



PORSCHE



AfterSales

Porsche Approved Collision Center Program

2021

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Terms and Abbreviations

PAG.....	Dr Ing. h.c. F Porsche AG
PCNA.....	Porsche Cars North America, Inc.
Dealer	Authorized Porsche Dealership
PACC	Porsche Approved Collision Center
PACC Program	Porsche Approved Collision Center Program





PACC Program Overview

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Introduction

Porsche cars have earned the reputation of providing one of the most exciting driving experiences known to automobile enthusiasts. Porsche Cars North America, Inc. ('PCNA') and its authorized dealerships wish to enhance the pleasure of owning a Porsche through the provision of professional service throughout the ownership experience. To promote that goal, PCNA has developed the Porsche Approved Collision Center Program ('PACC Program') to ensure that the 'Porsche Perfect Ownership Experience' extends to customers who require the services of a collision center. The PACC Program seeks to identify collision centers that enthusiastically embrace Porsche standards of both safe, quality repair and extraordinary customer service.

Areas of focus include:

Facility

Ideally, a Porsche customer's collision center experience should be on par with his/her Porsche dealership experience. High visual, cleanliness, and waiting area amenities are expected.

Customer Service

Staff appearance and attitude, along with protocols for follow up and follow through of Porsche repairs.

Training

Only the best of the best. In addition to Porsche in-house classes, this will include independent industry certifications such as I-CAR Platinum and ASE Master Technician requirements for Porsche-designated estimators and technicians.

Shop

Use of only genuine Porsche parts, materials and special tools where specified; or other non-Porsche materials, tools, equipment and fixtures as required in the Standards (beginning on page 2.1).

Selected collision centers that meet all elements of the PACC Program will be allowed to identify themselves as a 'Porsche Approved Collision Center,' with the following benefits:

- **Access to Restricted Parts:** For the safety of our customers, parts necessary for advanced structural repair on some Porsche vehicles are only available to PACCs.
- **Porsche Workshop Manual Web Access**
- **PACC ID:** Personalized wall plaque, use of the PACC program logo, and access to PACC support materials.
- **Porsche Academy:** Participation in both web-based and in-center training.
- **PACC Locator:** Zip-code based search function and link on Porsche.com.
- **Contract:** PCNA seeks to have a strong working relationship with each PACC. In order to build such a relationship and to protect their respective interests the parties will enter into a written contract known as a 'Porsche Approved Collision Center Agreement.'

Nomination Process

PACC nominations are dealer-driven. Dealers choose the collision center(s) they wish to nominate, and communicate the request to the PACC Program Coordinator at PCNA. PCNA will counsel dealers as requested concerning a possible nomination, but will not accept PACC nominations originating outside the dealer network.

The structural objective is for each Porsche dealer to secure at least one, but no more than 2 PACCs of their choosing, preferably within the dealer's Primary Area of Responsibility (PAR). However, the highest priority of the program is the safe, effective, convenient repair of Porsche vehicles.

For that reason, if warranted, a dealer may acquire a PACC in 2 additional ways:

- PACC Sharing
- Dealer Sponsorship Outside PAR

PACC Sharing

PCNA recognizes that from time to time there may be a need for dealers to share an existing PACC already serving another dealer. Therefore, PCNA has developed this policy to govern how such arrangements will be managed.

If a dealer desires to share a PACC with an existing, sponsoring dealer, it must first seek PCNA approval by contacting the PACC Program Coordinator. If PCNA approves the arrangement, in its sole discretion, the following terms and conditions shall apply:

- PACC Annual Renewal Fees – Each sharing dealer's parts account shall be charged equal portions of the fixed \$3500 annual renewal fee for the PACC;
- Effect on Parts Restriction and Other Policies – In the event that there are restrictions placed on parts ordering or other related matters (e.g. a PACC may only order certain parts through its sponsored dealer), PCNA will lift any such restrictions for an approved sharing dealer and communicate such to the PACC.
- Should the sharing dealer eventually acquire a PACC of its own, any existing sharing relationships will be dissolved.
- Dealers are only allowed to share 1 existing PACC at a time.

Approval of and management of a PACC sharing arrangement and anything not covered by that policy shall be determined in PCNA's sole discretion.

Dealer Sponsorship Outside PAR

If a suitable local PACC candidate can not be found, PCNA recognizes that there may be a need for a dealer to sponsor a PACC outside of its PAR. If a dealer desires to sponsor a PACC outside of its PAR, it must first seek PCNA approval by contacting the PACC Program Coordinator.

Approval shall be granted on a case-by-case basis upon PCNA's determination that there is good cause and a market appropriate solution for the sponsorship.

Application Process and Protocols

Once the dealer nominates a collision center to become a PACC, the formal Application Process begins. Below is an outline, in basic chronological order.

1 Application

PCNA will send the nominee a link to, and navigation instructions for the digital PACC application. The applicant must read and digitally sign the 'Porsche Approved Collision Center Application Agreement' within the application (see sample in Appendix 1, page 4.1).

If the applicant is part of a Multi-Store Organization (MSO), only the store corresponding to the applicant's address will be considered for certification.

2 Initial Review

PCNA will review the application. If accepted, the applicant moves to the next step. If rejected, both nominee and sponsoring dealer will be notified, along with an explanation.

3 Fee collection

If the application is accepted, an e-mail invoice letter will be sent to the applicant requesting payment of the Application Processing Fee. This fee covers all anticipated PCNA administrative services for both the application period and the first full year of PACC certification. These services include:

- Enrollment in Porsche in-house, on-line and classroom training classes;
- Field audits;
- Access to Porsche's web-based repair manuals;
- Wall plaque and shop locator web link (when certified).

For a collision center applicant wholly-owned by an authorized Porsche dealer, the fee is \$3,500; for independent centers the fee is \$7,500. Payment of the Processing Fee will be made to the applicant's sponsoring dealer, within thirty (30) days after the date of the invoice letter. The Processing Fee is due and payable for all applications accepted for review, regardless of whether the collision center is ultimately approved as a PACC. The amount is subject to change by PCNA in its sole discretion.

4 Audit

Once the Processing Charge has been collected, an agent from Summit Consulting will contact the applicant to arrange the onsite visit for the audit of the collision center against PACC Standards. If the collision center fails to coordinate with PCNA's agent and undergo an audit within sixty (60) days after such notification, the collision center's Application will be deemed to have been canceled and the applicant will have no rights to a refund of the Processing Charge.

