

PORSCHE

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Porsche Assistance

1800 659 911



## A Porsche is designed to be driven. Preferably all the time.

Hopefully you will never need it, but in the case of an emergency – you're involved in a collision, sustain a flat battery or tyre, run out of fuel or charge, or are locked out – Porsche Assistance will be there to help you with all your needs. This means that you have peace of mind coverage, 24 hours a day, seven days a week and 365 days a year should you need on-road assistance in Australia\*.

We want to ensure you can continue enjoying your car even when things do not go to plan. That is why we provide complimentary Porsche Assistance for the duration of your Porsche Warranty as well as an extension of up to 12 months every time you service your car at an Official Porsche Centre.

### Reliable assistance around the clock

Should you require assistance, at any time, simply dial the Porsche Assistance 24-hour number **1800 659 911**.

We suggest storing the number in your phone.

**Further information can be found on the last page.**

### The Porsche Assistance program offers the following services:

- Mechanical assistance
- Flat or faulty battery assistance
- Flat tyre assistance
- Out of fuel or charge assistance
- Locked or lost key assistance
- Vehicle towing and recovery
- Car rental and accommodation
- Accident coordination and support
- Electric Vehicle Charging and Home Charging Assistance
- Porsche Connect Service Assistance

Further information about the services can be found on the following pages.

\*The service area covers all parts of mainland Australia and Tasmania, including islands connected by vehicular bridge.

## Porsche Assistance. There when you need it.

The following services are included in the Porsche Assistance program.

### Mechanical assistance

In the event of minor breakdown, temporary adjustments to your Porsche which can be performed on the spot will be made to ensure that you and your vehicle are back on the road with the minimum of fuss.

If your Porsche cannot be mobilised Porsche Assistance will transport your vehicle to an Official Porsche Centre. If necessary, transportation will also be arranged for you and your passengers to your destination within the same city or town (a taxi or similar to a maximum of \$150).

### Flat or faulty battery assistance

If your vehicle's battery is flat or faulty, Porsche Assistance will either test and jump start flat batteries or transport your Porsche to an Official Porsche Centre.

### Flat tyre assistance

Porsche Assistance will change a flat tyre with your vehicle's spare wheel or, if necessary, transport your Porsche to an Official Porsche Centre.



## Keeping you mobile.

### **Out of fuel or charge assistance**

If your Porsche runs out of fuel we will provide sufficient fuel for you to travel to the nearest fuelling facility or transport your vehicle there for you.

If your electric Porsche cannot be mobilised due to insufficient charge, it will be transported to your choice of either the closest Official Porsche Centre, a Porsche approved public charging facility or to your home if it's less than 200km away.

### **Locked or lost key assistance**

With adequate proof of ownership, Porsche Assistance can help in reopening your vehicle or locating your spare keys (to a value limit of \$150).

Some later model Porsches are fitted with a sophisticated high security engine immobiliser, incorporating a micro chip built into your ignition key to enable the engine of the vehicle to start. The loss of the keys will render your Porsche totally immobile. As the keys are unique to each Porsche, there can be some delay in sourcing new keys, Porsche Assistance urges you to treat your keys as an item of high security.



## We go the farthest for those who are closest.

### **Vehicle towing**

If towing is required, your car will always be transported to your preferred Official Porsche Centre unless it's more than 200km away from where the breakdown occurred. In this case your car will be transported to the closest Official Porsche Centre.

### **Car rental**

If your Porsche is immobilised for more than 24 hours due to a breakdown, Porsche Assistance will provide you with a rental vehicle for up to five days to allow you to continue your journey.

Please note that stamp duty, delivery fees, accident excess, toll charges and fuel costs are not included.

Alternative transportation will be provided to your home address or intended destination should car rental be unavailable.

### **Vehicle recovery**

If your Porsche is immobilised for more than 24 hours and more than 100 km away from home and you continue your journey, Porsche Assistance will transport your Porsche to you, after repairs have been completed.

### **Accommodation**

If your Porsche is immobilised for more than 24 hours and more than 100 km away from home and you decide to remain with your vehicle whilst it is being repaired locally, Porsche Assistance will arrange and pay for up to five night's accommodation for the driver of your car plus passengers (maximum \$300 per night in total).

## Accident coordination and support.

The service that is provided in the event of an accident includes the provision of towing of your vehicle to the nearest Porsche Certified Collision Centre, arranging transport to get you to your destination, relaying any messages or altering arrangements as you require. You can find further information about the Porsche Certified Collision Centre network on page 10.

Porsche Assistance will also advise of the appropriate information to obtain from all other parties involved in the accident, and whether Ambulance, Police or Fire Brigade need to attend the scene.

However minor the accident you must stop.

