

**ARA5 - Checking High-Voltage Battery and Replacing Cell Block Module if Necessary (Stop Delivery/Recall Campaign)**

Change overview:

Version	Date	Change
1	05/08/2024	• First publication
2	10/30/2024	• Update of term "Extra VAL" to "Special VAL"

Model Line: **Taycan (Y1A / Y1B / Y1C)**

Model Year: **As of 2020 up to 2024**

Concerns: **High-voltage battery**

Cause: **Under certain circumstances, there is a possibility that the supplier of the battery cell/battery module may have had production issues with the Affected Vehicles. In this case, a short circuit within the battery modules during the vehicle's service life cannot be ruled out under certain circumstances, which could lead to thermal events and later to a fire in the vehicle.**

For this reason, additional tests are required. The Affected Vehicles may only be delivered to customers if these tests were carried out successfully beforehand.

If these tests were not carried out successfully, the Affected Vehicles may not be delivered to customers. If the results of the tests show an abnormality, the affected battery modules must be replaced before delivery to customers. The Affected Vehicles may not be delivered to customers without prior module replacement.

Action:



**Information**

An **evaluation of the state of the module cell block** of the Affected Vehicles is carried out by the **PAG internal analysis of the VALs**.

Valid (**complete**) **workshop and OTA VALs are taken into account for the evaluation.**

For vehicles for which no OTA VALs are available until the action is carried out, 1 to 3 workshop VALs must be created and transmitted to PAG depending on the vehicle population, taking into account defined process steps.

- **Population 1** – blocked vehicles without an existing, valid VAL – create 3x VAL
- **Population 2** – customer vehicles without an existing, valid VAL – create 3x VAL
- **Population 3** – customer vehicles with an existing, valid VAL – create 1x VAL

**Scope overview:**

Scope	Population	Number of required VALs	VAL determination via	Result of check	Accompanying campaign
1	1	3	Workshop VAL:	<b>Nothing unusual</b>	Not necessary
2-3	1	3	Workshop VAL:	<b>replace modules</b>	WRE1/2/3
4-5	2	3	Workshop VAL:	<b>replace modules</b>	WRE1/2/3
6	2	3	Workshop VAL:	<b>Nothing unusual</b>	Not necessary
7-8	3	1	Workshop VAL:	<b>replace modules</b>	WRE1/2/3
9	3	1	Workshop VAL:	<b>Nothing unusual</b>	Not necessary
10	3	1	OTA VAL	<b>Nothing unusual</b>	Not necessary
11-12	3	1	OTA VAL	<b>replace modules</b>	WRE1/2/3

**Information****OTA Vehicle Analysis Log (OTA VAL)**

Due to the constant transmission of **OTA VALs**, vehicles can be **evaluated in advance**. In this case, the analysis results are documented in the Steering Tool list and assigned directly to the scope, meaning that a **workshop visit is no longer required to create a VAL**.

After the **OTA-VAL results** are available, affected **customers** must be actively contacted and informed about the **test result**. Either they are asked to schedule a **workshop appointment** to carry out the WRE1/2/3 campaign or else **no further actions are required due to the positive test**.

The prerequisites for transmitting online data such as VALs are as follows:

- Active Porsche Connect package (if generally available in the market)
- Online software update activated in My Porsche
- Consent for product improvement activated in My Porsche
- Data connection established successfully
- Privacy mode deactivated

Affected Vehicles: Only vehicles assigned to the campaign (see also PCSS Vehicle Information).



