



PORSCHE



**Porsche Roadside Assistance
Owner's Information
1-800-PORSCHE**



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

This is the only number you need to know for Roadside Assistance.



Porsche Cars North America, Inc. is committed to the premise that owning a Porsche will be as satisfying as driving a Porsche. To enhance your ownership experience, Porsche Cars North America provides complimentary coverage under the Porsche Roadside Assistance program for the duration of your New Car Limited Warranty or Porsche Approved Certified Pre-Owned Limited Warranty period. Our team of trained and qualified Roadside Assistance professionals are available 365 days a year to assist in determining the best service option for your situation. Roadside Assistance, teamed with its comprehensive nationwide towing network, brings you world-class assistance, anywhere in the United States.

We know that you take pride in your Porsche vehicle, and our authorized Porsche dealers are committed to the care of your exceptional vehicle. In many situations preventive care could be the key to avoiding a need for emergency assistance. Adhering to your vehicle's regular maintenance schedule, keeping the battery charged when your vehicle is not driven on a regular basis, and checking tire pressure frequently, will help you avoid those times when it may be necessary to call Porsche Roadside Assistance.

The Porsche Roadside Assistance program offers the following services:

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

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Emergency Towing

If your Porsche vehicle becomes disabled due to a warrantable mechanical breakdown, your vehicle will be transported to the nearest authorized Porsche dealership. However, you may request that your Porsche be taken to a different authorized Porsche dealership, as long as that dealership is within a 50 mile/80 kilometer radius of your breakdown location.¹

For security reasons, towing services cannot be provided to an 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.

Collision

In the event your Porsche vehicle suffers body damage, notify your insurance company immediately that the repairs are best completed by a Porsche Approved Collision Center (PACC). In fact, only PACCs have received the special training and meet the stringent requirements from Porsche to repair the sophisticated mixed-material body structures found on most current Porsche models. To ensure that the structural integrity of your Porsche is restored to factory standards, ask your local authorized Porsche dealer for the name of the closest PACC or visit:

www.porschecollisioncenter.com.



Battery Jump Start

If your Porsche 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 weeks, the battery may need to be replaced. This may not be covered by Porsche's limited warranty. Porsche Roadside Assistance can arrange transportation to an authorized Porsche dealer for battery service, at your expense. If the dealer determines that the battery failed due to a warrantable issue, your tow expenses will be reimbursed by the authorized 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. See your owner's manual for details.



¹ 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.

Flat Tire Assistance

Your Porsche tires have been designed specifically for your 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 Porsche's engineering department. When an N-spec tire becomes damaged, it must be replaced and the tread depth of the undamaged tires should be examined. Should a tire lose air, rendering your Porsche 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. In all situations N-spec tires are not repairable, nor are they covered under the New Car Limited Warranty or Porsche Approved Certified Pre-Owned Limited Warranty.

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 could 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.

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.

Extrication/Winch Service

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

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 Porsche Roadside Assistance. Consult your authorized Porsche dealership 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.

Note: Emergency fuel delivery service is limited to five times per year.

Out of Charge Service

If a mechanical problem is suspected, your car will be towed to the nearest authorized Porsche dealership as noted in the previously mentioned towing parameters located under Emergency Towing.

In situations where no mechanical problem is detected and the vehicle is out of charge, we will work with you to find a convenient charging location and have your vehicle towed within a 50 mile / 80 kilometer radius.

Note: Out of Charge service is limited to five times per year.



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 per day for up to three days. 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)

Under 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, for example, are not eligible for reimbursement.

Trip Interruption coverage is limited to reasonable expenses up to a maximum of \$250 per day and for up to three days (thus, a total of up to \$750 per event), including all taxes and surcharges.



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 30 days of the event, and **must be accompanied by a brief summary of the incident, original itemized receipts indicating amount paid, date, and name of service provider(s).**

Send these to:

Porsche Roadside Assistance – Trip Interruption

PO Box 9145
Medford, MA 02155

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 Assistance services will be delivered to you through a comprehensive network of independent service operators. However, since these operators are independent business people, Porsche Roadside Assistance cannot assume any liability for any loss, damage, consequences resulting from the rendering of such service.

All claim inquiries for damage resulting from roadside assistance services must be submitted to Porsche Roadside Assistance within 30 days of the incident. We encourage you to personally perform an inspection and note any existing damage to the exterior and undercarriage (where visible) of your vehicle before, during and after your vehicle is loaded onto the provider's equipment.

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 dealership.

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 Porsche Cars North America, Inc.
- 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.).
- Expenses for the removal of snow tires, and mounting or removal of snow chains.
- If your Porsche vehicle 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.

The services, policies, and procedures described in this booklet are subject to change without notice. Suspected abuse of this service is grounds for denial of coverage for an event or complete removal of your vehicle from the Porsche 24-Hour Roadside Assistance program.



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