
PT4G Diagnostic Technical Information

TSTR 2628

Updated PT4G Battery Replacement Process

USA Only

Vehicle Type: All Porsche Vehicles

Subject: Updated procedures for submitting a battery replacement request for the PT4G

Information: To streamline the battery replacement process, PCNA is introducing an updated procedure designed to reduce administrative effort for Porsche Centers managing multiple affected testers.

Beginning June 1, 2026, Porsche Centers will only need to submit a single PRMS ticket to cover all testers requiring PT4G battery replacements due to swollen or damaged batteries. Please note that this change applies only to PT4G batteries; all other PT4G hardware concerns will still require separate PRMS tickets.

Porsche Centers can follow the procedures outlined below to learn how to submit a single PRMS ticket for multiple testers with affected batteries.

Procedures: The following procedures should be followed to place a PT4G battery replacement PRMS ticket.

1. Open PRMS ticket for Porsche Tester Support

From PRMS select *New Ticket --> Technical Support --> Porsche Tester*

2. Provide the following details in the PRMS ticket

- a) Request type = Hardware
- b) Short Problem Description = PT4G Battery Replacement(s)
- c) Affected Component = PT4G
- d) Serial Number = One of the PT4G's serial number that is affected
- e) Current Software Version = Software version on the tester that is listed in the serial number field

3. Fill out the case documentation with these items

- a) Porsche Centers should provide a brief description of the issue that they are experiencing with their tester batteries (i.e. poor battery life, swollen batteries, can't hold a charge, etc.)
- b) If multiple PT4G batteries require replacement, a list of all PT4G serial numbers that are affected (including the one previously filled into the serial number field)
- c) Dealer information required for shipping
 - i) Dealer Name
 - ii) Dealer Number
 - iii) Dealer Phone number
 - iv) Technician Name
 - v) Tech. Email
 - vi) Dealer Address

Case documentation

I have 4 PT4G testers that have poor battery life and are starting to swell. Can I get approved for battery replacements for each tester? PT4G serial numbers and dealer info can be found below:

PT4G Testers Affected:

RPQ02F1198

RPQ09F2317

RPF03F9241

RPF08F3117

Dealer Info:

Porsche Cars North America

4509060

888-204-7474

Jimothy James

jimothy.james@porschecenter.com

1 Porsche Drive, Atlanta, GA 30354

4. Submit photos of the affected batteries themselves

- a) The first photo contains each set of batteries that are experiencing issues. Each set of batteries **must be labeled to the tester they came from and must have the serial number of the battery itself visible and legible** to ensure there are no duplicate sets being ordered.



- b) The second photo must contain a side profile view of all affected batteries showcasing the swelling or damage on the battery that is causing the issue.



5. Submit ticket and provide any additional items requested by PAG

Once the ticket has been submitted, the PCNA tester support team will verify all information is present and correct in the ticket before sending it to PAG for approval. If PAG requires any additional information or feedback, the Porsche Center will be contacted to collect this. Once approved by PAG, you will receive a message of your approval and an estimated shipping arrival.

6. Confirmation of arrival and closing the ticket

Once your batteries have arrived at your Porsche Center, you can confirm their working status, dispose of the defective set(s), and close the PRMS ticket.

Important:

All steps provided in this document **must be followed explicitly**. Tickets that do not follow these steps will be sent back to Porsche Centers with reference to this bulletin.

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Porsche Tester IV (PT4G)

PT4G Tester New

Model Line	All Porsche Vehicles
Use	Vehicle Diagnostics
Workshop Manual	Multiple
Supplier	PCNA
Availability	Orderable
Note	The PT4G is orderable through the Special Tools Webstore

Ordering Process:

Special Tools / Testers Website:

<https://porsche-cars-north-america.pointofrentalcloud.com/portal>

To increase security and show prices that may be below the Minimum Advertised Price, Login is required to see/access the storefront. Your Porsche Center will have a NEW single Username and Password for the Porsche Special Tools site.

To streamline the new process, we are using the existing Rental Website for **Rental and SALE** of all Special Tools and PT4G.

Support:

Special Tool:

Open a PRMS ticket. Technical Support >> [Special Tools](#)

Diagnostic Equipment:

Open a PRMS ticket. Technical Support >> [Tester Support](#)

Important Notice:

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