



PORSCHE



Porsche Vehicle Interior Sanitization Guidelines

Best practices for Porsche dealers to thoroughly sanitize customer & dealership vehicles

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Introduction

Auto detailing becomes auto sanitization

In light of current conditions, Porsche customers are very sensitive to health and hygiene concerns, and the thorough sanitization of a vehicle has become an important element of commitment to the health and safety of their communities. Consequently, sanitization measures are now a key component in maintaining customer trust, and in providing a needed level of confidence that their health, and that of their families, will be diligently cared for by their servicing dealership.

Virtually all Porsche dealerships recognized these facts during the last two weeks in March 2020 and by early April, most service centers were advertising touchless/touch-free vehicle handover, along with rigid sanitization regimes. PCNA has collected best practices from dealerships and other Porsche markets around the world, along with the accumulated experience of automotive detailing experts, to assemble these guidelines for your use.

The Guidelines explain these concepts:

- the difference between cleaning, sanitizing and disinfecting
- the importance of following the manufacturers' instructions for "dwell time" (i.e., the length of time required for a disinfectant to stay on a surface in order for the chemical agents to kill viruses and bacteria
- the eight vehicle interior areas requiring sanitization

Please bear in mind that Porsche can make no claim for the effectiveness of the products featured in the Guidelines. All such claims as well as directions for use, especially dwell times as they relate to germ killing qualities, are the responsibility of the manufacturers themselves.

We hope you find these Guidelines useful for your current operations.

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Materials to clean and sanitize the car

Cleaners & disinfectants

Cleaners

Ensuring clean interior surfaces is the first step toward sanitizing a car. For this reason, the following cleaning agents are featured first in the process.

Porsche / Meguiar's Clean Car Initiative Products

- **Meguiar's D149 Quick Interior Detailer:** Cleans and protects the surface without leaving residue. For plastic, vinyl and leather surfaces. D14901 is available in a one-gallon container.
- **Meguiar's D120 Glass Cleaner Concentrate:** cleans all glass components including navigation and communication screens as well as frequent-touch areas such as steering wheels and shifter knobs. D12005 is available in 5-gallon containers.
- **Meguiar's D101 All Purpose Cleaner:** an all-around utility product, the All-Purpose Cleaner can be diluted and used for interior cleaning at 10-1 and can be used on carpets, seats, seat belts and door panels. D10105 is available in 5-gallon containers.

Read the labels on the above Meguiar's products for best results. Meguiar's cleaners can be ordered from the **Porsche Service Products Program** portal and count towards parts purchase objectives.

Disinfectants

The companies listed here have suggested their disinfectant products for automotive interior surfaces. Porsche takes no responsibility for claims that their products are effective against COVID-19 and other noroviruses. Read the labels on the products carefully for the prescribed dwell times on surfaces. "Dwell time" = the amount of time required on a surface for a disinfectant to take effect. It is also important to note that Porsche has not tested these products to determine their interaction with interior materials. Therefore, follow the manufacturer's instructions, and always test the product

in an inconspicuous area before using throughout the vehicle.

Bioesque Botanical Disinfectant

Bioesque® Botanical Disinfectant is an environmentally friendly, EPA Registered Broad-Spectrum Disinfectant. It can be ordered through the **Porsche Service Products Program** portal. See the product label and/or the ATI bulletin (search term "Bioesque") for directions for use and dwell time. Bioesque can be used on automotive interior/ exterior surfaces as well as high traffic areas in your dealership.

Bioesque® is on the American Chemistry Council's list of EPA pre-approved coronavirus-fighting products. Tests for compatibility on leather upholstery have been conducted by Kem Krest, our Bioesque® supplier. Consult Kem Krest for documentation and our bulletin in PPN. Porsche can make no claims concerning disinfectant effectiveness of this product. All such claims are the manufacturer's responsibility.

