

PORSCHE

# Porsche Assistance.

ROADSIDE ASSISTANCE ACROSS THE MIDDLE EAST AND AFRICA.

**Porsche Assistance provides you with roadside assistance around the clock – we are always there whenever you need us.**

**24-hour Porsche Assistance numbers:**

<b>General Number</b>	+971 4 3589 911
<b>Bahrain</b>	8000 4779
<b>Egypt</b>	012 06 911 911
<b>Jordan</b>	(079) 9353 911
<b>Kuwait</b>	66 445 911
<b>Lebanon</b>	(01) 570 911
<b>Morocco</b>	0800 000 911
<b>Oman</b>	800 77 91
<b>Qatar</b>	44 770 911
<b>Saudi Arabia</b>	800 8971 423
<b>Tunisia</b>	36 036 911
<b>UAE</b>	8009 911

Porsche Assistance services are provided by Middle East and North Africa Assistance Corporation.

**Obtaining assistance**

For fast and easy service, kindly have the following information ready when seeking Porsche Assistance:

- Your name
- A telephone number where you can be contacted
- Vehicle Identification Number (chassis number)
- Registration number
- Model you are driving
- Your exact location
- A description of the problem

To arrange assistance at any time, please call:

- When in your country of residence, please call your local number.
- When in other covered territories, please call +971 4 3589 911.

In order to qualify for the benefits detailed in this booklet, you must contact Porsche Assistance directly. Please do not make arrangements yourself or through the dealer from whom you purchased your Porsche. Costs incurred for arrangements made by any party other than Porsche Assistance will not be reimbursed.

**Calls to Porsche Assistance**

Our experienced representatives are always standing by, and are prepared to assist you with the highest levels of service. In order to ensure efficiency and a smooth process, please note that all calls to Porsche Assistance are recorded for quality and training purposes. This also assists us in confirming details of a call that may have been interrupted.



#### **Removal of belongings prior to recovery**

To avoid any loss or inconvenience, please ensure that you remove all belongings from your Porsche prior to recovery. Porsche Assistance cannot be held responsible for any loss or damage caused to personal belongings that are left in your Porsche during the recovery process.

Porsche reserves the right to alter specifications and other product information without prior notice. Errors and omissions excepted.

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# Welcome to Porsche Assistance

The world's best engineered sports cars now come with the world's best designed roadside assistance.

Porsche Assistance provides 24-hour assistance services across the Middle East, Levant, Morocco, Tunisia and Egypt. The objective of this programme is to ensure that in the unlikely event that your Porsche is immobilised, whether at home or elsewhere, the inconvenience is minimised.

The Porsche Assistance programme is part of the Porsche Approved Warranty. Porsche Assistance also provides a replacement vehicle in some cases, while your Porsche is being repaired.

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



# Frequently Asked Questions



**Answers to some commonly asked questions about Porsche Assistance.**

## **What is Porsche Assistance?**

It is a 24-hour, 365 days a year emergency breakdown and accident assistance service unique to owners of eligible Porsche cars. Porsche Assistance is manned by a team of experienced multilingual staff who provide assistance in the event that your Porsche becomes immobilised.

## **My Porsche has broken down, what shall I do next?**

Please call Porsche Assistance on the applicable number printed on the inside cover of this booklet. Remember to give your name, your contact number, VIN and registration number of your vehicle, model that you are driving, your exact location as well as a description of the problem so that the staff can efficiently coordinate assistance for you.

## **Do I have to pay for replacement parts?**

Yes, replacement parts and any workshop labour costs are your responsibility, unless they are covered under the warranty.\*

\*Terms and conditions apply.

# Frequently Asked Questions

## **How long will I have to wait before Porsche Assistance comes to my aid?**

At Porsche Assistance, we understand the frustration and anxiety experienced by a Porsche owner in the event of a breakdown. Our aim is to ensure that any inconvenience is kept to a minimum. Therefore, when you call, our fully trained staff will immediately arrange for the nearest and most appropriate service provider to assist you. The duration of the wait will depend on the availability of the assistance provider, your breakdown location, weather conditions and traffic.

## **Do I have to be with my Porsche to receive service arranged by Porsche Assistance?**

Yes, you must be present at the breakdown location in order for assistance services to be rendered to your Porsche. In the event of a recovery, you may be required to sign a release form before your Porsche can be recovered to the nearest Porsche Service Centre. Please ensure that you remove all belongings from your vehicle prior to recovery. Porsche Assistance is not responsible for any loss or damage to personal belongings left in the vehicle.



# Frequently Asked Questions



## **Can I ask for my Porsche to be recovered to a workshop of my choice?**

Porsche Assistance will recover your Porsche from the accident or breakdown location to the nearest Porsche Service Centre. If you prefer to have your vehicle delivered to an alternative Porsche Centre, a charge will be incurred. Please note that we will only recover your vehicle to an authorised Porsche Service Centre.

