

Thank you for contacting Porsche.

It was a pleasure speaking with you earlier in regards to your warranty coverage. I attempted to call you but I got your voicemail, so I wanted to provide you with an update via email for your reference.

I contacted Porsche Warrington and spoke with a service advisor who informed me that the coolant pump warranty extension only covers the repair of a coolant pump with an active leak. During diagnosis, it was determined that your vehicle's coolant pump does not have an active leak and, therefore, will not be covered under warranty. I know that this is not the outcome that you were hoping for, however, I appreciate you calling in regards to this issue and for allowing me to take a deeper look into your warranty.

So that you will have it for reference, I have also included your warranty information below:

New vehicle warranty

Expiration: 11/27/2017 - 11/27/2021

Mileage Limit: 81000

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New vehicle warranty

Expiration: 11/27/2027

Coverage: Ext. Warranty Coolant Pump

Mileage Limit: 194000

Emission warrantyâ€â€â€

Expiration: 11/27/2021 - 11/27/2024

Mileage Limit: 112000

Long-term warrantyâ€â€â€

Expiration: 11/27/2021 - 11/27/2029

If you have any additional questions in the meantime, please feel free to reply to this email or give us a call at 1-800-PORSCHE.â€â€â€

Kind regards,

Raequel S.Â

Customer Support Specialist

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