PORSCHE



Porsche Assistance

Roadside Assistance throughout India

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Precision Cars India Private Limited
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Welcome to Porsche Assistance

The world's best engineered cars now come with the world's best designed roadside assistance programme 24/7, 365 days a year.

The objective of this programme is to ensure that in the unlikely event of your Porsche being immobilized, whether at home or elsewhere, the inconvenience is minimized.

Porsche Assistance can organise onward travel arrangements, provide a replacement car and even arrange hotel accommodation, while your Porsche is being repaired. Drivers and passengers will benefit from this exclusive programme.

This booklet contains information on the scope of benefits provided under the Porsche Assistance programme. It also details the correct procedures to follow, geographical coverage and lists relevant terms and conditions. Please read it and keep it in an accessible place within your car.

For any clarifications, you are welcome to call the 24-hour Emergency Number:
1800 1020 911 (toll free) or
0124 - 42 85 911 (standard call rates)

Definitions

Breakdown
Means unforeseen mechanical or electrical failure, including a roadside accident, during the period of cover.

Conditions of claim
Means those conditions set out in this Benefit Guide.

Period of cover
Means the period covered by Porsche Assistance being 24 months for new Porsche vehicles and 12 months for Porsche Approved vehicles.

The policy may be renewed by the customer once the initial period of cover lapses.

Existing Porsche customers who have previously purchased their vehicles from Precision Cars India or an authorised Porsche Centre may purchase Porsche Assistance cover, renewable on an annual basis. Roadworthy vehicles up to 6 years old will be eligible to purchase the cover.

Passengers
Refers to persons if any, travelling in your Porsche vehicle at the time assistance is required from Porsche Assistance, up to a maximum of legally permissible seating capacity as mentioned in the Owner's Manual (including the driver).

Vehicle
Means a vehicle eligible to receive Porsche Assistance service under the terms of an agreement.

Home
Means the address where you normally keep the vehicle.

Territory
Refers to the area where Porsche Assistance will provide service to passengers free of charge.

Porsche Assistance covers a 100 km radius around Authorised Porsche Service Centres.

Even if your vehicle is immobilised outside of the covered area do not hesitate to call Porsche Assistance. Porsche will make every effort to provide you with a solution to your problem.

Towing charges at the current rate will be billed to the customer for each kilometre beyond the coverage area.

If you are in doubt whether your vehicle is eligible for Porsche Assistance service, please call Porsche Assistance at 1800 1020 911 or contact your nearest Authorised Porsche Dealer.

Getting help





Should you need assistance please follow these simple steps

1. Call Porsche Assistance on our helpline number 1800 1020 911 (toll free) or 0124 - 42 85 911.

2. Advise the operator that you have Porsche Assistance cover.

3. Quote your vehicle registration number and the VIN (the latter can be found in the service manual and on your Porsche Assistance card).

4. Advise the operator of the location of your vehicle and the nature of the fault.

Remember to always call Porsche Assistance first; do not make your own arrangements as Porsche Assistance cannot reimburse costs incurred without prior authorisation.

In the event that your vehicle has to be towed, please ensure that you remove all your belongings from your vehicle prior to towing. Porsche Assistance will not be responsible for any loss or damage to personal belongings left in the vehicle.

General terms and conditions



Roadside assistance and recovery
In the event that your vehicle is immobilised at home or elsewhere in the territory Porsche Assistance will arrange help for you (as long as the vehicle is not already at an Authorised Porsche Service Centre).

Whenever practical we will always endeavour to arrange assistance by our trained service providers to resolve the problem on the spot, but if the problem cannot be resolved at the roadside, we will organise and pay for the towing of your vehicle to the nearest Authorised Porsche Service Centre.

Alternative transport
In the event that your vehicle is towed to the nearest Authorised Porsche Service Centre by Porsche Assistance, the driver and passengers shall be provided with one free taxi ride, up to 50 km from the breakdown location, in order to facilitate continuation of your journey.

Replacement car hire*
Provided that your vehicle has been towed to an Authorised Porsche Service Centre by Porsche Assistance after a breakdown, if you are within 100 km of an Authorised Porsche Service Centre, and repairs cannot be completed within the same day, we will whenever possible, organise and pay for a Chauffeur driven or replacement self drive mid-size premium class car whilst your vehicle is being repaired, up to a maximum period of 3 days.

You will be required to satisfy the terms and conditions of the rental provider. This will include items such as, but not limited to, a valid driving licence and credit card. Any extension beyond the 3-day coverage period will be your responsibility.

* These benefits will be provided subject to the availability of the facilities and fulfilment of the rental car company formalities.