**Information**

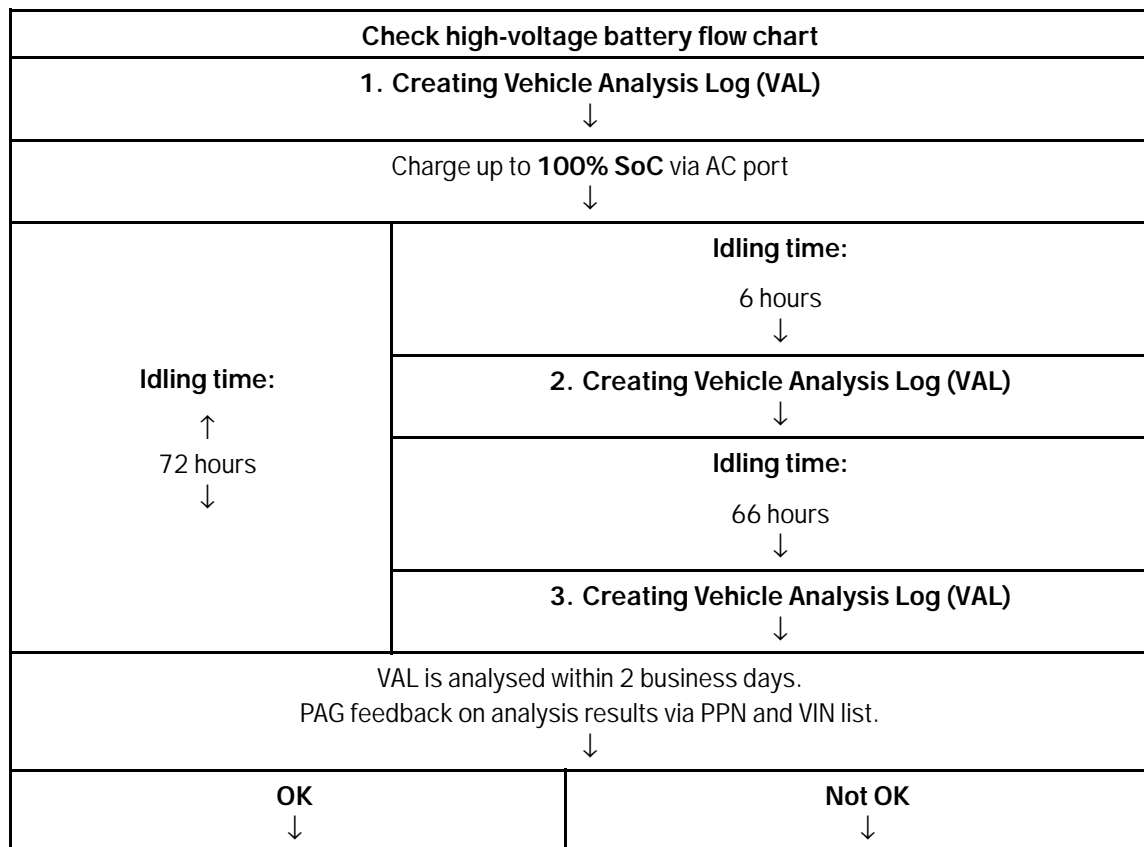
Please note that the vehicles will initially be published without any scope allocation when the campaign is published. After the submitted VALs are checked, the vehicles will presumably be assigned to the required scope after 2 working days, depending on the test result.

**Required tools**

- Tool:
- Battery charger with a current rating of **at least 90 A**, e.g., **battery charger 90 A**
  - **P90999 - P90999 - PIWIS Tester 4**

**Checking high-voltage battery – populations 1 and 2 (Stop Delivery and customer vehicles without valid VALs)**

Work Procedure:



<b>End of action</b> Invoicing for Scope 1 or 6	<b>Replacing module via accompanying campaign WRE1/2/3</b>
	Please only <b>submit</b> the warranty claim for <b>recall campaign ARA5 in WWS for Scope 2/3 or 4/5 if the accompanying action has been fully completed beforehand</b> . This will ensure that the campaign is documented as Completed in the systems, reporting and with the authorities.

- 1 Open the front cover and connect a suitable battery charger, e.g., 90 A battery charger, to the jump-start terminals and switch it on.
- 2 Open the door and position the driver's key with the back facing forward upright between the holding strips in the rear drinks holder (emergency start tray) to ensure a permanent radio link between the vehicle and remote control.
- 3 Establish readiness for operation (switch on ignition).



#### Information

An **active** Internet connection with the PIWIS Tester must be ensured. To log in using the PIWIS Tester, the technician is **required**.

**The PIWIS Tester must not be charged using the cigarette lighter!**



*Emergency start tray*

- 4 **Connect the PIWIS Tester to the vehicle communication module (VCI) via the USB cable. Then connect the communication module to the vehicle and switch on the PIWIS Tester.**
- 5 **Create a Vehicle Analysis Log (VAL).** Mark the Vehicle Analysis Log you have just created with the attribute "**Special VAL**" and return it using the PIWIS Tester after completion.
- 6 Charge the high-voltage battery of the vehicle on the driver's side to **100% SoC** via the charging port with alternating current (AC).  
To reduce the charging time, it is recommended that charging be carried out at industrial electrical outlets, at E-charging stations, or at the wall box. Only charge the high-voltage battery at domestic electrical outlets, provided no other charging option is available.

