

PORSCHE

1. General information about the customer complaint

Vehicle identification number (VIN):	
Date and time of the event, including time zone.	
Please describe the exact customer complaint in as much detail as possible.	
Were there warning messages in the instrument cluster?	Please specify:
Which charging connection on the vehicle was used? (Left or right)	(By default right for DC charging)
How long was the vehicle connected to the high-voltage charger?	Days, hours, minutes, seconds
Outside temperature at the time of complaint.	Fahrenheit (°F) or degrees Celsius (°C)
Vehicle analysis log (VAL) available in PCSS?	If yes, please enter the time and date of the log:
PRMS ticket no.	
Contact person at the Porsche Centre	

2. Overcurrent during charging

Location name and/or address of the charger.	It may be helpful to use an app from a third-party provider to retrieve the name and address of the charging station, for example via the PlugShare app or www.PlugShare.com .
Operator of the charging station.	
Please state how many and which charging stations were tried.	
Exact charger ID and charging plug used at the time of the event.	Photos are helpful if available.
Payment/authentication method	If others, please specify:
Which error messages were displayed on the charger display?	Photos are helpful if available.
What was displayed on the lower display in the centre console of the vehicle?	Photos are helpful if available.
What colour and pattern did the charger LED show before and after the failed charging process?	Photos are helpful if available.
If an app was used to start the charging process, was an error message displayed there?	Screenshots are helpful if available.
Charge state (SoC) of the high-voltage battery before charging.	%
High-voltage battery temperature before charging.	Fahrenheit (°F) or degrees Celsius (°C)
Is the "Battery-saving fast charging" function activated in the profile charging system in the PCM?	
What was the charging speed (kW) according to the charging station?	
Charging speed (kW) according to the display in the vehicle.	The unit must be switched in the lower display of mi/min or km/min to kW. Miles or kilometres per minute are not suitable for assessing the charging speed.
Were other vehicles charged at this location?	
Original expectation for this charging process from the customer's perspective.	Please provide the customer's full explanation regarding the expected charging speed, the actual charging speed, the charge state (SoC) and the temperature of the high-voltage battery at the points at which the charging process was considered too slow.