5 Gap Report

During the audit, all areas of the PACC Standards will be examined and documented. The end result is a customized 'Gap Report' designed to codify the steps remaining (if any), for the applicant to reach PACC certification via full compliance with the Standards. This report will be sent to both the repair center and PCNA to monitor the collision center's progress.

6 Gap Fulfillment

The applicant will have up to 12 months (one year) from the audit date to fully comply with the Standards. Within such period, the collision center will be expected to periodically update the PACC Program Coordinator at PCNA of gaps that have been fulfilled. Revised Gap Reports will be created and forwarded as these updates are submitted.

In order to complete gap fulfillment in the time frame allotted, the following tools and techniques are offered:

▪ Prioritization

Training often takes the longest to complete, and is generally the least expensive gap category. It is strongly recommended that scheduling of training be started immediately upon notice of application acceptance. Refer to the Porsche Approved Collision Center Training Requirements table below to assist in managing this category. Facility issues, especially if an aluminum room is required, may take several months, so plan this category next. Tools and equipment are relatively quick to acquire, but a large expense. Since most cannot be used until fully certified, manage cash flow and address this category in the final months of the certification process.

Porsche Approved Collision Center Training Requirements

Minimum 4 Separate Individuals (no Dual-Roles):

- 2 Body Techs
- 1 Refinish Tech
- 1 Estimator

Role	Porsche In-House Classes	I-CAR Level	ASE Testing	Other
Body Tech* (x2)	P53N: 4-day class for technicians new to Porsche – OR – P53T: 2-day class for technicians that have taken Porsche's P52 class or SCI's PIWIS/PCSS class	Platinum status as an individual in the 'Steel Structural Technician' role.	B2* B3 B4 B5 B6*	—
Refinish Tech (x1)	—	Platinum status as an individual in the 'Refinish Technician' role.	B2	Paint Supplier Training
Estimator (x1)	P53N: 4-day class for technicians new to Porsche – OR – P53E: 2-day class for technicians that have taken Porsche's P52 class or SCI's PIWIS/PCSS class	Platinum status as an individual in the 'Estimator' role.	B6	Advanced Repair Planning**

* Body Techs need either B2 or B6, not both

** Any class offered by Axalta, PPG, or BASF is acceptable

**Note!**

Snap-On tools/equipment for the PACC program will not be available from your on-site Snap-On distributor. Always order via the Snap-On website.

- **Tool/Equipment Sourcing**

Porsche special tools must be sourced from an authorized Porsche dealer. Other items may be sourced at the vendor of your choice, but are generally found at Snap-On Business Solutions* (<https://porsche.snapon.com>), or Reliable Automotive Equipment (www.raeservice.com).

Be advised that no item substitutions (unless noted in the Manual) are permitted. If you are unsure about an item, ask the PACC Program Coordinator at PCNA before purchasing.

Some major equipment items required by Porsche may also qualify for other OE certification programs. If you plan to add other OE programs, check with the PACC Program Coordinator for advice on making the most efficient choice.

- **Active Account Management**

The PACC Program Coordinator at Porsche is always available to answer questions and provide counsel. Each PACC application is pro-actively managed, with update requests sent at key milestones during the process, including 6-months, 60-days and at the 12 month completion deadline.

7 Certification and PACC Contract

Upon the applicant's notice to PCNA that all remaining gaps have been fulfilled, final review and verification will begin. This may be done on-site by Summit Consulting, or via digital verification, at the sole discretion of PCNA. If verification indicates that the applicant is fully compliant with all Standards, as determined in the sole discretion of PCNA or its agent, a Porsche Approved Collision Center Agreement will be forwarded to the collision center for execution. Upon the date of PCNA's receipt of such executed agreement and its delivery to the collision center of a fully executed copy of the same, the collision center will be deemed to be approved to participate in the PACC Program and enjoy the rights and responsibilities of a PACC.

Please note that under no circumstances will the applicant be permitted to conduct business or to otherwise hold itself out as a PACC until such time as a fully-executed Porsche Approved Collision Center Agreement is delivered by PCNA to the collision center, and an executed copy returned to PCNA within 15 business days.