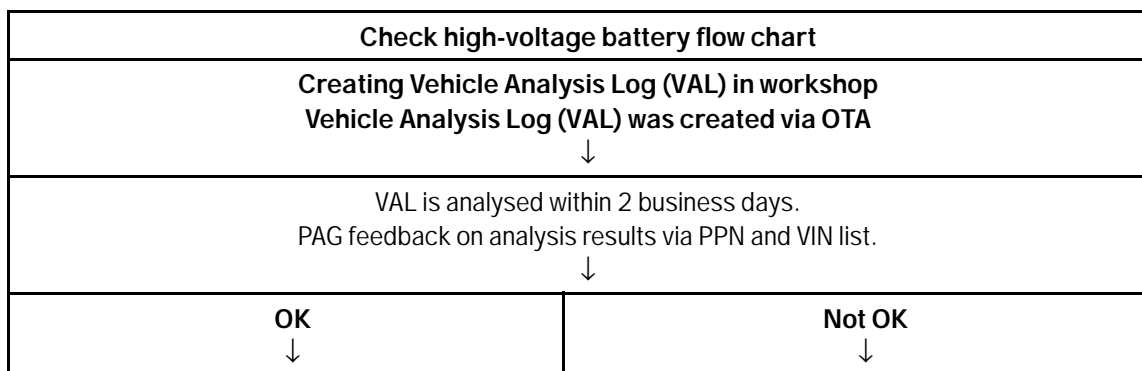
- 7 Start the charging process and **note the time that 100% “Charging goal met at”** is displayed in the center console control panel.  
The end time of the charging process is decisive for the creation of the additional Vehicle Analysis Logs.  
Please ensure that the following intervals are observed. Failure to do so may result in delays or an invalid evaluation.
- 8 After a charge state of 100% SoC has been reached, maintain an **idling time of 6 hours** and then **create a second Vehicle Analysis Log (VAL)**.  
Mark the Vehicle Analysis Log you have just created with the attribute **“Special VAL”** and return it using the PIWIS Tester after completion.
- 9 After the second VAL, maintain a further **idling time of 66 hours** and then **create a third Vehicle Analysis Log (VAL)**.  
Mark the Vehicle Analysis Log you have just created with the attribute **“Special VAL”** and return it using the PIWIS Tester after completion.

**PAG feedback on analysis results is provided via a PPN update and provision of a VIN list with scope allocation.**

- The data analysis yields a **positive result**: Vehicle can be delivered to customer. Continue to Warranty Processing, Scope 1.
- The data analysis yields a **negative result**: In rare cases, it may be necessary to replace the cell block module. If this is the case, the VIN is transferred to one of the accompanying WRE1/2/3 campaigns.
- VAL faulty/insufficient: In very rare cases, additional VALs may be required.

**Checking high-voltage battery – population 3 (customer vehicles with an existing, valid VAL)**

Work Procedure:



<b>End of action</b> Invoicing for Scope 9 or Invoicing for scope 10 (OTA) – contact customer	<b>Replacing module via accompanying campaign WRE1/2/3</b>
	Please only <b>submit</b> the warranty claim for <b>recall campaign ARA5 in WWS for Scope 7/8 or 11/12 if the accompanying action has been fully completed beforehand</b> . This will ensure that the campaign is documented as Completed in the systems, reporting and with the authorities.

- 1 Open the front cover and connect a suitable battery charger, e.g., 90 A battery charger, to the jump-start terminals and switch it on.
- 2 Open the door and position the driver's key with the back facing forward upright between the holding strips in the rear drinks holder (emergency start tray) to ensure a permanent radio link between the vehicle and remote control.
- 3 Establish readiness for operation (switch on ignition).



#### Information

An **active** Internet connection with the PIWIS Tester must be ensured. To log in using the PIWIS Tester, the technician is **required**.

**The PIWIS Tester must not be charged using the cigarette lighter!**



*Emergency start tray*

- 4 Connect the PIWIS Tester to the vehicle communication module (VCI) via the USB cable. Then connect the communication module to the vehicle and switch on the PIWIS Tester.
- 5 **Create a Vehicle Analysis Log (VAL)**. Mark the Vehicle Analysis Log you have just created with the attribute "**Special VAL**" and return it using the PIWIS Tester after completion.

