

Porsche Roadside Response

In certain metropolitan markets, Roadside Assistance includes mobile dealer Roadside Response teams that can be quickly dispatched and are equipped to assist with certain services. Porsche Roadside Assistance will screen each service request to determine whether the circumstances can be handled by a dealer Roadside Response team or if the vehicle will need to be transported to the nearest dealer.¹

The Porsche Roadside Assistance program offers the following services:

- **Emergency towing**
- **Battery jump start**
- **Flat tire assistance**
- **Lock-out assistance**
- **Emergency fuel delivery**
- **Extrication/winch service**
- **Trip interruption reimbursement**

Roadside Response teams are equipped to assist with:

- **Battery jump start and/or on-site battery replacement¹**
- **Flat Tire assistance – install puncture repair system, operator's spare tire or dealer's loaner spare tire**
- **Lock-out assistance**
- **Emergency fuel delivery**

Emergency Towing

If your Porsche vehicle becomes disabled due to a warrantable mechanical breakdown, your vehicle will be transported to the nearest Porsche dealership. However, you may request that your Porsche vehicle be taken to a different Porsche dealership, as long as that dealership is within a 50 mile/80 kilometer radius of your breakdown location.²

For security reasons, towing services cannot be provided to an

¹ Roadside Response repairs may involve additional charges for parts and/or labor.

unattended vehicle. Therefore, a licensed driver must be on the scene to meet the service provider.

If a breakdown occurs after normal business hours, and the servicing Porsche dealership does not have a secure storage lot, your Porsche will be stored in a secure location and transported to the dealership the next business day. Your vehicle must be located on or in an area immediately adjacent to a regularly traveled road that can be accessed with standard servicing equipment.

Battery Jump Start

If your Porsche vehicle won't start due to a weak battery, Roadside Assistance will send an authorized service provider to "jump start" your vehicle. If your vehicle is not driven on a daily basis or has not been started for more than six (6) weeks, the battery may need to be replaced. This will not be covered by Porsche's New Car Limited Warranty. Porsche Roadside Assistance can arrange transportation to the dealer for battery service, at your expense. If the Porsche dealer determines that the battery failed due to a warrantable issue, your tow expenses will be reimbursed by the Porsche dealer.

Please remember that proper maintenance of the battery includes operating the vehicle on a regular basis to keep the battery charged and/or utilizing a Porsche Battery Charger/Maintainer.

Flat Tire Assistance

Your tires have been designed specifically for your Porsche vehicle. They are identified by an N-specification (N-0, N-1, etc.) on the sidewall indicating that the tires have been tested and approved for release by the Porsche engineering department. When an N-spec tire becomes damaged it must be replaced and the tread depth of the undamaged tires should be examined.

² Your vehicle must be located on or in an area immediately adjacent to a regularly traveled road that can be accessed with standard servicing equipment.

Should a tire lose air, rendering your Porsche vehicle inoperable, there are several options to get you on your way. The Porsche Roadside Assistance professionals will help you determine the best servicing choice for your needs. Only in situations where the damage to the tire is beyond temporary repair will it be necessary to transport the vehicle to the nearest authorized Porsche dealership for tire replacement.³

Should the tire event occur in excess of 100 miles/160 kilometers from the nearest authorized Porsche dealership, the Porsche Roadside Assistance professionals are equipped to assist you in purchasing the correct replacement tire so that your vehicle may be transported to a Preferred Tire Installer in your area. Costs associated with the tire will be your responsibility; however, Porsche Roadside Assistance will cover expenses related to the tow.

In all situations N-spec tires are not repairable nor are they covered under the New Car Limited Warranty.

Lock-out Service

Should the key to your vehicle become locked inside, a qualified service provider will be dispatched to gain access to your vehicle.

Lost or Stolen Key

Should your key become lost or stolen, lock-out service can still be provided but every attempt should be made to obtain your spare key to avoid repair costs that are not covered by the Porsche Roadside Assistance. Consult your authorized Porsche dealer for more information.

Emergency Fuel Delivery

If you happen to run out of fuel, Porsche Roadside Assistance will provide enough fuel to get you to the nearest gas station.

Extrication/Winch Service

Service will be provided to extract your Porsche vehicle from mud, sand, snow, or a ditch.⁴

Trip Interruption

If your Porsche vehicle becomes disabled more than 100 miles/160 kilometers from your residence and causes an unexpected stay overnight, you may be eligible for reimbursement of your expenses of up to \$250 USD / \$325 CAD per day for up to three days, up to a maximum of \$750 USD / \$975 CAD per event including all taxes and surcharges and limited to reasonable expenses. This includes situations where the vehicle cannot be started or driven without causing damage and the local authorized Porsche dealership is not able to repair the problem the same day. Trip Interruption coverage includes reimbursement for:

- Meals
- Lodging
- Alternate transportation
- Car rental (in cities not serviced by an authorized Porsche dealer within 50 miles)

In certain situations, Trip Interruption reimbursement can be applied towards a vehicle reunite (returning your Porsche to your work or residence). Please contact 1-800-PORSCHE for prior authorization.