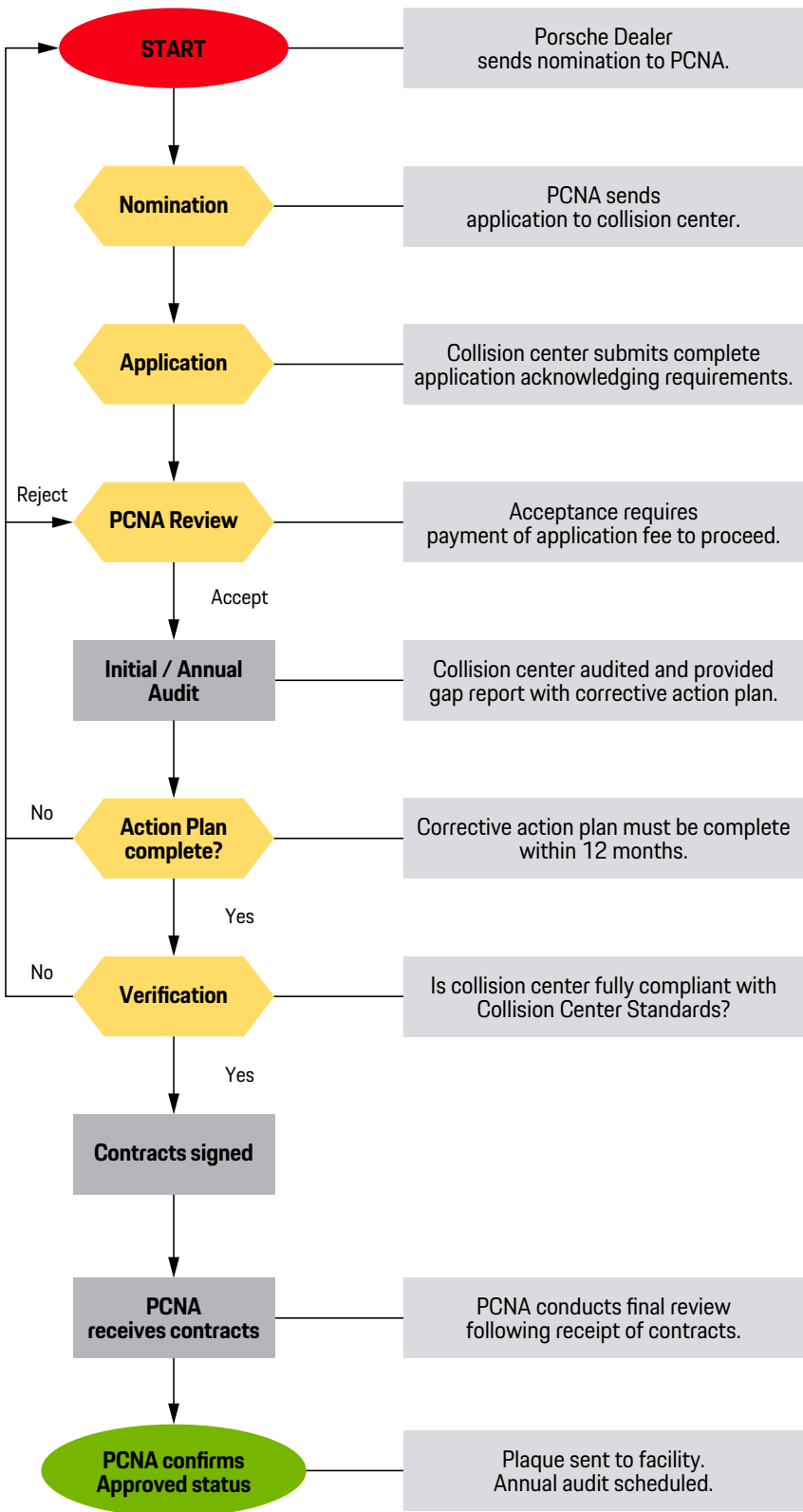
8 MSOs

If the new PACC is part of a Multi-Store Organization (MSO), only the PACC store may perform restricted part repairs. Using the PACC to procure restricted parts for a non-PACC store in the organization will be grounds for immediate and permanent termination of PACC status.

In addition, all internal and consumer-facing communication must make it clear that only the PACC store is Porsche certified, not the entire organization.

Please refer to the program flow chart on page 1.6 for a general overview of the enrollment process.

Enrollment Process



Application Termination / Re-activation

In the event the collision center fails to fully comply with all Standards and or does not complete PACC certification within 12 months of the initial audit, the collision center will be deemed to be non-compliant and its Application will be terminated.

This status will be communicated to the applicant and sponsoring dealer, and result in the following actions:

- The applicant's account will no longer be tracked or actively managed by PCNA.
- Any rights/privileges bestowed on the applicant for purposes of acquiring certification will be lost. This includes, but may not be limited to, access to Porsche's web-based repair manuals and participation in Porsche in-house collision training classes.
- The Application Processing Fee will be forfeited.

At the sole discretion of PCNA and the sponsoring Porsche dealer, the applicant may request and be granted application re-activation anytime within 12 months of the original application termination date. If re-activation is granted, the applicant must pay a \$3500 Processing Fee and submit to a new on-site audit. A new 12-month fulfillment allowance will commence on the date of the re-activation audit. The above re-instatement policy will also apply to applicants that voluntarily withdraw or request temporary suspension of their original application.

PACC Annual Compliance Audit

Each PACC will be audited on a yearly basis to ensure it meets the then-current PACC Standards and is otherwise in compliance with all of the terms and conditions of the Porsche Approved Collision Center Agreement. The audit will be conducted during the PACC's original PACC contract month (for example, if your PACC contract was consummated in February, 2017, the annual compliance audit will take place in February of 2020, and every February thereafter).

Below are specific steps in the annual re-certification process, in approximate chronological order:

1 Fee collection

During the re-certification month, an e-mail invoice letter will be sent to the PACC to announce the start of the annual re-certification cycle, and to request payment of the annual Renewal Fee to the PACC's sponsoring dealer within thirty (30) days after the date of the invoice letter.

Whether dealer owned or independent, the Renewal Fee will be not less than \$3,500. PCNA reserves the right to adjust the Renewal Fee from time to time at its sole discretion.

The Renewal Fee is due and payable for any PACC that undergoes an annual re-certification audit, regardless of whether the PACC's Porsche Approved Collision Center Agreement is ultimately renewed, suspended or terminated at the conclusion of the re-certification review cycle.

2 Audit

Once the Renewal Fee has been collected, an agent from Summit Consulting will contact the PACC to arrange the on-site visit for the re-certification audit of the collision center against PACC Standards. If the PACC fails to coordinate with PCNA's agent and undergo an audit within thirty (30) days after such notification, the collision center's PACC status will be suspended until the re-certification audit is scheduled and completed.

3 Gap Report

All areas of the PACC Standards will be examined and documented. This will include any new or modified standards released by PCNA prior to the PACC's re-certification audit.

The result will be a customized 'Re-certification Gap Report' designed to codify the steps remaining (if any), for the PACC to retain certification for another year. The report will be sent to the PACC and may be followed with a further on-site visit to discuss the report and answer any questions the PACC may have.

4 Gap Fulfillment

The PACC will have up to six (6) months from the original PACC contract month/day date to fully comply with the Standards (e.g., if the PACC's original contract month/day is January 15 it will have until June 15 to become fully compliant).

Within such period, the PACC will be expected to periodically update the PACC Program Coordinator at PCNA of gaps that have been fulfilled. Revised Gap Reports will be created and forwarded as these updates are submitted.

5 Re-certification

Upon the PACC's notice to PCNA that all remaining gaps have been fulfilled, a final review and verification will begin. This may be done on-site, or via digital verification, at the sole discretion of PCNA. If verification indicates that the PACC is fully compliant with all Standards, as determined in the sole discretion of PCNA or its agent, the PACC will be notified of re-certification. Successful re-certification does not require the execution of a new or amended PACC Agreement.

6 Personnel Changes

In the event a PACC needs to change one or more Porsche designated personnel due to termination, resignation or internal restructure, the PACC may inform the PACC Coordinator and request additional time to source and certify a replacement.

If necessary, the PACC may be permitted to carry over fulfillment of requirements for the affected position until the beginning of the next annual re-certification cycle.

For example: A PACC is forced to terminate one of their designated Porsche technicians 2 months into their 6 month re-certification period. The PACC will be permitted to carry over the fulfillment of requirements for the individual's replacement past the 6 month re-certification deadline, up to the start date of the following year's re-certification cycle.

