



PORSCHE



Porsche Service
Centre of Excellence



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Porsche Service – Centre of Excellence, so you can enjoy high performance.

Porsche Service.

As a vehicle manufacturer, we've experienced over 28,000 race wins in six decades, and this subsequently reflects into the service we provide.

The experience acquired on the circuits and in the pit lanes around the world not only benefit our production vehicles, but our customers too.

We've accumulated plenty of knowledge since the very first Porsche, the Type 356 'No. 1'. Launched in 1948; took part in its first race in 1948; and took its first win in 1948.

Ever since, Porsche Service has meant 'Centre of Excellence', but it's not only effort that makes the difference, it's also our expertise. Porsche Service has the relevant skills for all Porsche vehicles, from classics to new cars, right through to GT models. Whether they run on petrol, diesel or are parallel full hybrids – and however complex the engineering or the electronics.

We'll give you individual advice to find the right solution for you, and we'll be pleased to give you an insight into our technology so you can get the full picture.

During the consultation, you'll have an opportunity to watch our service technicians at work. The scope of repair will be explained to you directly while your vehicle is on the lift. We like to take the time to look over the vehicle together with you. The result is transparency.

Over two-thirds of all Porsche cars ever built are still on the road today. This demonstrates our passion for all Porsche vehicles.





Who knows your car better than the people who built it?

Porsche Service.

Every Porsche Centre is a centre of expertise. For this reason, it's part of the Porsche philosophy to give our service technicians regular training to ensure that their knowledge of current and future models is always fully up to date.

The worldwide programme, Certified Porsche Technician, ensures that the workshop personnel is always fully qualified. There are successive levels of qualification: Bronze, Silver and Gold. Porsche technicians take various theory exams to test the

knowledge acquired during the Porsche training courses.

However, that in itself isn't enough. To reach the next higher certification level, Silver or Gold, every technician is tested directly on a training vehicle in a practical exam lasting several hours under real conditions.

When a new Porsche model is launched, you can be confident that our staff are fully informed and trained in the new technology right from the start. Our aim is for every service technician in a Porsche Centre to participate in the model launch training.

In addition, highly qualified engineers from the Porsche AG, the so-called Service Support Team, support the worldwide dealer organisation directly on site if required. Customer and business procedures are analysed in a continuous improvement process, and optimised according to international Porsche standards for better quality and service.

In short, ideal conditions for ensuring your driving pleasure in all Porsche models – whatever their age.

What do we get in Spring, Summer, Autumn and Winter? Driving pleasure.

Spring and Winter Check.

Your Porsche can be used at any time. In other words, Porsche driving always has a high season. 365 days of the year.

In the Spring and Winter Check, we prepare your Porsche for the upcoming season. Working from a precisely defined checklist, we will test the safety relevant and important components and assemblies. From the engine, suspension, brakes, tyres, underbody and lighting, through to interior and exterior equipment. We will also check and fit wheels if required. Everything for your safety and satisfaction.

The Spring Check includes the following services: paint treatment, wheel change, salt removal, a check of fluid levels, and any work required before first use after storage.

The Winter Check includes paint conservation, a check of the antifreeze fluid levels in the screen wash and coolant systems, a check for suitable tyres and, where applicable, preparation for temporary storage. We'll be glad to help you to find a suitable location for your car during the winter months, or give you advice on what to look out for.

Do you require new tyres or perhaps a complete set of wheels? We provide tyres approved exclusively for Porsche vehicles that carry the 'N' designation (p. 22).

Would you like your wheels to be professionally removed and stored? If your Porsche has a hard top, do you require that to be fitted, or removed and stored? Would you like the underbody protection to be renewed, or an intensive clean (p. 14)? We can also do that for you on request.





**The forecast for 1 January to 31 December: 22 °C.
At least, in your Porsche.**

Air Conditioning System Check.

Air conditioning has been standard equipment on every Porsche vehicle for some time. It provides clean air, a pleasant temperature and mist-free windows. It also filters out pollen, dust, odours and fumes from the fresh air which is drawn in. For you, this means increased comfort, safety and driving pleasure.

We recommend an Air Conditioning System Check from Porsche Service in springtime before the warm weather begins, or before you set off on long holiday trips. This comprises a visual inspection and function test

of all relevant components. If necessary, an additional leak test of the cooling system may be carried out. The remaining quantity of coolant is checked and, if required, topped up to the level specified by Porsche.

