

Pre-Information: WLM7 Workshop Campaign - Supplying Mobile Charger Equipment

Version 3

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Update 2/26/21

Additional information has been added to this post to provide some process clarity before the WLM7 campaign is available:

- 1) An attached VIN list of affected vehicles, including a reference to vehicles already grounded due to Stop Delivery WMB4
- 2) An attached reference guide for parts ordering and warranty claim procedures for escalated cases

Please ensure all affected dealer personnel are aware of this additional information.

Attention Porsche Dealer Management, Sales, and AfterSales Professionals,

Porsche AG and Porsche Cars North America, Inc. are aware that a number of 2021 Taycans were delivered to dealerships without complete charging hardware kits.

The number of vehicles affected is currently under confirmation, and supply of charging hardware remains a strong focus. A centrally managed campaign is expected soon but not yet available.

What we are asking of you:

1) Please help manage customer expectations through a one-on-one needs assessment of the customer's charging situation. For example, some customers who have owned other BEVs or PHEVs may have an existing compatible charger in their home. If that is the case, they can immediately take delivery and will receive the missing hardware as soon as possible. Other customers may need to delay their delivery date until the charging hardware kit is complete.

(As with all new Taycans, the vehicle also includes three years of 30 Minute DC Charging Sessions at Electrify America Stations.)

2) It is imperative for you to submit a warranty claim on any vehicle found to have missing hardware once that hardware has been added to the vehicle. If you have locally fulfilled a customer vehicle with charging hardware from another car, for example, the warranty claim should still be submitted on the VIN originally affected by the lack of hardware.

What Porsche will do:

1) Of course, we are urgently looking for options to provide the original replacement parts as soon as possible.

2) We are looking for alternative options, e.g., 9.6 kW chargers from internal company vehicles. In addition, we are looking at backfilling chargers with alternatives, e.g., 7.2 kW

chargers as a stop-gap measure.

3) For customers where none of the alternatives will work, please reach out to your RM so we can work with you to identify individual goodwill options as merited.

Thank you for your continued dedication and support. Please reach out to your Regional Manager if you have any additional questions.



[Supplying charging electronics.pdf](#)

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[Taycan VIN List - PMCC.XLSX](#)

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