

## Advanced Technical Information

All  
1602

0

### Approval and Support Management Program (ASM)

Binder - Advanced Technical Information  
This ATI replaces ATI Group 0, #1502, dated 12-11-15.

Models: **All**

Model Years: **2009 - on**

Information: The Approval and Support Management system was created to offer assistance to the dealer organization with new and complex technical issues by utilizing the Support Specialists within Porsche R&D. As a result, this process has reduced vehicle downtime and repeat repairs substantially.

**Note: G1 II is the 2014 facelift. E2 II is the 2015 facelift.**

#### Launch Information

A&S Update

Author: VAM

Published: 10/03/2016

#### Details

##### A&S Timeline

	2015						2016												
	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	
<b>911</b>																			
991: GT3 engine	[Solid bar]												Extended						
991 II all derivatives: engine + ECU, gearbox + ECU	[Solid bar]												[Solid bar]						
<b>982</b>																			
982 all derivatives: engine + ECU, gearbox + ECU	[Solid bar]												NEW						
<b>Cayenne</b>																			
E2II S E-Hybrid: hybrid-components	[Solid bar]												Extended						
<b>Panamera</b>																			
G1 II S E-Hybrid: hybrid-components	[Solid bar]												Extended						
<b>Macan</b>																			
PDK	[Dashed bar]												Phase out						
<b>918 Spyder</b>																			
All Service Level 2 Rep. *	[Dashed bar]												Phase out						
Engine, PDK, Touchpanel, hybrid-components	[Solid bar]												[Solid bar]						
<b>Guided repair processes</b>																			
918 Spyder Service Level 3 **	[Solid bar]																		
Critical HV-battery	[Solid bar]																		

#### Footnote:

\* Service level 2: Demounting/mounting of powertrain components; engine and gearbox repairs; hybrid components; high voltage battery; demounting/mounting CFRP structure.

\*\* Service level 3: Liquid metal paintwork; film-covered body (Decor wraps, complete film cover); CFRP structure repair (Monocoque, power unit rack), HV battery repair, PDK transmission and combustion engine repair.

Information:  
(cont'd)

**Procedure for Approval and Support Management (ASM)**

In the event that a vehicle comes into the workshop with a verified and undiagnosable complaint pertaining to one of the current ASM topics, please complete the following:

1. Create a PQIS job with uploaded VAL.
2. Create a TLAR (after utilizing all dealer resources such as PIWIS workshop documents and bulletins).

On the TLAR, please provide the original customer complaint and details of your test results. It is important that we have in depth knowledge of the diagnosis that has been performed.

<b>Launch Information</b>	A&S Update	Author: VAM	Published: 10/03/2016				
<b>Details (2/2)</b>							
<b>A&amp;S Overview</b>							
A&S Components	Engine	DME	Automatic transmission (PDK, Tiptronic)	Automatic transmission control unit (PDK, Tiptronic)	Manual transmission and coupling	High voltage components & control units	Touchpanel
991 GT3	x						
991 II all derivates	x	x	x	x	x		
982 all derivates	x	x	x	x	x		
E2 II hybrid components						x	
G1 II hybrid components						x	
918 Spyder	x		x			x	x
<b>Guided repair process</b>	<ul style="list-style-type: none"> <li>Critical HV- battery</li> <li>918 Spyder Service Level 3 Processes (full film wrap, CFRP)</li> </ul>						

Dealership	Service Manager	Shop Foreman	Service Technician
Distribution	_____	_____	_____
Routing	Asst. Manager	Warranty Admin.	Service Technician
	_____	_____	_____

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