The pollen filter is replaced as part of the regular service. Cleaning and repair of the air conditioning system are only carried out if necessary. If a part has to be replaced, naturally only Porsche Genuine Parts (p. 26) are used.

The Porsche Air Conditioning System Check can be carried out either separately or as part

of a service or vehicle upgrade. The check is recommended every two years once your vehicle is four years old. However, if you experience poor cooling performance, excessive noise, frequent misting up or odour development, the system should be checked straight away.

In addition, having an official record of an Air Conditioning System Check by your Porsche Centre may be advantageous when it comes to resale.

Cockpit cleaning, suspension check and engine check – whilst you are away.

Airport Service.

Are you looking for a service check that saves you time? We recommend the Airport Service – available to Porsche drivers – planning to fly off on a business trip or holiday.

The airport pick-up and delivery service will save you time looking for a parking place, save the parking charges, and you can be sure your vehicle will be safe with us.

During your absence, we will carry out any necessary repairs, service or other work you may require on your vehicle. If you wish, we can also carry out any enhancements you might be planning using the latest products from Porsche Tequipment (p. 20). Professional, competent and scheduled to suit your trip.

Perhaps you might also require a Ready for Take-off Check. This could include a function test on the lights and electrical

equipment, a brake check, an oil level check or an oil change.

Or does your interior need intensive maintenance and care? Then we recommend the Cockpit Check.

So you can look forward to returning to your Porsche in perfect condition both visually and technically.





**Clean outside.
Clean inside.**

Car Cosmetic.

Every athlete needs care. This is also true of your Porsche, so that's what Car Cosmetic from Porsche Service offers. Both inside and out.

Do you want perfect results from competent people when your Porsche is cared for in the future? Porsche Service offers a wide range of care programmes individually tailored to your vehicle. As well as intensive interior and exterior cleaning, we also provide complete paintwork and hood care

treatments which were specially developed for the high-quality paints and materials on our vehicles.

There are three different care packages to choose from: Basic, Comfort and Premium.

In addition, two special programmes are available. The Cabrio Hood and Seal Care programme includes intensive hood cleaning with subsequent waterproofing and polishing of the plastic window if necessary. The Intensive Leather Care programme prevents premature

ageing and cracking of the interior leather.

Let your vehicle shine with a new gloss in a very short time. We'd be pleased to arrange a suitable replacement car for you, or arrange our pick-up and delivery service.

**Before racetrack use, you prepare yourself for extreme conditions.
Just as we prepare your vehicle.**

Race Check.

At Porsche, what we learn from motorsport goes into our production cars. The same applies to service – which is what we offer in our Race Check from Porsche Service.

On request, we can prepare your vehicle before and after the race.

The basic Porsche race preparation includes checking all relevant components before use on

the track: engine, suspension, underbody, brakes, wheel and tyre combinations. We also test the aerodynamic setup.

In addition to these basic services, we also offer other options, such as setting up your car's steering and suspension perfectly for the next race, so you'll gain valuable time over your competitors.

Porsche Tequipment – our range of personalisation accessories (p. 20) – offers additional

motorsport-derived products. How about a titanium tailpipe, red centre locking device or carbon Gurney flap, for example? Or, at least, a thorough clean (p. 14) after the race?





In sport, scratches and grazes are unavoidable, but they don't have to be permanent.

Porsche Dynamic Repair.

Porsche Dynamic Repair comprises alternative repair methods. Whether it's a stone chip on the screen, a dent in a panel, a scratch in the paint or a crack in the leather, we always try to repair parts rather than replace them. This saves time, money and resources, and the repair is almost as good as new.

If your vehicle has been dented, for example in a hailstorm, an invisible repair may seem almost impossible. Not for us. Using the dent repair service,

numerous dents and bumps on steel and aluminium panels can be repaired without paint damage and almost without trace, provided they measure less than 50 mm in diameter.

Paint repair entails a partial re-spray of plastic or metal panels for both solid two-coat paint and metallic finishes.

Glass repair is a method which can be used to repair most stone chips which are more than 10 cm from the edge of the glass and lie outside the driver's field of vision.

Another option is alloy wheel refurbishment, to repair minor defects in the wheel lacquer. Interior cosmetic repair will almost completely eliminate minor soiling or damage, such as small cracks, cuts, holes, scuffs etc.