Mark the Vehicle Analysis Log you have just created with the attribute "**Special VAL**" and return it using the PIWIS Tester after completion.

**PAG feedback on analysis results is provided via a PPN update and provision of a VIN list with scope allocation.**

- The data analysis yields a **positive result**: Vehicle can be delivered to customer. Continue to Warranty Processing, Scope 9 or 10.
- The data analysis yields a **negative result**: In rare cases, it may be necessary to replace the cell block module. If this is the case, the VIN is transferred to one of the accompanying WRE1/2/3 campaigns.
- VAL faulty/insufficient: In very rare cases, additional VALs may be required.

**Warranty processing**

Scope 1: **Test result for high-voltage battery OK - workshop VAL**

- Population 1 – blocked vehicles, without an existing, valid VAL

**Labor time:**

Checking high-voltage battery Labor time: **124 TU**  
 Includes: 3 x Creating Vehicle Analysis Log (VAL)

**Additional costs:**

ARA50000001 *	Power consumption	Quantity as required (for warranty invoicing only)
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\* For warranty processing, the **part number ARA500000001** with the designation "Energy Consumption" can be invoiced as an **additional part** in the warranty claim. Maximum amount \$32.29.

⇒ **Damage Number ARA5 099 000 2**

Scope 2: **Test result for high-voltage battery not OK - workshop VAL**

- Population 1 – blocked vehicles, without an existing, valid VAL
- The campaign was **supervised** by the **Porsche Center** (repair depth 1-2), and the replacement of the cell block module was carried out by the high-voltage support point (repair depth 3).

**Labor time:**

Checking high-voltage battery and replacing cell block module Labor time: **174 TU**  
 Includes: 3 x Creating Vehicle Analysis Log (VAL)  
 Acceptance of the vehicle following return transport  
 (module exchange)

**Additional costs:**

ARA50000001 *	Power consumption	Quantity as required (for warranty invoicing only)
ARA50000002**	Vehicle Transport	Quantity as required (for warranty invoicing only)

\* For warranty processing, the **part number ARA500000001** with the designation "Energy Consumption" can be invoiced as an **additional part** in the warranty claim. Maximum amount \$32.29.

\*\* For warranty processing, the **part number ARA50000002** can be invoiced in the warranty claim as an **additional part** with the designation "Vehicle Transportation" and with the amount as per invoice.

Please document a copy of the invoice for this in the warranty claim.

⇒ **Damage Number ARA5 099 000 2**

Scope 3:

**Test result for high-voltage battery not OK - workshop VAL**

- Population 1 – blocked vehicles, without an existing, valid VAL
- The campaign was carried out in full by the **high-voltage support point** (repair depth 3).

**Labor time:**

Checking high-voltage battery and replacing cell block module

Labor time: **124 TU**

Includes: 3 x Creating Vehicle Analysis Log (VAL)

**Additional costs:**

ARA50000001 *	Power consumption	Quantity as required (for warranty invoicing only)
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\* For warranty processing, the **part number ARA500000001** with the designation "Energy Consumption" can be invoiced as an **additional part** in the warranty claim. Maximum amount \$32.29.

⇒ **Damage Number ARA5 099 000 2**

Scope 4:

**Test result for high-voltage battery not OK - workshop VAL**

- Population 2 – customer vehicles, without an existing, valid VAL
- The campaign was carried out in full by the **high-voltage support point** (repair depth 3).

**Labor time:**

Checking high-voltage battery and replacing cell block module

Labor time: **124 TU**

Includes: 3 x Creating Vehicle Analysis Log (VAL)

**Additional costs:**

ARA50000001 *	Power consumption	Quantity as required (for warranty invoicing only)
ARA50000002 **	Vehicle Transport	Quantity as required (for warranty invoicing only)
ARA50000003 ***	Vehicle storage	Quantity as required (for warranty invoicing only)