Other disinfectant products:

- Lysol® spray (test on inconspicuous area)
- Hand sanitizer (read the label for EPA approval)
- 90% isopropyl alcohol spray
- Alcohol or other disinfectant wipes
- Clorox® solution (beware of discoloration/damage)

Be sure to follow individual instructions for dwell time as instructed on the disinfectant label.

Disinfectants are formulated to kill germs, usually on flat non-porous surfaces. However, vehicle interior surfaces types are non-porous and porous, including leather, carpet, metal, wood and polymer. Certain disinfectants may effectively disinfect, but they may also mar fine interior surfaces and discolor leather, polymer, and wood. Test the disinfectant on an inconspicuous area to ensure it does not discolor or mar the finish.

Tools to clean and sanitize the car

Use the right tools to finish the job quickly and completely



Tools to protect the detailer

Masks, gloves, clothing

- **Masks:** professional-grade chemical respirators are best because they filter out disinfectant vapor in the car interior. These masks typically have dual filters on each side of the face and are more substantial than the N95 or particle masks commonly used for quarantine purposes.
- **Gloves:** nitrile gloves are a good choice when cleaning, sanitizing and disinfecting the vehicle. Make sure the gloves are sturdy enough to withstand 15 minutes of use with chemicals in the car interior. Discard the gloves when you have finished sanitizing the car, and put on a new pair before working on the next car.
- **Shirts:** long sleeve attire should be worn for all disinfecting operations at the dealership.

Tools to clean and disinfect the vehicle

- **Seat covers/floor covers:** slip these on seats and over foot wells as the first step in the sanitization process. Dealers with Mobil 1 accounts have access to

Mobil 1 seat covers and floor mats. Disposable seat covers are also available through the Porsche Service Products Program.

- **Microfiber cloth:** Porsche interior surfaces employ a variety of high-quality materials with fine finishes, so best practice is to spray disinfectant on the microfiber cloth, then wipe the surface with the cloth. Our Tequipment Microfibre Cleaning Cloth (Part number: 000 044 001 95) can be used for this purpose if good quality microfiber cloth is temporarily unavailable. Use the microfiber cloth to apply the disinfectant according to the manufacturer's instructions. Upon completion, properly launder the cloth before reusing, and always use a fresh cloth for each vehicle.
- **Plastic wrap:** Wrap steering wheels, gearshift knobs and any other prominent projecting item in the interior with plastic wrap after first disinfecting the surface of the component. This saves you from having to repeat the job, up until vehicle handover to the customer. Where possible, use bulk industrial plastic wrap to save time and expense.

Sanitization

Process - preparation & procedure

Authorized Porsche dealerships immediately recognized the importance of vehicle interior sanitization and responded to it rapidly. With detailing operations already in place, they were able to add sanitization into the cleaning process within a short time.

Definitions from the CDC website:

- **Cleaning:** removes dirt and grime, along with some viruses and bacteria. The germs are removed but not necessarily killed.
- **Disinfecting:** kills germs on surfaces. Disinfecting does not necessarily clean the surface, but can lower the risk of spreading infection.
- **Sanitization:** kills and lowers the number of germs on a given surface to a safe level as judged by public health standards, provided sufficient dwell time is observed.
- **Dwell time:** the length of time required for disinfectant products to kill viruses and bacteria

Vehicles at your dealership subject to regular sanitization:

- Customer vehicles brought in for service
- Loaner vehicles
- Dealership shuttles
- Sales vehicles driven on test drives

I. Basic process: Clean the interior first

Clean interior surfaces allow the disinfectant to fight and kill the germs without dirt getting in the way. Follow the directions on your recommended automotive interior cleaning products (such as Meguiar's) to help ensure a thorough cleaning process.

II. Basic process: Sanitization

Metal, plastic, and other smooth surfaces such as varnished or lacquered wood:

Hard, smooth surfaces are generally easier to clean and disinfect due to their non-porous qualities. Instructions

will differ from one product to the next, so follow the specific manufacturer's instructions on the product labels to help ensure the correct sanitization process.

