

Troubleshooting Charging - Questionnaire (v1.4)

VIN		
Date and time of occurrence, with Time Zone		
Please provide the exact Customer Complaint, including as much detail as possible.		
Were any HV-Warning messages displayed in the Instrument cluster?		Please specify:
Were any abnormal messages displayed in the instrument cluster?		
Which charge port was used? (Left or Right)		
How long was the vehicle connected to the charger?		Days, Hours, Minutes, Seconds
Is Connect activated?		
Was Remote Access used and/or were any settings changed via Remote Access while the vehicle was parked?		Please specify:
Was a navigation destination active when the vehicle was parked?		
Outside temperature at the time of the complaint.		
How was the vehicle used before the complaint occurred (Connect App usage or any recent change of vehicle settings, for example)?		*F or *C
VAL available in PCSS?		If yes please fill in the protocol time and date:
PRMS Ticket #		
Porsche Dealership Contact Person		
<p><i>For complaints with AC charging, complete section 2 below.</i> <i>For complaints where DC Charging Does Not Start, complete section 3 below.</i> <i>For complaints with DC Charging Performance, complete section 4 below.</i></p>		
2. AC Charging		
Charging Power (Current setting or %)		Enter charging current or percentage, depending on variant
Charging Voltage		If other: fill in Voltage:
Which charger was used?		If 3rd party equipment was used, please provide Make/Model.
Please specify the charging power or settings of 3rd party devices		Please provide a photo of the device!
Plug type of the charger that was used (NEMA 14-50, for example)		
Are faults/DTCs stored in the fault memory of the Porsche charger?		If "yes", please list the fault codes below:
Was a Timer, Profile, and/or pre-conditioning activated?		Please list the timer settings (Target Charge %, Charging profile settings, timer details), or provide a photo of the PCM settings.
HV State of Charge (SoC) before charging		%
What was shown on the lower display in the center console of the vehicle?		
What color and patterns did the charge port LED show before and after the issue?		
Charger Software Version, if known		
Charger Serial Number		
Did the customer use any kind of extension cable to connect the unit?		If yes, please specify:
Was the wiring and/or hardware newly installed for this vehicle, or was existing wiring/hardware used?		
Is a Home Energy Manager (HEM) installed?		If 3rd party or other add. Equipment: provide HW and SW version and device settings.
3. DC Charging Does Not Start		
Location Name and/or Address of DC Charger		
Charge Point Operator		Use the PlugShare App or www.PlugShare.com to verify charging station information.
Please specify how many and which charging kiosks were tried.		
Charger ID and connector used		
Authentication method		If other, please specify:
What error messages were on the charging kiosk display?		
What was shown on the lower display in the center console of the vehicle?		
What color and patterns did the charge port LED show before and after the failure to start?		
If an app was used to start charging, did it give an error message?		
Were any issues observed regarding cellular signal strength?		
4. DC Charging Performance		