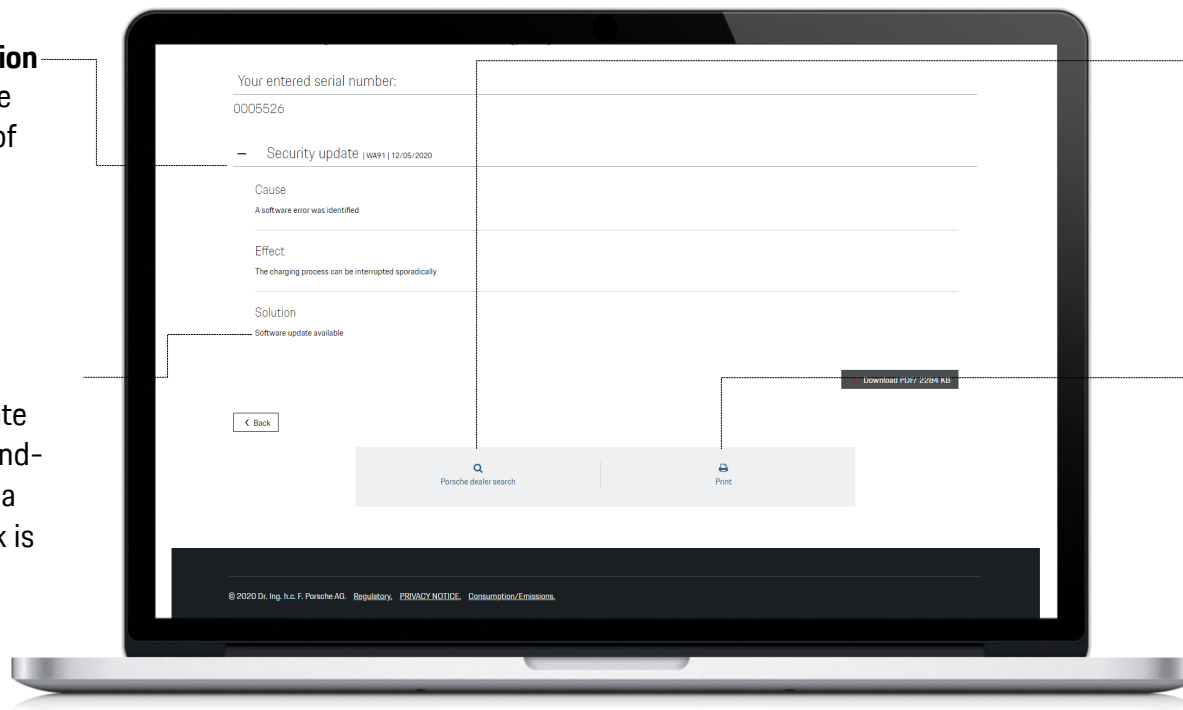
»» Search Result

»» Detailed information

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

»» Link to download

If a software update is available for stand-alone installation, a corresponding link is displayed.



«« Porsche dealer search

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