

Company 30/04/2020

## Porsche extends warranty due to the coronavirus crisis

Porsche is extending the new car warranty by a further three months for all cars with a new car warranty expiring between 1 March 2020 and 31 May 2020. This measure is free of charge for customers and is valid worldwide.



The sports car manufacturer is responding with this measure to the coronavirus crisis which has greatly restricted business at many Porsche Centers since March. This also applies to customers who have already purchased a Porsche Approved warranty to follow on after expiry of the new car warranty. If the Porsche Approved warranty starts within the time period in question, it will also be extended by three months.

"Our ultimate aim is to create enthusiasm among our customers – this includes providing outstanding services particularly in difficult times," says Daniel Schukraft, Head of Aftersales at Porsche AG. "We have therefore decided to implement a uniform and unbureaucratic solution worldwide. Customers do not have to do anything, the Porsche Centers will take into account the extension automatically."

The new expiry date for the warranty will be calculated from the end of the current period. If the new car warranty expires on 20 March 2020, for example, the extension will apply for a further three months until 20 June 2020. A new car warranty which was due to end on 15 May 2020 will be extended until 15 August 2020.

The new car warranty is always valid for a minimum of two years and starts on the day the car is delivered to the customer. The Porsche Approved warranty for pre-owned cars covers a period of at least 12 months – with the option of an extension. A claim can be made on the warranties at any Porsche Partner worldwide.

Questions and answers regarding Covid-19

Will the production start in all plants at the same time?

As from 4 May 2020 Porsche will again produce sports cars and will continue production in stages at both its plants in Zuffenhausen and Leipzig. For this, the processes in production, logistics and procurement have been adjusted so that, in addition to the primary protection of the workforce, an orderly and efficient production is ensured. Production has already been restarted at the multi-brand plants.

Will there be delays in the vehicle delivery due to the production stop and with the restart of production?

Unfortunately, even with the restart, some delivery dates in the Porsche Center and for factory collection can no longer be confirmed. Your Porsche Center will inform you as soon as the delivery dates have been specified.

When will the production be back to 100 per cent productivity?

In recent weeks, special preparations have been made to ensure the greatest possible safety for the workforce and to reach full capacity again in the shortest possible time.

Info

Information about Australian warranty extension: [Porsche.com/australia](https://www.porsche.com/australia)

## **Link Collection**

### **Link to this article**

[https://newsroom.porsche.com/en\\_AU/2020/company/porsche-new-car-warranty-extension-three-months-20769.html](https://newsroom.porsche.com/en_AU/2020/company/porsche-new-car-warranty-extension-three-months-20769.html)

### **Media Package**

<https://newsroom.porsche.com/media-package/35e9bca8-60d2-4d16-9d82-1365e2d279c0>