

Technical Information - Dealing With a Potential Product Cyber Security Incident (52/21)

Model Line: **All model lines**

Model Year: **As of 2003**

Information: **Dealing with a potential Product Cyber Security incident**

- **What is Product Cyber Security?**

Product Cyber Security covers all aspects of the protection of information and communication technology. This includes all information-processing vehicle systems (e.g. control units) as well as other Porsche products (e.g. charging equipment). The main focus is on protection against tampering and unauthorized access to information processed by these systems.

For detailed information on Product Cyber Security, see the document Porsche Product Cyber Security FAQs, which is stored under Standard forms in the PCSS.

- **How do I deal with a potential Product Cyber Security incident?**

In order to react quickly to a potential Product Cyber Security incident, various documents designed to facilitate assessment and documentation have been created for the dealer organization and the Customer Interaction Center (CIC).

These essentially include the following documents, which you can find under Standard forms in the PCSS:

- FAQs
- Porsche Product Cyber Security – Service Guideline HO

- **When should each of the documents be used?**

FAQs	The FAQs contain all questions and answers relating to Product Cyber Security.
Porsche Product Cyber Security – Service Guideline HO Contains: Decision Tree Checklist Part A Checklist Part B	
Decision Tree	The decision tree describes areas of responsibility and how to deal with a suspected Product Cyber Security incident.
Checklist Part A	Checklist Part A is required in order to gain a detailed insight into the suspected Product Cyber Security incident.
Checklist Part B	Checklist Part B is a supplement to Checklist Part A for use if a suspected Product Cyber Security incident is confirmed.

Important Notice: Technical Bulletins issued by Porsche Cars North America, Inc. are intended only for use by professional automotive technicians who have attended Porsche service training courses. They are written to inform those technicians of conditions that may occur on some Porsche vehicles, or to provide information that could assist in the proper servicing of a vehicle. Porsche special tools may be necessary in order to perform certain operations identified in these bulletins. Use of tools and procedures other than those Porsche recommends in these bulletins may be detrimental to the safe operation of your vehicle, and may endanger the people working on it. Properly trained Porsche technicians have the equipment, tools, safety instructions, and know-how to do the job properly and safely. Part numbers listed in these bulletins are for reference only. The work procedures updated electronically in the Porsche PIWIS diagnostic and testing device take precedence and, in the event of a discrepancy, the work procedures in the PIWIS Tester are the ones that must be followed.

© 2021 Porsche Cars North America, Inc.