



PORSCHE



Porsche Service

Service Information



Porsche Service – A Genuine Commitment

At Porsche, we understand your needs and are passionate about meeting them. Every Service Advisor demonstrates consummate professionalism and integrity, keeping the Porsche faith and taking care of every Porsche enthusiast with customer-tailored professional service and maintenance.

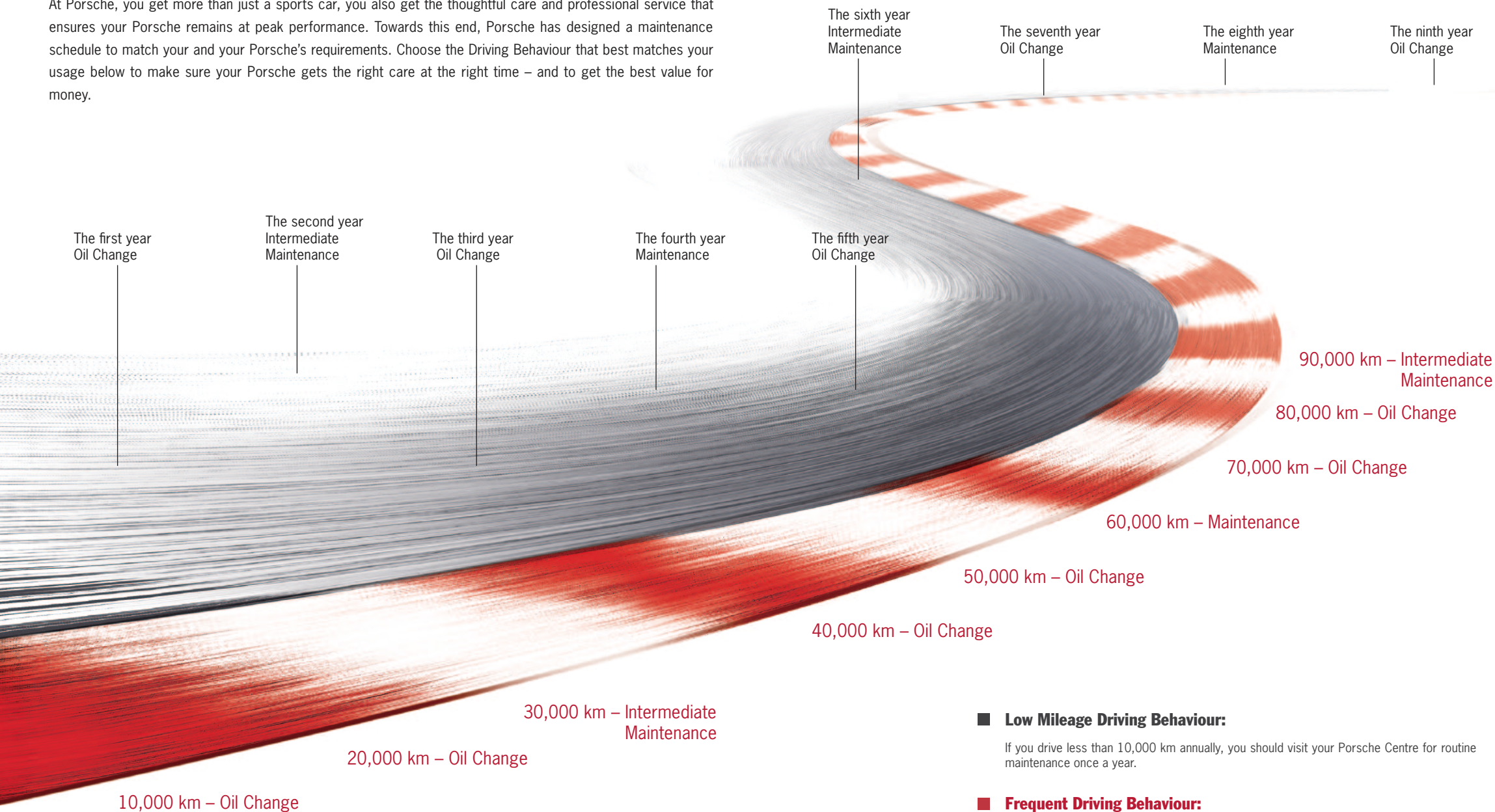
Our technicians have professional training certification and a deep knowledge of all Porsche standards. All technicians in Porsche Centre After Sales departments are trained to the highest international standards and are certified by Porsche. You can put your mind at ease when you hand over your Porsche – these are professionals who know Porsche in and out.

Porsche Centre After Sales departments use only genuine Porsche parts, as well as the most up-to-date international equipment, in order to provide an international standard of service and maintenance and keep everything about your Porsche genuine.