PACC Suspension

If, at the end of the allotted 6 months to complete re-certification a PACC has not fulfilled all gaps found in the re-certification audit, it will be deemed non-compliant and PACC certification will be suspended for a period of up to 60 days. This action will be communicated to both the PACC and sponsoring dealer via e-mail letter. During the suspension period, the PACC may continue to order restricted aluminum parts to complete any vehicles undergoing repair, but may not take in any new structural aluminum repair work for Porsche.

The PACC will also lose the following benefits:

- Shop will be removed from the PACC Locator on Porsche.com.
- Shop will not be permitted to enroll personnel in Porsche collision training classes (prior enrollments will be honored).
- Shop will not be eligible to enter into new PACC sharing agreements with other Porsche dealers.

PACC Termination

At the end of the 60-day suspension period the PACC will again be reviewed. If re-certification gaps are still present, the PACC will be deemed non-compliant, and its status as a PACC terminated, as per the Porsche Approved Collision Center Agreement. This action will be communicated to both the PACC and its sponsoring dealer. At that time the collision center will lose all remaining rights/privileges of PACC certification, including the ability to order restricted parts.

Additional details:

Repairs in Process

Porsche vehicles requiring restricted parts and already disassembled in the shop on the date of termination may be completed, at the sole discretion of PCNA. Any new vehicle that may potentially require restricted parts that arrives at the collision center on or after the termination date must be re-directed to another PACC.

PACC Identity

Beginning on the termination date, the collision center may no longer call or hold itself out as a 'Porsche Approved Collision Center'. In connection, the former PACC will have a maximum of 30 days to remove any and all references to Porsche certification on any and all areas present. This includes, but is not limited to: building signage, printed materials and advertising, and digital media (web sites, etc.). In addition, the PACC wall plaque must be removed from public view and returned to PCNA, or surrendered to a Porsche or Summit representative.

PACC Re-activation

PCNA places a high value on its PACC relationships, and desires to offer a former PACC an opportunity to return to PACC status. To that end, if a former PACC terminated for non-compliance is able to again achieve 100% compliance within 6 months of its original termination date it will be considered for full re-instatement as a PACC, with all the rights/privileges of same.

This is subject to the following conditions:

- Re-instatement consideration is at the sole discretion of PCNA and the former PACC's sponsoring dealer.
- The former PACC must submit to a new on-site audit and/or pay a re-instatement fee of \$3,500. This fee will be paid to the former PACC's sponsoring dealer.
- If granted re-instatement and subsequently re-audited, the PACC's annual renewal date will become the date the re-instatement audit is performed. If PCNA does not request a new audit, the annual renewal date reverts back to the PACC's original annual renewal date.
- Until re-instatement is confirmed via e-mail letter from PCNA, the collision center may not again claim, or hold itself out as a PACC, nor take in any Porsche vehicles that may require restricted parts to repair.

Additional Program Details

Porsche Partner Network (PPN)



Note!

PPN is a Porsche dealer function. Set up and troubleshooting problems MUST be undertaken by the PPN coordinator at the dealer. PACC personnel at Porsche do not have admin rights to this system, and can be of little assistance.

The web-based Porsche Partner Network (PPN) is the collision center's source for both Porsche's collision repair manuals, and enrollment in Porsche's in-house training via the Porsche Academy. Upon PACC nomination, the collision center must establish a separate account for each individual that may need access to these services. This includes, but may not be limited to, the 2 designated Porsche technicians and 1 designated Porsche estimator required in the Standards. Each designated technician and estimator must set up their PPN account using his/her own e-mail, and take responsibility for maintaining their account. Shop office or dealer personnel are NOT permitted to manage the accounts using a centralized e-mail address.

There are 3 steps to complete each individual's PPN registration:

1. Request a PPN account from the PPN Coordinator at your sponsoring Porsche dealer;
2. Once the digital certificate is received via e-mail, download and activate it according to the instructions provided;
3. To maintain the account, the password must be updated every 30 days. If the password lapses, a password reset or new PPN digital certificate must be requested from the PPN Coordinator at the sponsoring dealer.

A test of proficiency using and navigating Porsche's PCSS repair manuals in PPN must be passed by the PACC's 2 designated Porsche technicians and 1 designated Porsche estimator before PACC status is granted; and then again each year during the re-certification cycle after PACC status is awarded.

Porsche In-House Training

As needed, PCNA will provide both on-line and classroom-based training classes to both applicants and PACCs, at either our Atlanta, GA or Eastvale, CA training centers. These may be voluntary, or required for initial and/or annual re-certification. Class availability will be communicated to the center's designated contact via e-mail, approximately twice per year.

Enrollments are processed via the Porsche Academy, within the PPN web site. Enrollment requests must be precipitated by each enrollee's registration in the Academy, as follows:

1. Once the PPN account has been set up by the individual; he/she will log in to <https://ppn.porsche.com>, and click on Porsche Academy from the Navigation tab drop-down menu on the PPN home page.
2. If a new user, the individual will see a 'Welcome' message here, as well as an invitation to complete Porsche Academy registration.
3. The individual will follow the instructions and answer the 2 simple questions asked.
4. When complete, this will be noted, and the individual will receive an e-mail confirming Active status. Once Active confirmation is received, the PACC Program Coordinator may be contacted with the enrollment request (frank.turner@porsche.us).
5. Training logistics, enrollment prerequisites and procedures, and training center hotel information can be found in Appendix II.

Structural Body Parts – Restriction on Sales

Vehicles utilizing aluminum in the body/chassis structure are required to have any and all structural body repairs performed at a Porsche Approved Collision Center (PACC). The objective of this policy is to ensure our customer's vehicles are repaired by expert, trained collision center technicians using the correct tools and equipment specified for use with Porsche vehicles, thus ensuring the safety of the vehicle's occupants. Restricted parts include, but may not be limited to, both aluminum structural parts and other metal parts integrally linked to the aluminum structure. These parts will only be released and drop-shipped to a PACC linked to the dealership for the vehicle requiring repair.