Hotel accommodation / Air tickets
In case of breakdown location more than 100 km from your home city area you can choose **one** of the following benefits that apply to the vehicle occupants travelling at the time of breakdown and as per the maximum legal seating capacity of the vehicle:

Hotel accommodation for a maximum of three nights in a 4-star property (limit of Rs 7,000 per day)

or

Onward travel up to the cost of an economy class airfare to your home city (respective airline baggage limits apply).

Understanding Porsche Assistance

Urgent message relay
Porsche Assistance can also provide an urgent message relay service for you to help keep in contact with family, friends and/or work colleagues in the event of a vehicle breakdown or accident.



Medical coordination
In the event of a mishap, Porsche Assistance would coordinate medical help (cost of all medical services to be borne by customer).



Adverse weather conditions
On those occasions when adverse weather conditions such as floods, heavy thunder and lightning challenge external resources, some operations may become physically impossible until the weather improves. At such times, our main priority is to ensure that you and your passengers are taken to a place of safety; the towing of your vehicle may not be possible until weather conditions permit.

Keys locked in vehicle
Modern security systems installed in your Porsche vehicle make it extremely difficult for us to gain entry to your vehicle should spare keys not be available. If spare keys are not available, your car shall be towed to the nearest Authorised Porsche Service Centre.

Rights
In the case of false statement, Porsche Assistance shall have the right to refuse any or all benefits. In the unlikely event of a dispute arising for which a satisfactory solution cannot be found, Porsche Assistance reserves the right to appoint an independent third party to act as an arbitrator to resolve the matter. **Porsche reserves the right to change the benefits, pricing, terms and conditions to the Porsche Assistance programme without any prior notice.** Courts situated within the jurisdiction of Delhi shall have the exclusive jurisdiction to decide all disputes that may arise under this service.

Exceptions

Authorised Porsche Service Centre
Porsche Assistance is valid only if your vehicle is maintained or serviced regularly at an Authorised Porsche Service Centre. To keep your vehicle in the best condition, ensure that it is serviced at an Authorised Porsche Service Centre as per the recommended service intervals.

Force majeure
Porsche Assistance shall not be liable for failure to provide the services under the terms of service set out in this document if such failure is caused or contributed to by acts of nature, acts of a public enemy, acts of governmental authority or any political sub-division or any department or regulatory agency thereof or entity created thereby, acts of terrorism, orders of any court or arbitrary body, acts of any person engaged in subversive activity or sabotage, strikes, embargoes, delays due to any of the above causes or events beyond our reasonable control.

Benefit levels - car hire
During the course of assistance, Porsche Assistance will make arrangements and pay for car hire as applicable within the terms of this policy. If you request to upgrade the type of hire car arranged by Porsche Assistance, you will be responsible for any difference in costs. You will be required to pay these additional costs at the time of service.

Porsche Assistance is intended to cover for emergency situations only. Therefore, Porsche Assistance will not cover the following problems you may encounter while driving your vehicle unless there is a real and discernible threat to your personal safety and the safety of others:

1. Faulty fuel gauge.
2. Speedometer is not working.
3. Air-conditioning is not working.
4. When the passenger door(s) cannot be opened and there are no passengers in the vehicle.
5. Boot cannot be opened.
6. The front and/or rear demisters are not functioning.
7. Horn is not functioning. But if the horn is sounding continuously, please call Porsche Assistance.
8. Damaged door mirrors.
9. When the rear view mirror is damaged but it does not obstruct the driver's vision.
10. Damaged or faulty fuel cap but vehicle has not run out of petrol and there is enough fuel in the tank to enable the vehicle to reach the nearest Authorised Porsche Service Centre.
11. When the sunroof cannot be opened.
12. When the sunroof cannot be closed but weather conditions are fair and the vehicle is not exposed to any security risk.
13. When windows cannot be opened.
14. When windows cannot be closed but weather conditions are fair and the vehicle is not

exposed to any security risk.

15. Seat adjustor is faulty but the vehicle can be safely driven.
16. When passenger seat belts are faulty but there are no passengers in the vehicle.
17. Faulty security system unless the vehicle is immobilised or unless the alarm is sounding continuously.
18. Transmission stuck in sports/winter mode.
19. When the ABS lights are illuminated.
20. Air bag warning lights are illuminated.
21. Traction control lights are illuminated.
22. Other non-safety related lights/service warnings are illuminated.
23. When your vehicle runs out of windscreen wiper fluid.
24. Front windscreen wipers faulty but weather conditions are fair.
25. Rear windscreen wiper faulty.

