

**Warranty Information: Carbon Roof Warranty Extension (166/24)**

Model Line: **Cayenne (9YB)**

Model Year: **As of 2020 up to 2022**

Concerns: **Carbon roof** (Part ID No. 5103)

Cause: **Technical warranty extension for carbon roof (TGV)**

The warranty on the carbon roof is valid for **6 years from the new car delivery date, irrespective of the overall mileage of the vehicle and refers to the defect pattern "Damaged paint and yellowing in the edge area of the carbon roof"**.

You will find the exact warranty period of a vehicle in the vehicle information in the Porsche Central Service System (PCSS).

The warranty extension is displayed as an additional new vehicle warranty scope and contains the added information **"carbon roof"** in the "Coverage" column.

The warranty applies to **all vehicles assigned to the warranty extension** and is transferred automatically to the next owner.

All other warranty terms and conditions remain unchanged.

**Overview of components covered by the warranty extension**

Part-ID	Designation
5103	Carbon roof

Information: **Scope not covered by this warranty extension**

All damage or malfunction caused by external factors such as damage due to an accident, incorrect use or neglect of the vehicle.

**Restrictions on the cover of the warranty extension**

The warranty and service information includes information about the warranty conditions for the vehicle. The owner should always read these warranty conditions carefully as the rights and obligations listed there also apply to the warranty extension.

**Customer communication**

Please actively inform affected customers about the warranty extension only if this is a legal requirement in your market. Otherwise, **no active customer communication** is planned.

Invoicing:

For invoicing warranty claims using the "Carbon roof" warranty extension, the claim must be entered by specifying **Warranty type 111** under **Part-ID 5103 – carbon roof** as the **component causing the problem**. The damage category is to be selected in accordance with the customer complaint. The documentation specifications in the Porsche Warranty Manual must be observed without restriction.

If a mobility option is required in relation to repairs covered by the technical warranty extension, this can be invoiced as part of the existing customer mobility programme. The Customer mobility programme regulations apply unchanged.

If you have further questions and concerns relating to this warranty extension, please open a Warranty PRMS ticket.

**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.

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