Steps in the restricted parts ordering process are as follows:

1. The Porsche Approved Collision Center (PACC) receives a structurally damaged vehicle that is impacted by the parts restriction protocol.
2. The PACC sends the parts order to its sponsoring Porsche dealer.
3. The dealer places the parts order using the PACC's wholesale drop-ship account (created when the collision center becomes a PACC).
4. If the drop-ship location matches a PACC linked to that dealer, the entire order will be released. If the location does not match a dealer's PACC, only the unrestricted portion of the order will be released. The restricted parts will not be shipped, and that portion of the order will be canceled.
5. Porsche dealerships not having a relationship with an approved PACC will not be able to order any items on the restricted parts list, nor will non PACC certified collision centers be able to order or receive restricted parts from any Porsche dealer.
6. Any restricted parts not installed on the vehicle must be returned to the selling dealer. Under no circumstances, should they be surrendered to an insurance company, sold to anyone or put into the PACCs stock. If the PACC encounters any issue adhering to this policy, they should contact the PACC Program Coordinator at PCNA.

The following vehicles are impacted:

Model	Model Series
Panamera	971, 970 (Model year 2010 & later)
911	992, 991 (Model year 2012 & later)
Boxster	981 and 982 (Model year 2013 & later)
Cayman	981 and 982 (Model year 2014 & later)
Taycan	All

Multiple Collision Center Locations

If a business entity with multiple collision center locations seeks PACC certification, each location will be considered a standalone applicant. While a Porsche dealer may sponsor more than one of the business entity's locations, each location will have to fulfill all program requirements individually.

Furthermore, all repairs to Porsche vehicles must be performed at the PACC location by the designated Porsche technicians that have met all the training requirements listed in these Standards. Violation of this requirement by having repairs to Porsche vehicles carried out at non-PACC locations within the business entity may result in immediate and irrevocable termination of PACC status.

Unless all of their locations are PACCs, the business entity may not openly or by inference apply a PACC relationship to the entire organization in consumer communications and/or support materials. For example, a multi-store organization with one PACC may not use the PACC logo on a global corporate web site, but may use it on the PACC location's web page.

Partial Repairs or Sub-Contracting

There may be circumstances where a collision center that is not a PACC begins repairs on a Porsche vehicle, but finds they are unable to finish the job due to the inability to order restricted parts. The center might then reach out to a PACC to have it perform the restricted work, then return the car to them for the balance of the repair.

These types of arrangements are undesirable, and in many cases result in an unsatisfactory experience for the Porsche customer. Thus, it is not permitted for a PACC to take on only a portion of a repair. The entire process must be started and completed by one PACC, with the exception being a vehicle that is shipped to a PACC partially disassembled. In that case the PACC must carry the job to completion.

Customer Satisfaction Indexing (CSI)

Excellent customer service is a key objective of the PACC Program. An effective, high-quality CSI program not only measures customer feedback, it also provides powerful business development and management guidance. To that end, all PACCs are required to use Porsche's preferred vendor for CSI measuring services. CSI surveys with Porsche repair customers are conducted via phone. Contents of the survey are found in Appendix III, page 3.5.

PCNA will view and analyze the results, both for individual PACCs and the overall PACC community. CSI reports will be shared with both individual PACCs and the overall PACC community periodically. Expectations are as follows:

1. PACCs will strive to attain a 10 score (Very Satisfied or Definitely Recommend) in all areas; a score of 9 is considered acceptable.
2. A consistent score below 8 for the key metric measures in questions 5 and/or 6 will result in a review by PCNA and development of corrective practices with the PACC.

3. In the event that a PACC receives an 'alert' from the survey vendor that a customer has a concern and wants to be contacted, the PACC must do so within 24 hours of notification in an attempt to identify and resolve valid customer concerns. The PACC will make earnest attempts to resolve all valid customer concerns; such attempts will be documented and become part of the customer's file.
4. Consistently poor performance in key CSI metrics or via specific customer complaints to PCNA, may result in punitive action, up to termination of PACC certification.

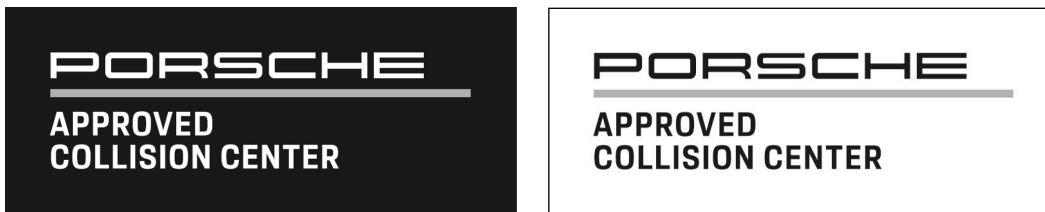
PACCs are also expected to help resolve any customer complaints that come directly to Porsche Customer Service.

Marketing Support

PACCs may receive, or have access to, various materials for marketing purposes. All use of these, or any such materials (including, without limitation, plaques, signs, and the title 'Porsche Approved Collision Center') will be in accordance with PCNA marketing guidelines, including, but not limited to, the terms and conditions set forth in the Porsche Approved Collision Center Agreement.

1 PACC Logo

The PACC will be supplied a graphic file of the PACC program logo, as shown below. This logo, without alteration, may be used in either its white or black form, including signage, printed materials, web content, etc. However, it is the only official Porsche corporate identity available to a PACC. The PACC may never use the Porsche logotype, crest, or other brand identity markings/graphics relating to the Brand.



2 PACC Plaque

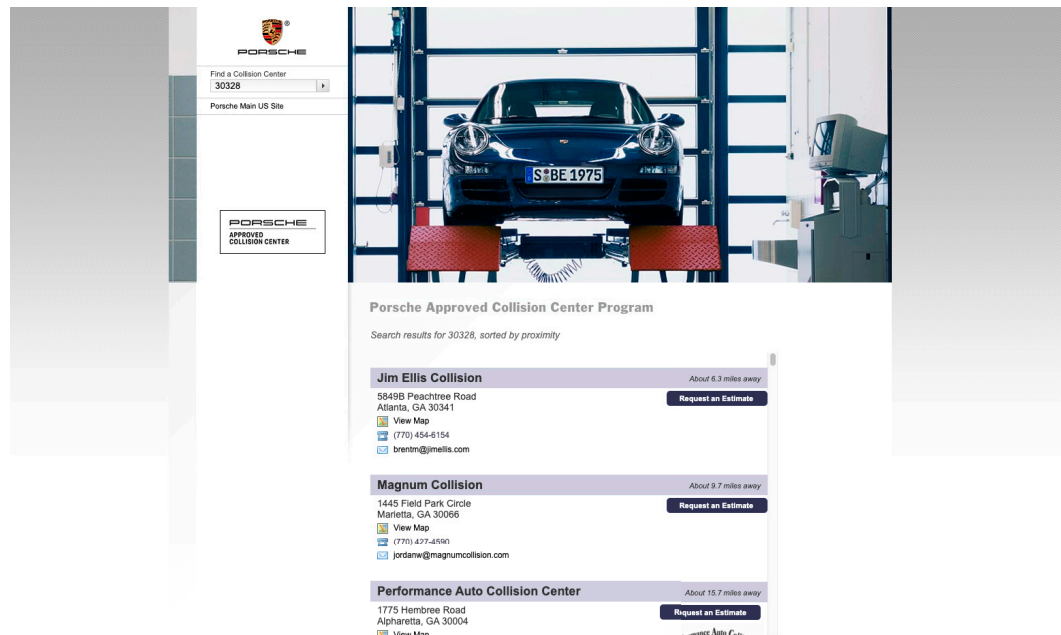
PACCs will receive a wall plaque to display to the public. The plaque will include emblems indicative of the years the shop has been a PACC. These emblems will be updated each year when the PACC completes annual recertification. Plaques are supplied to the PACC by PCNA on a loan basis. These plaques or signs remain the property of PCNA and must be returned if the PACC resigns, is terminated or otherwise ceases to be a PACC.