## **Can I make my own arrangements for roadside assistance and obtain reimbursement from Porsche Assistance?**

No, in order to maintain the highest levels 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.

## **Who should I contact for road traffic accident insurance claims?**

You should contact your insurance company and confirm the insurance claims procedures with them.

# Frequently Asked Questions

## **Do I call Porsche Assistance if I want to make an appointment with a Porsche Service Centre?**

Porsche Assistance is designed to provide emergency assistance. However, we will gladly provide you with contact details of the Porsche Service Centre of your choice.

## **Do I call Porsche Assistance if my boot cannot close?**

Yes, Porsche Assistance will arrange assistance for you since this situation can be a potential hazard if you attempt to drive your Porsche.

## **My air-conditioning is not working. Will Porsche Assistance recover my Porsche to the dealer?**

Due to the fact that this condition does not immobilise your Porsche, you would need to drive your Porsche to a Porsche Service Centre.

## **I am entitled to the car hire benefit. What will the replacement vehicle be?**

Wherever possible, the replacement car will be an executive model.

Due to operational constraints at the time of the service, Porsche Assistance cannot guarantee to supply a vehicle similar to the specification of the Porsche that you drive.



# Frequently Asked Questions



**Porsche Assistance has arranged a hire car for me but the repairs to my Porsche will take longer than 5 days.**

**Am I responsible for the additional rental days?**

Porsche Assistance will provide a replacement car for a maximum of 5 days. After the maximum rental period, the cost of additional rental days will be your own responsibility.

**How do I register a change of address or ownership with Porsche Assistance?**

You must visit your nearest Porsche Centre directly to change your ownership details.

# Geographical coverage of the Porsche Middle East region

Porsche Assistance provides coverage in the  
following geographical areas:

- Bahrain
- Egypt
- Jordan
- Kuwait
- Lebanon
- Morocco
- Oman
- Qatar
- Saudi Arabia
- Tunisia
- UAE



# General Terms and Conditions



Porsche Assistance is not transferable from vehicle to vehicle but is transferable to subsequent owners of the same Porsche. Please note that the benefits of Porsche Assistance, and the cover to which it relates, do not in any respect include the payment of the cost of the spare parts or repairs carried out to your Porsche, unless the part is covered by the manufacturer's warranty.\*

The next pages detail the extensive range of benefits provided by Porsche Assistance. Please read it carefully so you fully understand your comprehensive benefits. If you are in any doubt as to whether your Porsche is entitled to Porsche Assistance, please call the relevant telephone number listed on the inside front cover of this booklet.

\*Terms and conditions apply.

# General Terms and Conditions

## **General terms and conditions relating to the benefits provided under Porsche Assistance.**

### **Adverse weather conditions**

On occasions when adverse weather such as sandstorms, 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 recovery of your Porsche may not be possible until weather conditions permit it.

### **Rights**

In the case of a 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 Assistance reserves the right to withdraw or amend services to this programme.

### **Force majeure**

Porsche Assistance shall not be liable for delay or failure to provide services under the terms of service set out in this document if such delay or failure results from or is caused by or contributed to by acts of nature, acts of public enemy, acts of God, acts of governmental or international authority or any political subdivision or any department or regulatory agency thereof or entity created thereby, acts of terrorism, war, national emergency, fire, riot, epidemic, orders of any court or arbitrary body, the laws of any GCC country, Jordan, Lebanon, Egypt, Morocco or Tunisia, acts of any person engaged in subversive activity or sabotage, strikes, embargoes or any events beyond our control.

### **Beneficiaries**

The beneficiary is the owner of the registered, eligible Porsche vehicle. In addition, any individual authorised to drive the vehicle by the owner and any passengers in the eligible vehicle (up to the maximum number of passengers recommended by Porsche for that specific model, excluding hitchhikers) are also considered as

beneficiaries. This is applicable as long as the service is carried out during the valid period of service for that eligible vehicle.

### **Breakdown and Accident (Immobilisation)**

A breakdown or accident is the unfortunate, sudden and unforeseen electrical or mechanical failure or road traffic accident, causing an eligible vehicle to be immobilised or unfit to drive. In the event of a breakdown, for your own personal safety, be sure to follow all traffic laws and immediately contact Porsche Assistance.



# General Terms and Conditions



## Covered territories

The reliable and convenient Porsche Assistance programme is provided in several countries throughout the region in order to help better assist all Porsche drivers. This service is available in the following countries: Bahrain, Egypt, Jordan, Kuwait, Lebanon, Morocco, Oman, Qatar, Saudi Arabia, Tunisia and the United Arab Emirates.

