12V Discharged - Case Report		
Mandatory/_Optional (italic)_		
Date and time of occurrence		
VIN		
1. Did the customer charge the HV-battery?		If "yes": continue with 2.
		If "no": continue with 3.
2. How did the customer charge the HV-battery?		
Charge port side (left/right)		
Steering wheel position	LHD	USA/CAN = LHD
Charge port country variant	NAR (Typ1/CCS1)	USA/CAN = NAR = Typ1
Charging variant		AC: Continue with 2a.
		DC: Continue with 2b.
2a. Information about AC-charging	NAR (Typ1/CCS1)	USA/CAN = NAR = Typ1
Charging Current		
Charging Voltage		If other: fill in Voltage:
Which Charging Hardware was used?		If 3rd party equipment was used: Please specify below:
Plug type that was used		
Read out fault memory of Porsche Charging Hardware **--> See ATI 2016 "Porsche Mobile Charger Connect Diagnosis and utilizing the Web Application"**		If "yes", please list the fault codes below or in another attachment.
_Charging Cable SW Version (see label on back side: SW_P/SW_C)_		
Charging Cable Serial number		
Does the customer use any kind of extension cables or adapters?		
2b. Information about DC charging		
400V or 800V		
Location of charge point		
Operator of charge point		
Serial Number of charge point		
Picture of charge point		
Picture of charge point identification plate		
authentication method (i.e. Smartphone App, Credit Card, 3rd Party App)		
3. General information		
Timer or pre-conditioning activated? _Photos of the Charge Profile and Timer Screen may be helpful_		Details:
HV-Warning message displayed in instrument cluster?		Please specify:
VAL available in PCSS?		If yes please fill in the protocol time and date:
HV-SOC before charging		
When was the charging process started?		Date/Time

How long was the vehicle connected to the charger?		
Was the key near the vehicle?		In which distance from the vehicle?
Where was the vehicle parked?		
Cellular reception/ GSM network available		
Outside temperature		
Additional information: **How was the vehicle used recently (Connect App usage, Any recent change of vehicle settings)?**		
PRMS Ticket		
Contact person		