3 Consumer Brochure

A brochure highlighting the benefits of repair at a PACC is available. It must be ordered from a Porsche dealer, using Part number MKT 001 006 19.

4 Locator Web Page

Each PACC will be listed, with a link to its own web page, at porschecollisioncenter.com. The locator function is zip-code based.



5 Roadside Assistance

Should a Porsche car owner seek assistance after a collision, our representatives will discuss the benefits of the PACC program, and encourage the caller to find and utilize the nearest PACC, either by contacting their dealer, or using the web locator.

Shop Relocation

In the event a PACC moves its operation to a new location, this must be communicated to both its sponsoring Porsche dealer, as well PACC administration. An addendum to the shop's existing PACC contract, reflecting the new address, will be drafted and signed by both Porsche and shop management.

Unless existing designated Porsche personnel are not part of the move, on site evaluation of the new location will occur on the PACC's normal annual re-certification schedule.

If designated personnel do not transfer to the new location, Porsche reserves the right to immediately suspend the shop's PACC certification until new personnel have completed Porsche PACC requirements.

MSO Certification Transfer

A multi-store operator may desire to close, or otherwise transfer its existing PACC location. Porsche does not view these situations as relocations, and the MSO will not have the right to simply transfer its certification rights to a different location.

The MSO must relinquish PACC certification from the affected store, and proceed through the normal PACC nomination/application process for the store desiring certification.

Unscheduled Shop Visits

Members of the PCNA PACC program team will occasionally make unannounced visits to PACCs. These visits are primarily an opportunity for those responsible for the Program to meet personnel, see how shops operate their business, etc. It is also an opportunity for shop personnel to offer direct feedback on issues relating to the Program, or to the repair of Porsche vehicles.

These visits will generally be 2-3 hours in length, and no more than once per year. A formal audit will not be performed. However, obvious non-compliance issues observed will be pointed out and communicated to Summit field auditors for follow up. Serious or flagrant violations observed may result in immediate action, up to and including suspension of any or all certification benefits.

Standards Changes and/or Updates

PCNA reserves the right, in its sole discretion, to amend or to introduce new Standards from time to time. These changes will be communicated in advance, but may not appear in the Standards Manual until a new edition is released.

Administration will be as follows:

1. PACCs – Current PACCs will be expected to become compliant with any new standards prior to the date of its next annual re-certification audit. However, should the PACC receive notice of new standards within 3 months of the re-certification audit, it will have until the end of its allotted 6 month re-certification deadline to become compliant.
2. Applicants in Process – New standards will be retroactive to all applicants, meaning compliance will be expected before PACC certification is granted. However, applicants very near completion of requirements at the time new standards are announced may be given extra time for completion. This decision will be at the sole discretion of PCNA.

Scope of the PACC Standards Manual

The Standards and other content in this Manual are applicable only in the United States of America. This includes any amendments and/ or additions to the standards that may be announced after the Manual's publication, but not specifically included until a new print edition is released.



PACC Standards

General Repair Guidelines.....	2.1
Customer Service	2.2
Training	2.3
Facility.....	2.4
Tools and Equipment.....	2.7

The following is a list of the requirements needed to become a Porsche Approved Collision Center (PACC). PACC applicants must be 100% compliant with these Standards before certification is awarded. This list is presented in narrative form, and converted to question form for the on-site audit.

General Repair Guidelines

High Voltage Vehicles

All gas/electric hybrid and pure electric Porsche vehicles **MUST** be inspected by an authorized Porsche high voltage technician **BEFORE** any collision repair work begins. This is to determine whether the high voltage battery needs to be disconnected and/or removed from the vehicle prior to repair to ensure a safe working environment for collision technicians.

This is accomplished by either bringing the car to a Porsche dealer, or having a qualified high voltage technician from a Porsche dealer come to the collision shop to assess the vehicle prior to repair.

Note!

For the safety of shop personnel, under NO circumstance will a PACC ever be permitted to disconnect and/or remove a high voltage battery from a Porsche vehicle!

Structural Measuring

For all but the most minor repairs, Porsche requires all vehicles be measured pre- and post-repair using a Porsche approved electronic measuring system. Measurements should be entered on the RO to prove the repaired vehicle is within factory specifications prior to customer delivery.

918 Spyder Protocol

This rare Porsche has a carbon fiber body shell, and is also a gas/electric hybrid. These vehicles must **ALWAYS** be transported to a Porsche dealer for collision repair. The dealer will remove the damaged body pieces, supply the collision shop with new pieces to refinish, then replace the finished back to the vehicle, at the dealership.

If the vehicle has the optional BASF 'Liquid Metal' paint option, pay close attention to the refinish protocol required in PCSS, or contact PACC personnel for assistance.

Paint-to-Match Exterior

Custom colors are a popular option ordered for Porsche vehicles. However, paint formulas are often extremely difficult to determine. The build sheet may offer a clue, as paint suppliers often assign a proprietary name to the refinish requested. This can be researched with your paint supplier, or the car owner may be able to provide guidance. In some cases, the refinisher may need to use their expertise to custom blend the finish on site.

Subletting

The PACC must not sublet any portion of the repair/refinish process on a Porsche vehicle, nor to take in sublet work on a Porsche vehicle from another collision center.