We are always ready to do every part of our job with the utmost sincerity, overlooking no detail, however small, to bring you the Porsche level of service.

Porsche Distinguished Service

At Porsche, you get more than just a sports car, you also get the thoughtful care and professional service that ensures your Porsche remains at peak performance. Towards this end, Porsche has designed a maintenance schedule to match your and your Porsche's requirements. Choose the Driving Behaviour that best matches your usage below to make sure your Porsche gets the right care at the right time – and to get the best value for money.



■ **Low Mileage Driving Behaviour:**

If you drive less than 10,000 km annually, you should visit your Porsche Centre for routine maintenance once a year.

■ **Frequent Driving Behaviour:**

If you use your car more frequently (over 15,000 km annually), please follow a maintenance schedule based on mileage and visit your Porsche Centre every 10,000 km.

Porsche Maintenance Service

The Porsche maintenance schedule defines different levels of maintenance service to suit specific car conditions in different periods of time and mileage. The scope of each maintenance event (or service) is tailored to the exact need – not too little not too much. All designed to ensure your Porsche is in perfect condition from inside out all the time.



Oil Change

A regular oil change ensures that the engine of your Porsche keeps running at high efficiency, and protects the inside of your engine. The engine oil has to be replaced every 10,000 km or at least once per year. During the Oil Change Service only engine oil and oil filter are changed. More thorough checks are not required in such high frequency.



Intermediate Maintenance

Besides changing the engine oil and oil filter Porsche trained technicians will thoroughly check certain components like for example filters. Depending on age, mileage and condition some parts will be replaced which is charged on top. Intermediate Maintenance is required after 30,000 km or latest two years and every 60,000 km/4 years in subsequent years.



Maintenance

The scope of the Maintenance is similar to the one of Intermediate Maintenance but focusing on different components and replacement parts. Naturally the scope of the Maintenance is wider than this of the Intermediate Maintenance. Maintenance is required after 60,000 km or latest two years and every 60,000 km/4 years in subsequent years.

Maintenance Record (Please tick the appropriate box)

☐ Intermediate maintenance
☐ Maintenance
☐ Spark plug replacement
☒ Engine oil change
 Date 2009/1/12
 Job No. 09-03568
 Mileage 9,820
 Performed at customer's cost



☐ Intermediate maintenance
☐ Maintenance
☐ Spark plug replacement
☒ Engine oil change
 Date 2009/5/20
 Job No. 04-08741
 Mileage 19,640
 Performed at customer's cost



☒ Intermediate maintenance
☐ Maintenance
☒ Spark plug replacement
☐ Engine oil change
 Date 20/02/18
 Job No. 10-09852
 Mileage 30,631
 Performed at customer's cost



☐ Intermediate maintenance
☐ Maintenance
☐ Spark plug replacement
☒ Engine oil change
 Date 2010/7/5
 Job No. 10-12861
 Mileage 39,867
 Performed at customer's cost



Porsche Additional Maintenance

Porsche Additional Maintenance, as a supplement to scheduled maintenance, provides detailed maintenance and service for your car's spark plugs, air cleaner, brake fluid and other parts that experience wear and tear. This to ensure that every aspect of your Porsche is in perfect condition and fully reliable no matter the road conditions. The replacement schedule for these parts is based on a combination of mileage and time.



Spark Plug Replacement

To ensure superb engine power and efficiency, spark plugs should be replaced as needed. The replacement interval depends on the Porsche model you drive. Your Service Advisor will provide you with professional guidance.



Brake Fluid Replacement

Over time, your vehicle's brake fluid absorbs moisture from the air. The resulting accumulation of water lowers the boiling point and, under certain operating conditions, can affect the braking action. Therefore, in order to ensure your Porsche continues to provide optimum braking in all conditions, the brake fluid must be changed no later than every two years.



Air Cleaner Element Replacement

The air filter element cleans the ambient air which is sucked (or in turbo engines forced) into the combustion chamber. To maintain optimum performance and responsiveness of your Porsche's engine, a blocked air cleaner element must be replaced.

In a dusty driving environment, air cleaner element checks and replacement should occur more frequent.



Wear & Tear Parts Replacement

There are other parts which need regular replacement due to wear and tear but are not part of the maintenance schedule – for example, brake discs and pads or tyres. Your Service Advisor will guide you in deciding the best time to make these replacements.



Porsche Warranty

Your Porsche comes with a comprehensive three-year or 100,000 km new car warranty, whichever comes first and you can extend this warranty to a period of up to 10 years. Porsche also provides a 3-year paint warranty and a 12-year Porsche Long-Life Guarantee. With genuine parts and the highest standards of maintenance and service, we can ensure your Porsche remains in peak condition, allowing you to enjoy the excellent performance and consummate reliability of Porsche every day for many years to come.