Whilst the services rendered under Porsche Assistance are intended to be at no cost to you, we wish to clarify that we will not be responsible for the following:

1. Loss or damage to any property carried in or on your vehicle.
2. Any expenses incurred without the prior authorisation of Porsche Assistance or not expressly provided for in this policy.
3. The cost of replacement parts.
4. The cost or repairs made to your vehicle.
5. Any costs resulting from participation in motor racing, rallies, speed or duration tests.
6. Any costs resulting from your vehicle not being kept in a roadworthy condition or not being serviced in accordance with the maintenance schedule provided in the Owner's Manual. If, in the opinion of Porsche Assistance, we believe that a recurring fault is due to poor maintenance of your vehicle, we reserve the right to request proof of servicing and to specify immediate towing to an Authorised Porsche Service Centre.
7. Any costs as a result of damage and/or claims caused while the driver was operating the vehicle under influence of alcohol, solvent abuse, drugs or other illegal substances.
8. Any costs as a result of your participation in a criminal act or offence.
9. Any consequential losses directly or indirectly from the immobilisation
10. If, as result of a road traffic accident or other incidents, specialist equipment is required during the course of towing your vehicle, the cost for this specialist equipment will be your responsibility. We recommend that you seek reimbursement of such costs under the terms of your motor insurance policy.
11. Any vehicle which is involved in a major accident and is rendered a **"Total Loss vehicle".** Such a vehicle shall be immediately taken out of the programme.

Frequently asked questions

1. **What is Porsche Assistance?**
   It is a 24-hour, 365 days a year emergency roadside assistance service exclusive to owners of eligible Porsche cars registered in India. Porsche Assistance is manned by a team of experienced staff who will provide assistance in the event of your vehicle becoming immobilised.

2. **My vehicle has broken down, what do I do next?**
   Call Porsche Assistance and provide the staff with your name and exact location, vehicle registration number, Porsche model, contact details, a description of the problem, confirmation of your home address, and proof of ownership (if required) so that our staff can efficiently coordinate assistance for you.

3. **What is the geographical coverage area for Porsche Assistance?**
   Porsche Assistance will provide free of charge assistance to Porsche cars registered in India which are enrolled in the program, in an area covering a **100 km-radius** around official Porsche dealerships. Even if your vehicle is immobilised outside of the covered area do not hesitate to call Porsche Assistance. Porsche Assistance will make its best efforts to provide you with a solution to your problem.

4. **Do I have to pay for replacement parts?**
   Yes, replacement parts and any workshop labour costs would be your responsibility, unless covered under the Porsche warranty. (Conditions apply)

5. **How long will I have to wait before Porsche Assistance comes to my aid?**
   Porsche Assistance understands the frustration and inconvenience experienced by a vehicle owner in the event of a breakdown. Our aim is to ensure that any inconvenience is kept to a minimum. Therefore, on receipt of your call, our fully-trained Call Centre staff will immediately arrange for the nearest and most appropriate service provider to assist you. The duration of wait will depend on the availability of the service provider, your breakdown location and traffic and weather conditions. During the course of the assistance we will maintain contact with you and provide updates of the estimated time of arrival of the service provider.

6. **Do I have to be with the vehicle to receive service arranged by Porsche Assistance?**
   Yes, you must be present at the breakdown location for assistance services to be rendered to your vehicle. In the event of a tow, you are

Frequently asked questions

required to sign a release form before your vehicle can be towed to the nearest Authorised Porsche Service Centre. Please ensure that you remove all your belongings from your vehicle prior to towing. Porsche Assistance is not responsible for any loss or damage to personal belongings left in the vehicle.

7. **Can I request for my vehicle to be towed to a workshop of my choice?**
   Porsche Assistance will tow your vehicle from the accident or breakdown location to the nearest Authorised Porsche Service Centre. If you request to have your vehicle towed to a non-authorised service centre, you will be responsible for all costs associated with the towing, and you will not be eligible for any other benefits detailed in this policy.

8. **Can I make my own arrangements for roadside assistance and obtain reimbursement from Porsche Assistance?**
   In order to maintain the highest level of service, all arrangements must be made by Porsche Assistance. Porsche Assistance has an appointed network of service providers and facilities to provide the services as described in this policy. No reimbursements will be made, unless pre-authorised.

9. **Who should I be contacting for road traffic accident insurance claims?**
   Contact your nearest Authorised Porsche Centre and your vehicle insurer.

10. **Do I call Porsche Assistance if I want to make an appointment with a Porsche Centre?**
    Porsche Assistance is designed to provide emergency assistance. However, we will gladly provide you with the contact details of the Porsche Centre of your choice.