Total Loss Vehicles

To ensure that future warranty claims are not submitted on a salvage title, the VIN from any insurance write-off vehicles must be reported to a Porsche dealer.

Refrigerant recharging / recovery/recycling capability:

The collision center must have a modern and functional R134 refrigerant recharging / recovery/ recycling station. At the current time, if the collision center does not have a YF1234a capable machine, any work to the A/C systems of Porsche vehicles utilizing that refrigerant must be sublet to the dealer.

Customer Service

An exceptional experience is the minimum requirement in PACC/customer interaction. In the collision environment this is often challenging, but PACCs are expected to have processes and protocols in place from drop-off to pick-up that offer the best chance for a favorable outcome.

Specifically:

- The PACC must have a process in place to schedule repair appointments suitable to controlling the workload.
- Upon arrival, Porsche vehicles must be visually inspected with the customer and photographed to note current condition and any pre-existing damage.
- The PACC must provide the Porsche customer with a written estimate of repair, a clear understanding of the repair process and expected repair completion timeline.
- Contact information for the PACC manager and client advisor must be provided to all Porsche customers.
- The PACC must offer shuttle service or alternate transportation (at customer and/or insurance company expense) when requested. On-site rental car service is preferred.
- The PACC must have a standard protocol to communicate repair progress to the customer via phone, text or email every other day, based on customer preference.
- The insurance provider and/or customer must authorize additional work required before said work commences.
- Porsche customers must be provided with ample notice of work completion date, and a scheduled appointment for pick-up or delivery.
- There must be a standard policy in place to deliver all Porsche vehicles thoroughly cleaned inside and out, with memory selections returned to their original positions. (i.e.: seats, mirrors, radio stations, etc.).
- Each Porsche vehicle must undergo a final pre-delivery quality inspection.
- All Porsche deliveries must be conducted by the client advisor or the PACC manager, who must also test-drive the vehicle with the customer, if requested.
- The PACC must provide customers with a detailed invoice of work completed, as well as a thorough explanation of all work performed, and review precautions or guidelines pertaining to the repaired and/or refinished areas of the vehicle.
- Porsche client advisors must provide written repair and refinish warranties, and provide a thorough explanation of what is covered, the terms of that coverage, and any exclusions.
- As a follow-up courtesy the PACC must contact customers within 1 week of vehicle delivery to assure satisfaction with the repairs and to identify any customer concerns; this protocol is unrelated to Porsche's required CSI service.
- The PACC is required to provide a satisfactory solution and/or communication of an agreed solution to customer complaints within twenty-four hours, and to satisfactorily resolve any complaints received by Porsche Customer Service regarding a PACC repair.
- All Porsche customer complaints and corrective actions must be documented and logged in the respective customer repair file.

Training

PACCs are required to have the following minimum complement of shop personnel that complete all training and testing requirements for Porsche:

- 2 Structural Technicians
- 1 Estimator
- 1 Refinish Technician

For audit purposes we refer to these as 'designated' roles, and each identified individual is referred to as such; e.g., 'designated Porsche technician,' or 'designated Porsche estimator.'

No single individual can occupy more than one designated role (e.g., as both estimator and refinisher), and designated role individuals must be engaged full time in the tasks of their role at the PACC location.

A store owner or manager may not assume a designated technician or refinisher role, but may occupy an estimator role if on-site all day, every business day.

Specific training and testing requirements for each designated role are as follows:

Steel Structural Technician

- I-CAR Platinum as a Structural Technician (This must be as an Individual, not organizationally);
- ASE B3, B4, B5, and either B2 or B6;
- Porsche internal classes as identified.

Estimator

- I-CAR Platinum as Estimator (This must be as an Individual, not organizationally);
- ASE B6
- Porsche internal classes as identified;
- Advanced Estimator Repair Planning class as offered by Axalta, PPG, BASF, or other 3rd party vendors.

Refinish Technician

- I-CAR Platinum as Refinish Technician (This must be as an Individual, not organizationally);
- ASE B2;
- Current advanced training certificate offered by a major refinish brand.

To assist tracking the progress of training requirements, please refer to the Porsche Approved Collision Center Training Requirements table on page 1.4.

Facility

General Requirements

The Porsche Approved Collision Center buildings, facilities, and customer areas must positively represent the Porsche brand in appearance and functionality. Ideally, the Porsche customer experience at the PACC should mirror the Porsche dealer experience.

Specifics include:

- A receptionist on-site during business hours.
- An attractive, comfortable waiting area with refreshments and WiFi access.
- Clean, attractive restrooms, located in or off the lobby area. Forcing customers to use shop restrooms is not acceptable.
- Adequate customer parking in a sealed-surface area; dirt or gravel not acceptable.
- All PACC Customer Service representatives must dress appropriately, wear name tags, and be easily identifiable to customers.
- The business must have phone messaging, email, and a customer website. All messages must be returned within 24 hours.
- The hours of operation and telephone/email contact information must be clearly displayed or provided to customers.
- The PACC must meet all local, state, and nationally legislated operating requirements (EPA, OSHA, NFPA, etc.), and have a licensed contractor for hazardous waste disposal.
- The PACC must have adequate insurance (garage liability minimum \$2 million, worker's comp minimum \$1 million).
- Labor rates and other customary charges must be posted, or available in printed form for customers.
- The PACC's facility and media must be free of any registered Porsche marks, including the Porsche crest, with the exception of the supplied PACC logo.
- The PACC's parts account must be current and maintained in good standing with their sponsoring Porsche dealer(s).
- The PACC must enroll in and use Porsche's chosen CSI service for ALL Porsche repair orders.

Body Shop

The body shop must not only present an appropriate environment for both the safe, efficient and effective repair of Porsche vehicles, but also have protocols in place to provide complete protection of the undamaged areas of the vehicle.

