

New PIWIS III Tester Program for Independent Repair Facilities (IRF)

Binder - Parts Bulletins, Group 12-15
Replaces bulletin of the same number dated 03-12-2021

Attention: **Parts Managers / Service Managers / General Managers**

Note: This bulletin contains important PIWIS III/ IRF program revisions. Please read carefully.

Porsche Cars North America offers the PIWIS III Tester and most support components for sale to Independent Repair Facilities (IRFs) through your authorized Porsche dealership's Parts Department.

Please examine the following prices and product details closely, as their prices differ from the PIWIS III package distributed to Porsche dealers. Also note that PIWIS III for IRFs does not contain the PIWIS Infosystem software. (The PIWIS Infosystem is available to the public via the PIWIS TSI package offered under Service in the porsche.com website.)

The IRF package includes:

- PIWIS III Tester Hardware
- PIWIS III Tester Diagnostic software
- Guided Fault Finding (GFF) software packages covering:
 - 911
 - Boxster-Cayman
 - Cayenne
 - Panamera
 - Macan
 - Taycan

The "Delivery and Support Procedures" covering the sale of the PIWIS III tester are listed on pages 4 – 5 of this bulletin.

Pricing Details for IRF Sales in the USA:

| Part Number | Description | Dealer Net/ USA | MSRP for IRFs/ USA |
|--|---|------------------------|------------------------|
| 000.721.999.90.001 | PIWIS III Tester (hardware) | \$8,032.77 USD | \$9,639.33 USD |
| 000.721.990.00.420 | MEI Kit (optional) | \$5,355.94 USD | \$6,427.13 USD |
| 000.721.971.80.S03 | S03 PIWIS III Tester Diagnostic/support fee | \$1,719.96 USD | \$2,063.76 USD |
| 000.721.971.80.S01 | S01 PIWIS III GFF Software + Updates | <u>\$21,500.00 USD</u> | <u>\$25,800.00 USD</u> |
| Total for the PIWIS III Tester Package: | | \$36,608.67 USD | \$43,930.22 USD |

Important Note regarding billing for PIWIS software subscription (includes Diagnosis/Support and GFF):

- PCNA's billing to the dealers for PIWIS software subscription sales to IRFs is **yearly**.
- The dealership's billing for PIWIS software subscription sales to IRFs is annual at the time of sale.
- After 12 months of initial use, the **IRF must renew the license** for the Maintenance/Support and the Guided Fault-Finding (GFF). The IRF repurchases this renewal, year by year, and pays the dealer the annual fee described below.
- **If the IRF does not renew their subscription, online support for their PIWIS III Tester will cease immediately and the tester will no longer function properly. A fee of \$2000 USD is required to update and restore testers in cases where the IRF's subscription has been allowed to lapse.**
- Upon the IRF's renewal, PCNA continues to bill the dealer on a monthly basis for this sale. See details below.
- Note: The PIWIS III Testers now in operation at IRF workshops do not meet the criteria for core returns.

PIWIS III Tester IRF Program Details:

1. Dealership sends two (2) signed, executed agreements to Regulatory Affairs.

The receipt of the agreement constitutes the order for the PIWIS III Tester. This is the only way you can order the IRF tester. The IRF tester cannot be ordered through normal parts channels.

The part numbers listed in this bulletin are for internal PCNA reference only.

a. The dealer and the IRF sign the agreement on all lines indicated in the agreement.

b. Important Note: Make sure that the IRF signs the agreement on pages 13 and 16, **second column**. The IRF company officer responsible for the purchase signs on the line that says, "By _____".

Please print the IRF company officer's job title on the line that says, "Its _____".

(Note that PCNA signs on both these lines listed in the **first column**.)

c. PCNA signs both agreements and returns one original to dealership.

d. Your order will be processed **only after Regulatory Affairs receives both signed agreements from your dealership.**

2. **PCNA bills the dealership on a yearly basis** for the sale made annually by the dealership. The indicated yearly charges are the same as your dealership presently pays for PIWIS III in its service department. **The PIWIS Information System charge is not shown here because it is not for sale to the IRFs through this program.** It is available separately through the porsche.com website as PIWIS TSI (Technical Service Information). Charges below are indicated as they will normally appear on PCNA's invoice to the dealer.

a. PIWIS Tester Maintenance/Diagnostic fee: \$1,719.96 USD (Charged annually per PIWIS Tester)

b. PIWIS Diagnostic Modules for All Models: \$21,500 USD (Charged annually per IRF)

4. On the anniversary date, Dealer Support Services/ PT3G Support will bill the servicing dealership for Maintenance / Diagnostic & GFF renewal subscription fees.

a. Billing to dealership will be identified by IRF name and tester serial number.

| Part Number | Dealer Cost | MSRP |
|------------------------|------------------------|------------------------|
| i. 000.721.971.80.S03 | \$1,719.96 USD | \$2,063.76 USD |
| ii. 000.721.971.80.S01 | <u>\$21,500.00 USD</u> | <u>\$25,800.00 USD</u> |
| Totals: | \$23,219.96 USD/ | \$27,863.76 USD |

b. Updates will be suspended until PCNA receives renewal notification from the dealership.