ARA50000004****	Customer Mobility Group Brands	Quantity as required (for warranty invoicing only)
<p>* For warranty processing, the <b>part number ARA500000001</b> with the designation "Energy Consumption" can be invoiced as an <b>additional part</b> in the warranty claim. Maximum amount \$32.29.</p> <p>** For warranty processing, the <b>part number ARA500000002</b> can be invoiced in the warranty claim as an <b>additional part</b> with the designation "Vehicle Transportation" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.</p> <p>*** For warranty processing, the <b>part number ARA500000003</b> can be invoiced in the warranty claim as an <b>additional part</b> with the designation "Vehicle Storage" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.</p> <p>**** For warranty processing, the <b>part number ARA500000004</b> can be invoiced in the warranty claim as an <b>additional part</b> with the designation "Customer Mobility" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.</p> <p>⇒ <b>Damage Number ARA5 099 000 2</b></p>		

Scope 5:

**Test result for high-voltage battery not OK - workshop VAL**

- Population 2 – customer vehicles, without an existing, valid VAL
- The campaign was **supervised** by the **Porsche Center** (repair depth 1-2), and the replacement of the cell block module was carried out by the high-voltage support point (repair depth 3).

<b>Labor time:</b>		
Checking high-voltage battery and replacing cell block module		Labor time: <b>174 TU</b>
Includes: 3 x Creating Vehicle Analysis Log (VAL)		
Vehicle receipt		
Acceptance of the vehicle following return transport (module exchange)		
<b>Additional costs:</b>		
ARA500000001*	Power consumption	Quantity as required (for warranty invoicing only)
ARA500000002**	Vehicle Transport	Quantity as required (for warranty invoicing only)
ARA500000003***	Vehicle storage	Quantity as required (for warranty invoicing only)

ARA50000004\*\*\*\* Customer Mobility Group Brands Quantity as required  
(for warranty invoicing only)

\* For warranty processing, the **part number ARA500000001** with the designation "Energy Consumption" can be invoiced as an **additional part** in the warranty claim. Maximum amount \$32.29.

\*\* For warranty processing, the **part number ARA500000002** can be invoiced in the warranty claim as an **additional part** with the designation "Vehicle Transportation" and with the amount as per invoice.

Please document a copy of the invoice for this in the warranty claim.

\*\*\* For warranty processing, the **part number ARA500000003** can be invoiced in the warranty claim as an **additional part** with the designation "Vehicle Storage" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.

\*\*\*\* For warranty processing, the **part number ARA500000004** can be invoiced in the warranty claim as an **additional part** with the designation "Customer Mobility" and with the amount as per invoice.

Please document a copy of the invoice for this in the warranty claim.

⇒ **Damage Number ARA5 099 000 2**

Scope 6:

#### Test result for high-voltage battery OK - workshop VAL

- Population 2 – customer vehicles, without an existing, valid VAL

#### Labor time:

Checking high-voltage battery

Labor time: **124 TU**

Includes: 3 x Creating Vehicle Analysis Log (VAL)

#### Additional costs:

ARA500000001\* Power consumption Quantity as required  
(for warranty invoicing only)

ARA500000002\*\* Vehicle Transport Quantity as required  
(for warranty invoicing only)

ARA500000003\*\*\* Vehicle storage Quantity as required  
(for warranty invoicing only)

ARA500000004\*\*\*\* Customer Mobility Group Brands Quantity as required  
(for warranty invoicing only)

\* For warranty processing, the **part number ARA500000001** with the designation "Energy Consumption" can be invoiced as an **additional part** in the warranty claim. Maximum amount \$32.29.

\*\* For warranty processing, the **part number ARA50000002** can be invoiced in the warranty claim as an **additional part** with the designation "Vehicle Transportation" and with the amount as per invoice.

Please document a copy of the invoice for this in the warranty claim.

\*\*\* For warranty processing, the **part number ARA500000003** can be invoiced in the warranty claim as an **additional part** with the designation "Vehicle Storage" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.

\*\*\*\* For warranty processing, the **part number ARA500000004** can be invoiced in the warranty claim as an **additional part** with the designation "Customer Mobility" and with the amount as per invoice.

Please document a copy of the invoice for this in the warranty claim.

⇒ **Damage Number ARA5 099 000 2**

Scope 7:

**Test result for high-voltage battery not OK - workshop VAL**

- Population 3 – Customer vehicles with an existing, valid VAL
- The campaign was carried out in full by the **high-voltage support point** (repair depth 3).