- * 10-year Porsche Long-life Guarantee for cars before Model Year 2010.
- ** 2-year new car warranty for cars before September 2, 2013.

Guarantee and Maintenance Booklet



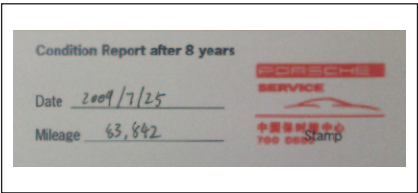
As well as a Driver's Manual, we also provide this Guarantee and Maintenance Booklet. The details should be recorded each time you bring your Porsche in for maintenance, providing a clear maintenance record and ensuring your warranty remains valid. This information will also be very useful for you if you decide to sell your Porsche in the future.

Porsche Retrofitting



To help make your Porsche unique to you, optional equipment guidance is also available at Porsche Centres. All equipment is designed specifically for your Porsche and has been strictly tested to ensure the highest level of safety and quality. Your warranty may be refused if non Porsche-approved parts are used in your Porsche, this may also affect the safety of you and your passengers.

Porsche Long Term Warranty



Porsche Centre provides a complete car check every two years, to ensure your Porsche remains in perfect condition. A worldwide 10-year body anti-corrosion warranty and a 12-year rust hole warranty are also available.

Extending your Porsche Warranty

The Porsche Approved Warranty is valid for all Porsche cars less than 9 years old (8 years in the case of a 24-month warranty) and with mileage of less than 200,000 km. The Extended Porsche Warranty is not only available when extending an existing guarantee, but also to customers whose Porsche is no longer under an existing guarantee that can be extended. For detailed information on the Porsche Approved Warranty, please contact your local Porsche Centre or go to www.porsche.cn. You can always enjoy sincere and professional service regarding your warranty by simply contacting your Porsche Centre, no matter where you are. * Porsche cars that have undergone maintenance and repair not covered by their warranty cannot take advantage of the Extended Porsche Warranty. This includes unauthorised retrofitting and wear and tear of parts.



Comprehensive Service at Your Porsche Centre

— Thoughtful Care for You

At Porsche Service we make every effort to provide the highest standard of service. We are ready year-round to give you comprehensive professional advice and care. Using Porsche Genuine Parts, you can be sure that, from tyre replacement to body and paint repair, we offer everything you need in one place. For your convenience, we also provide complimentary seasonal car checks and holiday car checks. All part of making sure your Porsche is perfect both inside and out.

Porsche Genuine Parts



We exclusively use Porsche Genuine Parts, which are covered by a two-year warranty*. This means our warehouses are packed with parts for all models just waiting for you if needed. Most rare parts can be delivered in a short time from the central warehouse.

* Applies only to parts installed on customer cost (not warranty)

Porsche Service is also your specialist for tyres



Whether it's all-season, winter, summer or high-performance tyres – all tyre types available in your Porsche Centre have been thoroughly tested and approved by Porsche. You'll know this from the N-marking found on the tyre sidewall. Our specialists at Porsche Service know which tyres match you and your Porsche, mount your tyres professionally and check their operational profile. We are here to ensure your driving is as safe and enjoyable as it can be.

Body and Paint Repair



Porsche Care

All year round, Porsche has tailored services and products ready for you. For example, a Winter Check in cold northern regions, an Air-Conditioning System Check or a Holiday Check*. All part of providing you with the right service at the right time to ensure your driving remains safe and happy.

* Seasonal promotions are bound to specific regions and conditions provided separately.



Service and Maintenance Elements

Panoramic roof system
Adapt control module

Off-road anti rollbar
Check fluid and operation

Transmission oil
Replace

Battery and vent hoses
Check condition

Foot operated parking brake
Check operation

Seat belts and airbag system
Check operation and condition

Fuel system
Visual inspection

Trailer coupling
Check operation

Axle and drive shafts
Check for play and
bellow damage

Exhaust
Visual inspection

Suspension
Check and ensure
adjustment is secure

Locks and latches
Check operation and lubricate
door latch and retaining pin

Centre bearing
Check for signs of damage

Steering and tie rod ends
Check for play and condition, check power steering fluid
level and inspect bellows for damage

Brake system
Visual inspection of pads and discs,
hoses and lines and change fluid

Tyres
Check condition and pressure

Spark plugs
Replace

Engine oil
Replace filter and oil

Wiper systems
Check operation and adjust

Pollen filter
Replace

PDCC
Check fluid level

Air cleaner
Replace

Lighting and horn
Check operation

**Coolant, radiator
(inc. air intakes) and hoses**
Visual inspection

**Underside,
engine compartment and
underbody covers**
Visual inspection

Drive belt
Inspect and change
(if required)

Service includes adjusting, readjusting, correcting and topping up of discussed components



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