For further information, please contact our service advisors.



Star crack up to 40 mm in diameter



Paint damage, front bumper



Dents in side wheel arch



Alloy wheel with minor damage



Plastic damage

Inner strength is also evident from the outside.

Porsche Tequipment.

You are already a proud owner of a Porsche. Are you now thinking of giving the interior a personal touch? More sporty, more comfortable or more stylish? Not a problem. Take a look at the model-specific accessories from Porsche Tequipment.

These products have been developed with the whole vehicle in mind, by the same Porsche engineers and designers who developed your car from design through to launch at the Porsche

Research & Development Centre in Weissach. The result is a harmonious over-all concept.

Would you like the exterior of your vehicle to be more individual? How about decorative side logos or a selection of complete wheel sets?

Or how about more performance? Perhaps you should consider a performance upgrade or short shift?

The product range from Porsche Tequipment also includes interior enhancements, for example with

illuminated stainless steel door sill guards or by the use of high-quality materials such as carbon or various woods.

In addition, we also offer intelligent safety and transport solutions – from child seats through to the roof transport system.

Every product undergoes exhaustive testing throughout its development to ensure optimum performance and durability. On test benches, in long-term tests and on test drives to ensure it meets stringent Porsche quality guide-

lines and standards. It also has to meet your very high standards. Whichever Tequipment products you ask your Porsche Centre to fit, one thing remains unchanged: your original vehicle warranty.

For more information on products with that touch of individuality, please visit www.porsche.com.





**It's not just you that's at one with your vehicle.
It's also the tyres.**

Wheels and tyres.

Porsche cars have always been renowned for their optimum transfer of power to the road. Since 1986, Porsche has had a specific quality symbol for tyres: the 'N' designation.

Together with reputable tyre manufacturers, such as our partner Michelin, we develop tyres which have to pass stringent tests and checks for top speed, power transfer and comfort. Also in terms of fuel consumption – thanks to reduced rolling resistance. So we recommend using only tyres with the 'N' designation (NO, N1 etc.). These are ideally matched to

your vehicle, so performance is not compromised.

Tyres are regularly developed for both new and classic Porsche cars. So over 150 different tyre sets are tested in various disciplines on corresponding original vehicles.

On-road, off-road or on the racetrack – you know where you prefer to drive your Porsche and your Porsche service advisor knows which tyres are best for you and your Porsche. They will explain the differences between various types of tyre (e.g. summer and all-season tyres) and can source special tyres for all Porsche models – even historic

ones. The Porsche service staff have the correct qualifications for fitting high performance tyres to your vehicle.

As well as correct fitting, we also carry out tread pattern tests to check for uneven wear on your tyres. A wheel safety check determines the profile depth, with a visual inspection for wheel and tyre damage and an examination of the durability of the tyre sealant. We also clean your wheels and tyres, and can provide professional storage for you.

Tip: check tyre pressures every four weeks, or keep an eye on your Tyre Pressure Monitoring

system (TPM), as incorrect tyre pressure increases both tyre wear and fuel consumption.



Easy running like oil.

Engine oil.

On the road or on the racetrack, a Porsche high-performance engine needs a high-performance engine oil – but what really distinguishes such a high-tech lubricant?

In general, engine oils are made from base oils with additive packages. The key difference is that producing synthetic high-performance engine oil is a costly process. The undesirable molecular structures are processed in several stages so that only molecule chains required

for optimum lubrication remain. The result is a far higher quality than in conventional mineral oils.

Porsche uses only fully synthetic, easy running engine oil from Mobil 1 that has been tested in motorsport and has a homogeneous molecular structure. This engine lubricant offers sustained protection against wear thanks to its excellent lubrication qualities, even at high or low temperatures. The superb viscosity allows oil distribution in seconds, even on a cold start. The sheer stability of the lubricant film is increased, and the internal friction reduced. Fuel consumption

and emissions are also reduced, helping to protect the environment.

Another advantage is that, because of its high purity and special molecular structure, the oil does not solidify. The filter remains cleaner for longer, and engine efficiency is increased. A special additives package prevents deposits and ensures better wear protection for the engine.

A further requirement for the engine oil is extreme heat resistance, because the temperatures below the piston floor can

reach up to 280 °C in a Porsche engine, close to the melting point of lead.

The result of all this? Greater performance for greater driving pleasure.