11. **Do I call Porsche Assistance if my boot cannot close?**
    Yes, Porsche Assistance will arrange assistance for you since this situation could be a potential hazard if you attempt to drive your vehicle.

12. **My air-conditioning is not working. Can you please tow my vehicle to the dealer?**
    Due to the fact that this condition does not immobilise your vehicle, you would need to drive your vehicle to an Authorised Porsche Service Centre.

13. **I am entitled to the car hire benefit. What will the replacement vehicle be?**
    Whenever possible, Porsche Assistance will arrange for a replacement car that is an intermediate/mid-sized car, 1600cc to 2000cc. However, this is subject to the availability of the car hire

Frequently asked questions

facility at your location and therefore cannot be guaranteed.

14. Porsche Assistance has arranged a hire car for me but the repairs to my vehicle will take longer than 3 days. Am I responsible for the additional rental days?
Porsche Assistance will provide a hire car for 3 days, after which time the cost for additional days will be your responsibility.

15. What should I do if my vehicle is involved in a road traffic accident?

I. If anyone is injured, telephone the local emergency number (police, ambulance, fire brigade, etc.) for immediate assistance prior to calling Porsche Assistance.

II. If no one is injured, we recommend the following:

a. If, due to the nature of the accident, your vehicle or the other vehicles involved in the accident are seriously obstructing traffic or causing a potential hazard, you should contact the appropriate local authorities prior to contacting Porsche Assistance. This is to ensure that the authorities are on the scene as soon as possible.

b. If the accident takes place on an expressway, the above applies. However, wherever applicable, you should make use of the emergency SOS telephones that are located on some expressways.

c. If neither of the above points is applicable, call Porsche Assistance. We shall arrange to provide relevant service applicable as described in this 'Benefit Guide'.

d. Note the registration numbers of all vehicles involved in the accident and if possible, exchange contact details and insurance information with all parties involved, including witnesses, if any.

e. If possible, make a brief sketch or diagram of the accident scene detailing the location of your vehicle and other vehicles involved in the accident; the date; the time; and weather conditions.

f. Contact your insurance company at the earliest possible opportunity to inform them of the incident and request information on claim filing procedure.

g. Request your Authorised Porsche Service Centre to provide an estimate of repair for your insurance company.

Service provider



Porsche Assistance is a collaborative effort between Precision Cars India, the official Porsche importer for India, and Mondial Assistance. All Porsche Assistance services will be provided by Mondial Assistance.

About Precision Cars India Private Limited

Precision Cars India Private Limited was established in 2007 and has been the official Porsche importer for India since then. From the inception of the business, the promoters have had a very clear vision: to offer the highest quality products and after sales service, providing customers with an unprecedented ownership experience – the Porsche experience.

For more information, please visit our website: www.porscheindia.com

About Mondial Assistance

A member of the Allianz group, Mondial Assistance is one of the largest assistance organisations in the world and currently assists over 3 million customers globally per year. A leader in the provision of automotive, medical and travel insurance services, Mondial Assistance is headquartered in Paris, France and has annual sales of over 1.5 billion Euros. Mondial Assistance currently operates 24 hours a day through 34 operations centres in 30 countries spanning 5 continents and has over 20 years' experience in serving customers whenever and wherever they require emergency assistance.

Important notice – Change of ownership

Should ownership of your vehicle be transferred during the period of coverage, the new owner must complete the change of ownership form and return it to the address below to become eligible to receive policy benefits.

Porsche Assistance
3rd Floor, Splendor Forum, 3 District Centre Jasola, New Delhi – 110044, India
Telephone (+91) 11 40 668 911, Facsimile (+91) 11 40 668 912

New Owner: Title (Prof/Dr./Mr./Ms./Mrs.)	First Name	Family Name
Profession	Company Name	
Address (Home)		
Address (Office)		
Contact No. (Home)	(Office)	
Mobile	E-mail	
VIN No.	Registration No.	Colour
Date of First Registration	Date of New Ownership	

Please ensure details are clear, correct and verified by the new owner. Thank you for your time.

Signature of Transfer Owner	Signature of New Owner

The details you provide will be used only by Porsche and its associated companies to keep you informed of new products and services. If you would prefer not to receive this information, please tick here ☐

If you are the new owner of a pre-owned Porsche, or you've simply changed address, please help us to keep in touch with you by completing this card.

Alternatively, please call us on 011 40668 911 or send us a fax on 011 40668 912 to advise us of your amended details.

If you're a new owner, you will benefit from the balance of the Porsche Assistance cover.

The membership is based on the original date of registration/enrolment of your Porsche, which will be transferred into your name once this card is received.

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