Leather & Vinyl:

Porous and soft surfaces like leather and vinyl are more difficult to sanitize but they can be disinfected. To avoid the chance of discoloration, test first on an inconspicuous area and avoid spraying directly onto surfaces. Instead, apply disinfectant to a clean microfiber cloth. Change the microfiber cloth after use on each vehicle to help ensure a thorough sanitizing process.

III. Disinfect high traffic areas of your dealership:

Best practices at Porsche dealerships now include sanitizing all areas shared by two or more people. Wiping down and disinfecting surfaces throughout the day helps minimize the chance that either employees or customers come into contact with the virus.



Sanitization

Process - disinfect these eight spots on the vehicle interior



Sanitization

Process steps to follow to complete the job

Disinfect these eight main spots in the vehicle interior:

- **Seating** - include seatbelts/seatbelt clasps.
- **Steering wheel** - include rim, spokes, buttons and blinker stalk, windshield wiper stalk cruise control stalk. etc. After disinfecting, wrap the steering wheel and stalks in plastic wrap.
- **Door handles & armrests** - interior/exterior, include buttons.
- **Cup holders** - if possible, remove and wipe down.
- **Center console** - wipe down all buttons, knobs, and switches.
- **Gear shift knob & column** - include all buttons. When complete, wrap in clear plastic wrap.
- **PCM touchscreen & dashboard** - include all buttons, switches, knobs and use glass cleaner to wipe down the touchscreen.
- **Keys** - the most easily forgotten item for sanitization. Keys are electrical components, so be careful to wipe down and do not immerse them in disinfectant fluid. After disinfecting, wrap in clear plastic wrap.

Premium 'touchless' options:

For a thorough and touchless procedure, dealers can include these options for a premium sanitization process:

- Sanitize the HVAC duct work. Optional: these products from the VW Tool site can be used for HVAC:
 - Wynn's Aircomatic III A/C Ultrasound Cleaner, P/N: VAS 6189B
 - Wynn's Air Purifier Cleaning Fluid, P/N: VAS 6189/2
- Replace cabin air filter after sanitizing HVAC system.
- Place a [sanitization checklist](#) in the vehicle describing the additional sanitization measures taken.
- Offer the Tequipment Microfibre Cloth as a giveaway.
- Transport the vehicle on a flatbed for return delivery to customer.
- If a driver is delivering the vehicle, please inform the customer, then follow these procedures:
 - Ensure that the driver wears disposable nitrile gloves and a face mask.
 - During the dropoff procedure, the driver will remove any remaining clear plastic wrap from the

steering wheel, gear shift, etc.

- Upon delivery, any interior/exterior items not plastic wrapped, need to be sanitized as the driver backs out of the car. The last items sanitized are the door handles and the key(s).
- In cases where the customer is present, the keys can be left on the dashboard or the seat for the customer to retrieve.

Notes for the shop:

- If possible, keep a bottle of hand sanitizer on your person for quick cleanups.
- When not wearing gloves, wash your hands with soap and water for 20 seconds to kill viruses and bacteria.
- Be careful when using disinfectants and detergent chemicals on fabrics, leather and other porous material. Test on inconspicuous areas to avoid discoloration or damage.
- Avoid using chemicals on the headliner as this material is usually more fragile than seating.
- Disinfect the mirrors if you know they've been touched.

Contact the suppliers any questions you may have about the products cited in these Guidelines.

Porsche has done no testing to independently confirm efficacy of the products in this Guideline for virus killing or compatibility with our interior materials. All such testing has been done by the companies themselves and/or other independent companies, and they are solely responsible for all claims they make for their products.

Information for sanitization and related products can be found at the below links:

- [Porsche Service Products Program](#)
- [Porsche.Snapon/Special tools and equipment for vehicle sanitization](#)

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