## Eligible vehicles

As part of the service, vehicles are required to maintain certain conditions in order to be eligible for this service at all times. To qualify, your Porsche vehicle should hold a valid Porsche Warranty registered after 1<sup>st</sup> January 2011, and should have been purchased from a Porsche Dealer within the covered territories. Should you have any questions or concerns regarding the eligibility of your vehicle, please do not hesitate to contact your nearest Porsche Centre or Porsche Assistance number.

## Services and covered events

The Porsche Assistance service will be steadily provided in the territories in line with all local laws and regulations and wherever services can be delivered by land vehicle on public roads and in "off road/all terrain" areas where access is possible and permissible by local law, subject to the limits stated below. However, unfortunately, at times and in rare cases, there may be external factors that hinder the delivery of service. For instance, roadside assistance services cannot be provided where or when weather, security or other circumstances make the provision of the services impossible or threaten the safety of the persons or equipment intended to provide the services.

# General Terms and Conditions

## Towing of the vehicle

In the unforeseen event of a breakdown or accident of an eligible vehicle, Porsche Assistance will arrange, if possible, to have the car towed to the nearest Porsche Service Centre, up to a USD 200 limit.

## HV Battery Support (BEV and PHEV)

All BEV & PHEV customers who have purchased their vehicle after 1<sup>st</sup> August 2023 will be entitled to up to 8 years towing service after the New Car Warranty start date. This privilege allows your vehicle to be towed to the nearest Porsche Centre in case of immobilisation caused by HV Battery issues.

## Battery jump-start

In the event that you will require a HV Battery jump-start, this will be provided free of charge to the beneficiary.

If a jump-start is not sufficient, the eligible vehicle will be towed to the nearest Porsche Service Centre, up to a USD 200 limit.

## Flat tyre change

It is always advised that a proper spare tyre should be kept handy in your Porsche, for your added convenience and safety. This is so that a flat, leaking or damaged tyre on an eligible vehicle can be easily replaced with the eligible vehicle's spare tyre free of charge to the beneficiary. For this service, the spare tyre must be kept in the car and in good condition at all times. If this service cannot be provided, the vehicle will be towed to the nearest Porsche Service Centre, up to a USD 200 limit. Any repairs needed to fix a damaged tyre and the costs associated with any repairs are the responsibility of the beneficiary.

## Special Tyre Assistance

All 718, 911, BEV and PHEV customers in the GCC who purchased their vehicle after 1<sup>st</sup> August 2023 are entitled to special tyre insurance of up to 10 years after new car delivery. In case of immobilisation due to tyre issues, the customer is entitled to be towed to the nearest Porsche Centre, if possible.

## Taxi reimbursement

You can always rest assured that you will never be left stranded with the Porsche Assistance programme. If any eligible vehicle cannot be repaired on the spot, and the recovery truck does not have the capability to safely and comfortably transport the beneficiary, a taxi ride to the nearest Porsche Service Centre, up to a USD 100 limit, can be reimbursed to the beneficiary.

## Lockout assistance

One of the most common mishaps is locking yourself out of your car. Should this occur, vehicle lockout assistance will be provided free of charge to the beneficiary provided that the eligible vehicle's keys are inside the vehicle. Porsche Assistance will always endeavour to provide swift and efficient lockout assistance by using the most practical methods. However, modern security systems may make a forced entry necessary. In this case, any costs for resulting damage will be the beneficiary's responsibility, and he/she may be asked to sign a declaration stating that he/she has given permission for the forced entry.

# General Terms and Conditions

## Vehicle hire

Porsche Assistance is prepared to make things easier for you – no matter what the scenario may be. If your vehicle breaks down, Porsche Assistance will recover it to the nearest dealer for diagnosis and repairs. If your vehicle cannot be repaired within 48 hours, Porsche Assistance will arrange wherever possible to hire a replacement car for a maximum of 5 days, with up to USD 250 per day limit. The vehicle will be sourced through contracted rental companies. Porsche Assistance will endeavour to hire a Porsche or executive class car, subject to availability. The vehicle will be hired for private use, without a driver.

Of course, all beneficiaries of this service must be able to comply with the vehicle rental company's terms and conditions of hire and will be responsible for Personal Insurance (PI), Collision Damage Waiver (CDW) as well as any fuel costs, traffic fines, toll charges and additional days' hire. The beneficiary will be required to provide a valid ID, driving license and a credit card deposit or the vehicle hire service

cannot be guaranteed. In certain countries, driving licenses are required to be at least one year old. Certain endorsements on the beneficiary's license might also limit his/her eligibility to hire a vehicle. Additionally, insurance requirements usually stipulate that the individual must be over 25 and under 65 years of age.