**Labor time:**

Checking high-voltage battery and replacing cell block module

Labor time: **35 TU**

Includes: 1 x Creating Vehicle Analysis Log (VAL)

**Additional costs:**

ARA50000002**	Vehicle Transport	Quantity as required (for warranty invoicing only)
ARA50000003***	Vehicle storage	Quantity as required (for warranty invoicing only)
ARA50000004****	Customer Mobility Group Brands	Quantity as required (for warranty invoicing only)

\*\* For warranty processing, the **part number ARA50000002** can be invoiced in the warranty claim as an **additional part** with the designation "Vehicle Transportation" and with the amount as per invoice.

Please document a copy of the invoice for this in the warranty claim.

\*\*\* For warranty processing, the **part number ARA500000003** can be invoiced in the warranty claim as an **additional part** with the designation "Vehicle Storage" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.

\*\*\* For warranty processing, the **part number ARA50000004** can be invoiced in the warranty claim as an **additional part** with the designation "Customer Mobility" and with the amount as per invoice.

Please document a copy of the invoice for this in the warranty claim.

⇒ **Damage Number ARA5 099 000 2**

Scope 8:

### Test result for high-voltage battery not OK - workshop VAL

- Population 3 – Customer vehicles with an existing, valid VAL
- The campaign was **supervised** by the **Porsche Center** (repair depth 1-2), and the replacement of the cell block module was carried out by the high-voltage support point (repair depth 3).

#### Labor time:

Checking high-voltage battery and replacing cell block module

Labor time: **135 TU**

Includes: 1 x Creating Vehicle Analysis Log (VAL)

Vehicle receipt

Acceptance of the vehicle following return transport  
(module exchange)

#### Additional costs:

ARA50000002**	Vehicle Transport	Quantity as required (for warranty invoicing only)
ARA50000003***	Vehicle storage	Quantity as required (for warranty invoicing only)
ARA50000004****	Customer Mobility Group Brands	Quantity as required (for warranty invoicing only)

\*\* For warranty processing, the **part number ARA50000002** can be invoiced in the warranty claim as an **additional part** with the designation "Vehicle Transportation" and with the amount as per invoice.

Please document a copy of the invoice for this in the warranty claim.

\*\*\* For warranty processing, the **part number ARA50000003** can be invoiced in the warranty claim as an **additional part** with the designation "Vehicle Storage" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.

\*\*\*\* For warranty processing, the **part number ARA50000004** can be invoiced in the warranty claim as an **additional part** with the designation "Customer Mobility" and with the amount as per invoice.  
Please document a copy of the invoice for this in the warranty claim.

⇒ **Damage Number ARA5 099 000 2**

Scope 9:

**Test result for high-voltage battery OK - workshop VAL**

- Population 3 – Customer vehicles with an existing, valid VAL

**Labor time:**

Checking high-voltage battery

Labor time: **35 TU**

Includes: Creating 1x Vehicle Analysis Log (VAL)

**Additional costs:**

ARA50000002**	Vehicle Transport	Quantity as required (for warranty invoicing only)
ARA50000003***	Vehicle storage	Quantity as required (for warranty invoicing only)
ARA50000004****	Customer Mobility Group Brands	Quantity as required (for warranty invoicing only)

\*\* For warranty processing, the **part number ARA50000002** can be invoiced in the warranty claim as an **additional part** with the designation "Vehicle Transportation" and with the amount as per invoice.

Please document a copy of the invoice for this in the warranty claim.

\*\*\* For warranty processing, the **part number ARA500000003** can be invoiced in the warranty claim as an **additional part** with the designation "Vehicle Storage" and with the amount as per invoice.  
Please document a copy of the invoice for this in the warranty claim.

\*\*\*\* For warranty processing, the **part number ARA50000004** can be invoiced in the warranty claim as an **additional part** with the designation "Customer Mobility" and with the amount as per invoice.

Please document a copy of the invoice for this in the warranty claim.

⇒ **Damage Number ARA5 099 000 2**

Scope 10:

**Test result for high-voltage battery OK – OTA VAL**

- Population 3 – Customer vehicles with an existing, valid VAL

**Labor time:**

Checking high-voltage battery

Labor time: **30 TU**Includes: Feedback to customer about test result  
Closing action process⇒ **Damage Number ARA5 099 000 2**

Scope 11:

**Test result for high-voltage battery not OK – OTA VAL**

- Population 3 – Customer vehicles with an existing, valid VAL
- The campaign was **supervised** by the **Porsche Center** (repair depth 1-2), and the replacement of the cell block module was carried out by the high-voltage support point (repair depth 3).