- Switch your hazard warning lights on to warn other road users
- Get yourself and others to safety. If on a highway, move to the verge if possible
- **Contact Porsche Assistance on 1800 659 911**

**Please note:** The costs of alternative transport or accommodation following an accident are not covered by Porsche Assistance and are the customer's responsibility.



## Additional services.

### **Electric Vehicle Charging and Home Charging Assistance**

If you need any assistance charging your car or if you have any queries in regards to your in-home Porsche charging unit, Porsche Assistance will provide remote assistance and fault diagnosis or dispatch an approved Porsche electrical partner to identify the issue.

### **Porsche Connect Service Assistance**

Porsche Assistance will support you in accessing your Porsche Connect Services. This includes guidance during the activation process and the pairing to your Porsche, the usage of your navigation, infotainment and car remote package as well as support with your access to My Porsche.

### **Legal advice**

Telephone legal advice is available 24 hours a day in relation to any matter involving the ownership and use of your Porsche. Advice does not extend to preparation of briefs or personal interviews.



## Transparency. After all, what is a relationship without trust.

### **The following services are excluded from the Porsche Assistance program:**

All costs related to parts, labour and other associated costs for the repair of your Porsche including replacement batteries and/or tyres.

Where a rental car is provided, you will be responsible for any costs which would normally be payable by you such as petrol or toll charges and accident excess in the event that the rental car is involved in an accident.

Bogged vehicles, recovery of disabled vehicles in areas that are not accessible to normal two-wheel drive vehicles and the towing or recovery of caravans or trailers will be coordinated, however all costs remain the responsibility of the owner or the owner's insurance company.

**Please note:** All services included in the Porsche Assistance program are provided if the immobilisation occurs on a normal road trafficable by a two-wheel drive vehicle.



## Maintaining what makes you thrive.

By maintaining the recommended Porsche servicing schedule through our Official Porsche Centres you'll not only ensure optimum safety and performance of your Porsche but you'll also continue to enjoy Porsche Assistance with our compliments.



To book your next service online, please contact your Official Porsche Centre, go to [Porsche.com.au](https://www.porsche.com.au) or scan the QR code.

Should you decide to sell your Porsche privately, the Porsche Assistance benefits will automatically be transferred to the new owner of your vehicle at any time during the period of cover.

If you are the second or subsequent owner of the vehicle or if you are the current owner and have changed your address or registration details, please contact your Official Porsche Centre, send an email to [privacy@porsche.com.au](mailto:privacy@porsche.com.au) including your contact details\* and the vehicle identification number (VIN) or call **1800 711 911**.

\*Porsche is committed to protecting your personal information and agrees to handle it in accordance with its Privacy Policy, which is available online at [www.porsche.com/australia/privacy-policy](https://www.porsche.com/australia/privacy-policy) or by phoning us on 1800 711 911.



## Your expert for body and paint services. Porsche Certified Collision Centre.

If your vehicle is involved in an accident and you require extensive body or paint repair work on your Porsche, it is good to know that we have already established a network of Porsche Certified Collision Centres – individually selected by us, and then specially trained and equipped – to provide collision repair services that meet the high standards that you have come to expect from Porsche.

Our Porsche Certified Collision Centres are audited regularly to ensure factory standards and procedures are maintained.

Using only Porsche Genuine Parts and with specialist tools and equipment at hand, you can trust Porsche Certified Collision Centres to ensure every last detail of your Porsche will be restored to its original, authentic glory. You will also continue to enjoy the backing of the Porsche body guarantee for up to 12 years.



To find your nearest facility speak to your Official Porsche Centre, go to the Porsche Service section on Porsche.com.au or scan the QR code.



## Contacting Porsche Assistance.

Should you require assistance, at any time, simply dial the Porsche Assistance 24-hour number 1800 659 911.

### When you call Porsche Assistance, please have the following information available:

- Your name and location
- Your vehicle's VIN or chassis number. This can be found on your vehicle (left hand front of the windscreen or vehicle compliance plate)
- Your vehicle's registration number
- The model and colour or your Porsche
- A description of the problem and an assessment of whether you consider towing necessary
- If possible, a phone number where you can be contacted

### With this information your Technical Operator will be able to arrange assistance which may include:

- Roadside Assistance
- Towing
- Emergency transport
- Hotel accommodation
- Car rental

If you have a **connected car**, you can use the integrated **Breakdown Call (bCall) feature** to request assistance. A bCall can be triggered via the soft key within your Porsche Communication Management (PCM) (select "Phone" then "Keypad") or via the Porsche Connect App. You can find further information about the bCall feature in the Owner's Manual.

**Please note:** If you choose to make your own vehicle assistance arrangements through a third party, Porsche may not be able to reimburse any costs incurred.

It is important to stay with your Porsche at all times. **Do not leave it unattended.** Porsche regrets that no repairs or assistance can be given to an unattended vehicle.