## Conditions

To receive the Porsche Assistance service, the beneficiary must:

- Call Porsche Assistance as soon as possible to notify us of the breakdown/accident or other problems and freely and fully provide all relevant information.
- Take all reasonable precautions to ensure the safety of the beneficiary(ies) and the eligible vehicle.
- Not arrange his/her own services or offer or promise that services will be paid by Porsche Assistance or Porsche.
- Comply with the terms and conditions of the Porsche Assistance programme.



# General Terms and Conditions

## **Exclusions to the Porsche Assistance programme.**

Porsche Assistance will not be liable to pay for or provide any roadside assistance services required, directly or indirectly, due to the following circumstances:

- Faulty fuel gauge.
- Speedometer not working.
- Air-conditioning not working.
- Passenger door(s) cannot be opened and there are no passengers in the Porsche.
- Boot cannot be opened.
- Front and/or rear demisters not functioning.
- Horn not functioning.
- Door mirrors damaged.
- Rear view mirror damaged but not obstructing the driver's vision.
- Fuel cap is damaged or faulty and your vehicle has enough fuel in the tank to enable it to reach the nearest Porsche Service Centre.
- Roof of convertible cannot be opened.
- Sunroof cannot be opened.
- Sunroof cannot be closed but weather conditions are fair and the Porsche is not exposed to any security risk.
- Windows cannot be opened.
- Windows cannot be closed but weather conditions are fair and the Porsche is not exposed to any security risk.
- Seat adjustor is faulty but the Porsche can be safely driven.
- Passenger seat belts faulty and there are no passengers in the Porsche.
- Security system faulty but the Porsche is not immobilised and alarm is not sounding continuously.
- Transmission stuck in sports/winter mode.
- ABS lights illuminated.
- Airbag warning lights illuminated.
- Traction control lights illuminated. Other non-safety related lights / service warnings illuminated.
- Running out of windscreen washer fluid.
- Front windscreen wipers faulty but weather conditions fair.
- Rear windscreen wiper faulty.

Please note that the benefits of Porsche Assistance, and the cover to which it relates, do not in any respect include the payment of the cost of the spare parts or repairs carried out to your Porsche, unless the part is covered by the manufacturer's warranty. Terms and conditions apply.



# General Terms and Conditions

Porsche Assistance will not be liable to pay for or provide any roadside assistance services required, directly or indirectly, due to the following circumstances:

- Mechanical or electrical problems not resulting in immobilisation of the eligible vehicle.
- Adverse weather conditions such as heavy rains, high winds, sand and hail storms, snow, floods, etc.
- The eligible vehicle being kept in an un-roadworthy condition or not being serviced in accordance with Porsche's recommendations.
- Fraudulent act by the beneficiary or any other person seeking to claim under the programme.
- The beneficiary of the eligible vehicle being under the influence of intoxicating liquor, solvent abuse or drugs, not having a valid driving license corresponding to the class of the eligible vehicle, or contravening regulations relating to the carriage of persons, animals or objects in the eligible vehicle.
- Damage or injury intentionally caused by the beneficiary or resulting from his/her participation in a criminal act or offence.

- Participation in motor racing, rallies, speed or duration testing as well as wagers or challenges, except for Porsche Sport Driving School, Porsche Driving Experience and Porsche Club events.
- Transporting in the eligible vehicle nuclear, toxic, explosive or flammable materials.
- Terrorism, civil disturbances or riots, or actions by the armed or security forces or organisations
- Any medical conditions and illnesses.

While 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:

- Loss or damage to any property carried in or on your Porsche.
- Cost of replacement parts.
- Any expenses incurred without the prior authorisation of Porsche Assistance or not expressly provided for in this policy.
- Any assistance or services arranged by or on behalf of the beneficiary without the prior authorisation of Porsche Assistance.

- Any claim that would otherwise be provided or payable under an insurance policy of a beneficiary.
- Any costs of repairs to the eligible vehicle or any other vehicle.
- Any medical assistance or care for the beneficiary or any other person.
- Any consequential losses arising directly or indirectly from the provision or failure to provide roadside assistance services.

If, in the opinion of Porsche Assistance, we believe that a recurring fault is due to poor maintenance of your Porsche, we reserve the right to request proof of servicing and to specify immediate recovery to a Porsche Service Centre.

# Have you purchased your Porsche as a pre-owned car?

Then we would be pleased if you would give us your contact details.

In this way, we can keep you up-to-date on activities within Porsche, regardless of whether service offerings, information on the new models or other topics are involved.

If you purchased the vehicle from a Porsche partner, sending your details is not required as this information has already been made available to us automatically.

We thank you for the trust placed in us and would be pleased to provide you with personal and individual support in the future.

If you wish to change your ownership details, you will need to visit your nearest Porsche Centre and our staff will be more than willing to help you carry out all the necessary procedures.