Please note that Trip Interruption reimbursement covers reasonable expenses incurred due to a warrantable mechanical failure only. Expenses related to tire and battery issues are not eligible for reimbursement.

³ Your vehicle must be located on or in an area immediately adjacent to a regularly traveled road that can be accessed with standard servicing equipment.

⁴ Your vehicle must be located on or in an area immediately adjacent to a regularly traveled road that can be accessed with standard servicing equipment.

To Make a Claim for Trip Interruption

You must contact Porsche Roadside Assistance for a reference number and instructions for reimbursement consideration within 24 hours of disablement. All claims must be submitted within thirty (30) days after the event, and must be accompanied by a brief summary of the incident, and original itemized receipts indicating amount paid, date, and name of service provider(s) to:

Porsche Roadside Assistance – Trip Interruption

One Porsche Drive
Atlanta, Georgia 30354

Please allow 3-4 weeks for processing of your reimbursement.

Limitations

Every effort will be made to ensure the services you receive under the Porsche Roadside Assistance program are of the highest quality. All roadside services will be delivered to you through a comprehensive network of independent service operators.⁵ However, since these operators are independent business people, Porsche Roadside Assistance cannot assume any liability for any loss, damage, or consequences resulting from the rendering of such service. Should your vehicle become disabled on a restricted highway, Porsche Roadside Assistance is limited in its ability to transport your vehicle. Once the vehicle has been moved to a non-restricted road, Porsche Roadside Assistance is able to complete the vehicle transport to an authorized Porsche dealer.

Program Exclusions

Specifically excluded from this coverage are:

- Vehicle abuse, vandalism, accidents, acts of God, competition racing or track use, or other events beyond the control of PCNA.
- Fines, taxes, or impound fees caused by a violation of local or state law.
- Expenses related to hazardous weather conditions (removal from snow, ice, etc.)

⁵ Services provided by Signature Motor Club.

- Expenses for the removal of snow tires, and mounting or removal of snow chains.
- If your Porsche has aftermarket tires and/or wheels installed or has had the suspension modified, Porsche Roadside Assistance will assist in setting up transport of your vehicle, but this expense will not be covered under the Porsche Roadside Assistance program.

Helpful Tips

Maintaining the Life of Your Battery

- Start and drive your Porsche vehicle on a regular basis.
- After parking your Porsche vehicle, always remove the key from the ignition and lock the vehicle.
- If you drive less than 6000 miles/9600 kilometers per 12 rolling months, or if the vehicle will experience prolonged periods of storage, Porsche recommends using a battery maintainer, available from your authorized Porsche dealer.

Tires

- Regularly check tires for accurate pressure and tread wear. If tire pressure is low, add air to the correct PSI or contact Porsche Roadside Assistance for direction.
- Each Porsche model is not equipped with the same tire components. It is important for you to know if your vehicle is equipped with a spare tire.
- Have tires checked by your authorized Porsche dealer before embarking on a long trip.
- If possible, plan ahead for new tires. Tire sizes vary and your Porsche dealership may not have your size in stock. Your authorized Porsche dealer should be able to obtain a tire within two business days after your order placement.

Tools

A tool kit containing the vehicle's tow eye and tire sealant, if equipped, can be found in the tool storage area in either the front luggage compartment (sports cars) or rear storage area (Cayenne and Panamera models).

Emergency Operation

The doors, luggage compartment lid, fuel filler flap, and sliding roof can be operated manually in the event of technical fault. Please consult your Owner's Manual or call Porsche Roadside Assistance for directions.

Remote Control Standby/Sleep Mode (Sports cars only)

In order to extend the life of the battery, your Porsche vehicle will automatically go into a remote control standby/sleep function if it is not unlocked or started within 5-7 days. To wake up/reactivate your remote:

- Unlock the driver's door at the lock using your vehicle's key.
- Leave the door closed to prevent triggering the alarm system.
- Press the lock/unlock button on the remote control. The remote control is now reactivated.

Vehicle Storage Procedures

- Fill up the fuel tank.
- Increase the tire pressure to 58 psi.
- The vehicle should be moved slightly, approximately every four weeks, to prevent flat spotting of tires.
- Windows, doors, lids and top must be closed. The air vents should be opened.
- Change the oil and oil filter, and run the engine for several minutes.
- Check and correct coolant/cleaning solution level as necessary.
- The air conditioning system should be in good working condition and fully charged.

- Lock the vehicle.
- Note: It is not recommended to lift the vehicle, due to the possibility of corrosion on shock absorber piston shafts. The staff at your authorized Porsche dealer will be glad to advise you on the most suitable and necessary storage methods.

Porsche Roadside Assistance Contact Numbers:

1-800-PORSCHE
(1-800-767-7243)

(Option 1 for USA and Option 2 for Canada)