5. Dealership will contact IRF to collect Maintenance / Diagnostic & GFF subscription fees.

a. If dealership collects fees from IRF, dealership will notify Dealer Support Services/ PT3G Support to reinstate updates for next 12 months.

b. If IRF does not want to continue Maintenance / Diagnostic & GFF subscription, IRF will be required to notify dealership by letter that they are declining the renewal. Dealership will then forward this letter to Dealer Support Services/ PT3G Support. After dealership notifies PCNA of IRF non-renewal, PCNA will then credit the dealership for Maintenance / Diagnostic & GFF renewal fees.

c. **If IRF cannot be contacted because of moving or closing, then it will be the dealership's responsibility to notify Dealer Support Services/ PT3G Support to cancel Maintenance / GFF subscription.**

i. AfterSales will credit the servicing dealership for the Maintenance / GFF subscription, if renewal billing has occurred.

ii. Updates will remain suspended.

iii. Note: IRF retains the PIWIS III Tester hardware they purchased, whether they are renewed or not renewed.

d. **If the IRF fails to renew the software and support subscription, the subscription can only be renewed at a later date after payment of \$2000 USD to PCNA and return of the tester to PCNA for updating.**

* Maintenance / GFF fees are subject to change.

— Attach Contract

— Need standard form from IRF to Dealer, Dealer to Dealer Support Services/ PT3G Support....

Please inform your Parts and Service department personnel.

PIWIS III Hardware and Related Software Delivery and Support Procedures For Independent Repair Facilities

The North American Porsche® dealer organization, in cooperation with PCNA's AfterSales Business Development Specialist, shall make available the PIWIS III Hardware and Diagnostic and Guided Fault Finding Software to Independent Repair Facilities ("IRF"), in accordance with the following procedures:

1. Dealer's representative (e.g., Parts Manager) shall review in detail the **PIWIS III Tester Purchase Agreement for Independent Repair Facilities (IRFs)** (the "Agreement") in the form supplied by PCNA, with IRF's authorized representative. (To be supplied upon request. See Parts bulletin GR13D13a "IRF Agreement" in PDF format on the e-DCS Document Repository. The IRF Agreement can be printed from there via your PC printer.)
2. IRF shall insert in Appendix 5 to the Agreement the number of PIWIS III Testers to be delivered, each of which shall include bundled diagnostic and "Guided Fault Finding" (GFF) software (the "Software").
3. IRF shall **sign two (2) duplicate original agreements**, both of which shall be forwarded by Dealer to PCNA at the following address for PCNA's execution, with Dealer keeping a signed copy of the Agreement for its file.

Porsche Cars North America
One Porsche Drive
Atlanta, GA 30354,
Attention: Dealer Support/ PT3G Support,

PCNA shall sign and return one fully executed original to IRF for its file.

4. All sums due and payable by IRF under the Agreement, including without limitation, the PIWIS Tester hardware purchase price, Software maintenance fees, and PIWIS III Tester hardware support fees, shall be collected and retained by Dealer.
5. Upon PCNA's receipt of IRF's signed Agreement, a PIWIS III Tester will be configured for IRF, which includes assigning log serial numbers and hard coding IRF's name and authorized business location.
6. The PIWIS III Tester hardware and related Software will be shipped to Dealer once configured, following PCNA's receipt of IRF's signed original Agreement. Once received, Dealer shall in turn deliver the system to IRF.
7. PCNA shall charge Dealer's parts account for the covered items when shipped, which will be identified with IRF's prefix on the Dealer's parts statement. **The charge for the tester is a one-time fee.** The charges for the Maintenance / Support and the Guided Fault-Finding software are assessed yearly to the selling dealership.

Updates

All updates will be downloaded by the user from the PT3G's online update tool.

Defective Equipment/Design Changes

PCNA will replace defective PIWIS III Tester hardware with remanufactured units at no charge to IRF. To receive, IRF must return the defective hardware to Dealer, who in turn will ship to PCNA at Dealer's expense. PCNA may revise the PIWIS III Tester hardware life and technology standards from time to time. In such event, PCNA incurs no obligation to re-install, replace, update or otherwise service any previously delivered PIWIS III Tester hardware and/or related Software.

Important Note: If the IRF fails to renew the annual software support subscription, online access for their tester(s) will cease and the tester will no longer function properly. If the tester becomes defective under these circumstances, PCNA will not support or warranty the tester for any defects to the tester or its software as of the renewal anniversary date.

Effective Date: March 12, 2021

These Procedures take effect March 12, 2021; provided, however, PCNA may, subject to the Agreement terms and conditions, amend or cancel these Procedures at any time upon written notice to Dealers.

The **IRF Agreement** can be found on the PPN After Sales Document Database under Parts Information, bulletin number Group 13D13a. If you have any trouble retrieving this bulletin, email your request for the IRF Agreement to:

Porsche Cars North America
Dealer Support/ PT3G Support
Email: nick.rose@porsche.us

Thank you for your business and your support of the Porsche brand.

Porsche Cars North America AfterSales Department

| | | | | | | | | | | |
|--------------|---------------|-------|------------------|-------|-------|-------|-------|-------|-------|-------|
| Dealership | Parts Manager | _____ | Parts Specialist | _____ | _____ | _____ | _____ | _____ | _____ | _____ |
| Distribution | Asst. Manager | _____ | Parts Specialist | _____ | _____ | _____ | _____ | _____ | _____ | _____ |
| Routing | | | | | | | | | | |

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