Mobil 1





**If we only used some original parts,
you'd only have some of the fun.**

Protecting our resources.

As we have already described (p. 19), our service staff always aim to repair components or parts. Parts are replaced only when necessary.

For some products, you can choose between Porsche Genuine Parts or Genuine Exchange Parts tested and reconditioned by Porsche. The latter are not only better value for you, but also help to protect the environment and resources as they require less energy and raw materials than new parts.

For example, an oil filter change on the Cayenne: if necessary, only the paper insert needs to be changed. In the ignition system, just the spark plugs need to be changed as we only use individual ignition coils. Additionally the long service intervals bring further benefits for you: lower costs and time saving.

Whenever parts do need to be replaced on your Porsche, only use Porsche Genuine Parts which meet Porsche quality standards for optimum safety and reliability.

Just like Porsche Genuine Parts, Genuine Exchange Parts are original Porsche parts that ensure long life and high quality.

We'll not only give you our word for this, but also a two year warranty.

We also ensure that if something has to be disposed or recycled, it's done properly. Disposal and recycling structures for end-of-life vehicles in line with EU requirements are being established in conjunction with the Porsche Centre network. The required recycling

quota of 85% will be fulfilled and, to achieve the recycling quota of 95% required by 2015, suitable methods are being developed for materials that are not recyclable at present.

**Your vehicle: as close to the road as possible.
Our service: as close as possible to our customers.**

Summary.

Develop full power. Protect the environment and resources. Focus on the driver and their vehicle. That's Porsche Service.

Thanks to highly-qualified staff who receive continuous training, we have the necessary expertise to repair parts and components on Porsche vehicles instead of simply replacing them – despite their constantly increasing complexity. This reduces your costs.

To have maintenance and repairs carried out at a Porsche Centre or Porsche Service Centre guarantees not only a complete service history, but also the systematic and exclusive use of Porsche Genuine Parts (p. 26). This is the only way for you to guarantee that your car is not only properly cared for, but will also remain in its original condition.

For the times when you're not in easy reach of a Porsche Centre or a Porsche Service Centre, Porsche Assistance from Porsche Service offers you mobility and security wherever you and your Porsche are in Europe – 365 days a year, 24 hours a day – and guarantees you fast individual help and support tailored to your needs.

Find out more at www.porsche.co.uk/service or your Porsche (Service) Centre.



How to contact Porsche Service via the internet.

www.porsche.com/service

Would you like to download this brochure? Do you want to find out more about our complete range of prices or about Porsche Assistance? Do you need more information on warranty periods, service intervals or approved

wheels and tyres? You can find it all online.

Visit www.porsche.com/service to download application forms for vehicle and registration documents, and a Porsche Technology glossary.



Porsche Centres

Your Porsche Centre can assist you with every aspect of purchasing and owning your Porsche. You will also find a wide range of products and services, including genuine Porsche parts and accessories.



Porsche Assistance

Enjoy peace of mind with our exclusive breakdown and accident recovery service. Membership is free when you buy a new Porsche.



Porsche Tequipment

Personalise your Porsche at any time after purchase with the Tequipment range of approved accessories. Designed exclusively for your car, every product is fully guaranteed.



Porsche Design Driver's Selection

With products ranging from fashion and accessories to tailored luggage, this unique collection combines quality and style with everyday practicality.

Service

Porsche Used Car Programme

So that our vehicles remain reliable and retain their value, we guarantee that all our Porsche Approved cars meet the most stringent Porsche quality standards, anywhere in the world. Every car is backed by the Porsche Approved warranty.



Ask your Porsche Centre for the latest brochures from Porsche Exclusive, Porsche Tequipment, Porsche Design Driver's Selection and the Porsche Driving Experience.

Porsche Clubs

Since the first Porsche Club was founded in 1952, their number has grown to 620 with a total of 180,000 members worldwide. To find out more, call +49 (0)711 911-78307 or go to www.porsche.com.



Porsche Driving Experience

1. Porsche Travel Club.

Exclusive driving holidays and incentive ideas combining luxury and adventure, worldwide. To find out more, call +49 (0)711 911-78155. E-mail: info@porschetravelclub.de



2. Porsche Sport Driving School.

Develop your skill and explore your Porsche with the Porsche Sport Driving School. To learn about events at some of the world's most famous racing venues, call +49 (0)711 911-78683. E-mail: sportdrivingschool@porsche.de





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