

Information: Handling a Complaint in Relation to Taycan Vehicles - Observe Specified Procedure (124/20)

Vehicle Type: **Taycan (Y1A)**

Model Year: **As of 2020**

Information: **Optimization of fault analysis at the Porsche dealer and subsequently for identifying field issues**

Work Procedure: When recording customer complaints, also ask the customer when the problem occurred (day and time) and enter the information in the case documentation (PQIS quality line, customer statement).



Information

Recording the time of the complaint is an important point for carrying out a targeted fault diagnosis at the Porsche dealer and at Porsche AG.

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