**Labor time:**

Checking high-voltage battery and replacing cell block module

Labor time: **130 TU**Includes: Vehicle receipt  
Acceptance of the vehicle following return transport  
(module exchange)**Additional costs:**

ARA50000002**	Vehicle Transport	Quantity as required (for warranty invoicing only)
ARA50000003***	Vehicle storage	Quantity as required (for warranty invoicing only)
ARA50000004****	Customer Mobility Group Brands	Quantity as required (for warranty invoicing only)

\*\* For warranty processing, the **part number ARA50000002** can be invoiced in the warranty claim as an **additional part** with the designation "Vehicle Transportation" and with the amount as per invoice.

Please document a copy of the invoice for this in the warranty claim.

\*\*\* For warranty processing, the **part number ARA50000003** can be invoiced in the warranty claim as an **additional part** with the designation "Vehicle Storage" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.

\*\*\*\* For warranty processing, the **part number ARA50000004** can be invoiced in the warranty claim as an **additional part** with the designation "Customer Mobility" and with the amount as per invoice.

Please document a copy of the invoice for this in the warranty claim.

⇒ **Damage Number ARA5 099 000 2**

Scope 12: **Test result for high-voltage battery not OK – OTA VAL**

- Population 3 – Customer vehicles with an existing, valid VAL
- The campaign was carried out in full by the **high-voltage support point** (repair depth 3).

<b>Labor time:</b>		
Checking high-voltage battery and replacing cell block module		Labor time: <b>30 TU</b>
<b>Additional costs:</b>		
ARA50000002**	Vehicle Transport	Quantity as required (for warranty invoicing only)
ARA50000003***	Vehicle storage	Quantity as required (for warranty invoicing only)
ARA50000004****	Customer Mobility Group Brands	Quantity as required (for warranty invoicing only)
<p>** For warranty processing, the <b>part number ARA50000002</b> can be invoiced in the warranty claim as an <b>additional part</b> with the designation "Vehicle Transportation" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.</p> <p>*** For warranty processing, the <b>part number ARA50000003</b> can be invoiced in the warranty claim as an <b>additional part</b> with the designation "Vehicle Storage" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.</p> <p>**** For warranty processing, the <b>part number ARA50000004</b> can be invoiced in the warranty claim as an <b>additional part</b> with the designation "Customer Mobility" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.</p> <p>⇒ <b>Damage Number ARA5 099 000 2</b></p>		

**Invoicing of vehicle transport / customer mobility / complex component**

**Costs for transporting the vehicle**

If required, the vehicle can be collected from the customer and transported to the Porsche Center or to a parking space used by the Porsche Center. The costs incurred can be invoiced in the warranty claim for recall campaign ARA5 under the **part number ARA50000002** with the designation "Transport Flat Rate" (type: sublet) as an additional part.

**Costs for vehicle storage**

If third-party parking spaces are used for storing Affected Vehicles, the costs incurred can be invoiced as an additional part in the warranty claim for recall campaign ARA5 using **part number ARA50000003**.

Up to \$10.76 per day can be invoiced for storing the vehicle.

#### Costs for customer mobility

If necessary, customer mobility can be granted at the most until the workshop appointment and for the duration of the implementation of the campaign. The current rules governing the Customer Mobility Programme generally apply here. Depending on the vehicles used to guarantee customer mobility, the costs incurred can be invoiced as follows:

- Utilization of Porsche vehicles via Mobility Account (standard process)

Costs are processed using the standard process in accordance with the currently applicable rules governing the Customer Mobility Programme

- Utilization of vehicles from other brands

If other Group or other brands are utilized, the costs incurred in the warranty claim for recall campaign ARA5 must be invoiced under the **part number ARA50000004** with the designation "Customer Mobility" as an additional part.

To this end, please document a copy of the invoice for this in the warranty claim.

In order to keep the costs incurred for mobile storage and vehicle accommodation as low as possible, customers who already use mobile storage by substitute vehicle before the campaign is carried out must, if possible, prioritize the campaign processing. If more than 45 days of mobile posture are invoiced as part of the ARA5 campaign, the need in the campaign claim must be justified.

Campaign claims with more than 45 days of invoiced mobility are submitted by the system to the responsible importer for review and release.

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