WME7 Workshop campaign with customer notification – Supplying charging electronics (Porsche...

Version 4

Update 7/13/21

As a customer satisfaction measure, all affected Cayenne and Panamera PHEV units with missing mobile chargers at delivery assigned to WME7 are eligible for a $500 Dealer reimbursement in cases where the price reduction of the vehicle is passed on to the consumer.

Details for this program and process can be found in the attached bulletin from Sales Programs.

Customers will still receive the mobile charger once it becomes available. The intent of this program is as a goodwill gesture for customer inconvenience, until the parts are available.

WME7 Workshop campaign with customer notification – Supplying charging electronics (Porsche Mobile Charger)

Situation:
Due to the global semi-conductor shortage, the charging electronics (Porsche Mobile Charger Basis) for home charging equipment are not available.
To avoid delaying delivery of the affected vehicles, the Panamera and Cayenne e-Hybrid models are being delivered from the factory without the charging equipment (Porsche Mobile Charger Basis).

We do not have an ETA for these parts, but as soon as they become available they will be supplied to the customer through this campaign.

What we are doing:
PCNA will be sending a customer notification once the Mobile Chargers are available.

As a customer satisfaction measure, all affected Cayenne and Panamera PHEV units are eligible for a $500 Dealer reimbursement in cases where the price reduction is passed on to the consumer for vehicles with a missing mobile charger at delivery, assigned to WME7. Details for this program and process can be found in the attached bulletin from Sales Programs.

What you should do:

Please ensure the attached pre-sale disclosure is provided to customers at delivery.
Please refrain from attempting to order the Porsche Mobile Charger Basis, unless specifically instructed.

Important Information:

- Please note that this PPN information serves as preliminary information.
- At present, no statement can be made about the availability of parts. Together with our suppliers, we are working at high priority to procure the required capacities of components. As soon as these are available and thus a supply of the Porsche Mobile Charger is possible, we will inform you immediately. In the meantime, please refrain from requests regarding the availability of parts.
- The Technical Information and the corresponding customer letter will be published at a later date.
- The warranty check date for this campaign has been adapted in order to ensure that Porsche Approved Warranty (PAW) can be registered even with open campaign.
- For the initial scope 1 (dummy), no PQIS-jobs may be created.
- The creation of jobs as well as the invoicing the campaign is only possible with the availability of the remedial measure.

Overview

Due to worldwide semiconductor bottlenecks at individual suppliers, the charging electronics (Porsche Mobile Charger Basis) for charging at domestic and industrial electrical outlets are not available.

To avoid delaying delivery of the affected vehicles in these markets, the vehicles were delivered straight from the factory without the charging electronics (Porsche Mobile Charger Basis)

For this reason, the charging electronics ordered by the customer must be supplied.

Please arrange for this measure to be carried out immediately on the affected vehicles in your market responsibility area with parts availability.

Model type	Panamera (e-Hybrid models) (971), Cayenne (e-Hybrid models) (9YA/9YB)
Model year	2021-2022
Number of affected vehicles	TBD*

*Please note that vehicles from current production are added to this campaign on a weekly basis. The manufacturing period and the number of affected vehicles may still change due to volatile availability of semiconductors.

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