Specifically:

- The PACC must have a clean and well-maintained area to perform damage analysis and repair plan development.
- The PACC must have at least one work stall with a 2-post vehicle lift with 3-way adjustable arms and a minimum 6000 lb. capacity.
- The PACC must have a dedicated workspace for aluminum repairs. This area must be isolated from the other work areas by walls and/or floor-to-ceiling curtains so that airborne steel particulate can not contaminate the workspace.
- The PACC must have a secure, well-lit and ventilated storage area for new parts and components removed from the vehicle during repairs. The PACC must also agree to never store ANY parts inside a Porsche vehicle, even temporarily.
- Porsche special tools must be stored in a dedicated Porsche tool cabinet, and always be readily available.
- The facility must have a refrigerant, desiccant, or membrane type compressed air drying and filtration unit.
- A lighting standards minimum of 70 foot-candles must be maintained in the metal working area, including the dedicated aluminum repair area.
- The PACC must have an area to store damaged Porsche vehicles out of public sight and in a secure manner, with appropriate protection to prevent the vehicle's interior and/or engine compartment from being exposed to the elements.
- PACC employees must be able to read and understand SDS (MSDS) documentation.
- The PACC must always use seat covers, floor mats and steering wheel covers to help keep the interior of all Porsche vehicles clean.
- During the repair process, all undamaged areas of the Porsche vehicle must be protected from damaging elements (weld splatter, etc.), and all vehicle interiors must be sealed (windows closed or wrapped) to prevent moisture and dust from entering.
- When any welding is done on any Porsche vehicle, the PACC must agree to use appropriate measures to protect the electrical system, as specified within the Porsche repair manuals.
- Smoking, eating, or drinking inside a Porsche customer vehicle is not allowed.
- Once given access, estimators and technicians must be trained in, and adhere strictly to, the work instructions contained within the Porsche Central Service System (PCSS), Porsche online repair manual system, for ALL Porsche repairs. Technicians are required to maintain access to PCSS via a computer (laptop, desktop, or tablet) dedicated to their personal use during working hours. A tablet device is recommended for ease of use in the workshop, and the possibility to bring it along to training events.
- The PACC must obtain and use only Porsche OEM Parts and fluids specified by Porsche AG via PCSS, purchased directly from an authorized Porsche Cars North America (PCNA) Dealer.

Paint Shop

- The PACC must use one of the following paint systems approved for Porsche: Glasurit, Lesonal, Nexa, PPG, RM-Diamont, Sherwin-Williams, Sikkens, Spies Hecker, and Standox.
- If multiple paint brands are used, and one is not a Porsche approved brand, mixing tags demonstrating use of the approved brand must accompany Porsche ROs, and be available for audit review.
- The facility must have a downdraft paint booth.
- A minimum lighting standard of 90 foot-candles must be present in the paint shop, paint preparation areas, and detail shop. Color matching areas must use color corrected bulbs.
- The paint mixing room must have exhaust fume extraction, and lighting standard minimum of 70 foot-candles.
- The facility must have a computerized paint formula retrieval system.
- The facility must have a positive pressure supplied air respirator system capable of providing Grade 'D' breathing air.
- The facility must have an electronic dry film thickness gauge capable of measuring coating thicknesses on both ferrous and non-ferrous substrates.

Tools and Equipment

The objective of the PACC tool and equipment requirements is twofold:

- Ensure the collision center has all items necessary on site to perform any repair on any Porsche vehicle.
- Minimize the center's capital investment by offering as many specification and/or sourcing options as possible.

The following is a simple list of required items. An enhanced list of equipment and specialty tools, with additional details, photographs, and acceptable brand substitutes is found immediately after this section in Section 3 – **Required Tools and Equipment**.

Frame Bench and Digital Measuring System

PACCs must have at least one of the following, inspected annually

- VAS 6527/6528 (Car-O-Liner)
- VAS 811 017 / VAS 811 019 (Spanesi)

Note: Mixing electronic measuring and bench brands is not permitted – e.g., using a COL measuring system with a Spanesi bench.

Welders

In addition to a 220-volt gas metal arc welder (any brand) with welding screen, the PACC must have at least one of the following compression resistance spot welders:

- VAS6530A (Tecna)
- VAS6545A (Wielander and Schill)
- VAS821101 (GYS)

A sufficient quantity of fire-retardant welding blankets must also be available.

Tools and Equipment – General

The following items are required, but are not brand or source specific:

- Battery booster and/or battery jumper box.
- Portable hydraulic rams; 4 and 10 ton kits.
- ¼" insert torque wrench: 4 - 20 Nm range in 1 Nm increments, or 2 - 15 lb/ft in 0.74 lb/ft increments.
- ⅜" insert torque wrench: 20 - 100 Nm range in 1 Nm increments, or 14 - 75 lb/ft in 0.74 lb/ft increments.
- ½" or ¾" insert torque wrench: 75 - 400 Nm range in 25 Nm increments, or 55 - 300 lb/ft in 17.5 lb/ft increments.
- Pressure-type corrosion protection applicator.
- Refrigerant recharging / recovery/recycling capability.
- VAS741039 Wheel dollies.
- Pneumatic drill dedicated to repairs in the aluminum room.
- Pneumatic angle grinder dedicated to repairs in the aluminum room.

Tools and Equipment – Porsche

The following Porsche special tools must be sourced from an authorized Porsche dealer in the US or Canada:

Part	Porsche Part number
Angle Screwdriver	000 721 939 92
Marking Punch	000 721 969 30
Lid Prop	000 721 970 40
Adjusting Device	000 721 972 60
Installation Tool	000 721 974 40
Assembly Aid	000 721 975 10
Socket Wrench Insert	000 721 975 20
Socket	000 721 983 50
Special Wrench	000 721 984 22
Wheel Assembly Aid 2 ea.	999 571 074 30

Tools and Equipment – Snap-On Business Solutions (SBS)

The following items are sourced via the Porsche section of the Snap-On website (<https://porsche.snapon.com>).

Part	SBS Part number
Special Hook	3370
Gap Gauge	3371
Door Adjustment Wrench	3320
Assembly Tool	T10118
Assembly Tool	T10389
Omega Clip Tool	T40280
Specialty Torque Wrench	VAG 1331
Aluminum Hand Tool Set	VAG 2010/2A-1 and VAG 2010/2A
Double Cartridge Gun	VAS 5237
Battery Charger	VAS 5908
Torque Wrench 0.4 – 2.0 Nm	VAS 6253A
Low Torque Screwdriver	VAS 6494
Flow drill socket repair set	VAS 6631
Body Saw	VAS 6598 A
Crimping Pliers Set	VAS 6635
Crimping Pliers	VAS 6635/5
Pneumatic-Hydraulic Riveter Set	VAS 6790
Supplementary Riveting Set	VAS 6790/2
Rivet inserts for Panamera 971 and newer models	VAS 6790/65
Accessory set for rivet nuts and rivet studs	VAS 6790/67
Extensions rivet clamp	VAS 6790/68
Riveting Die Kit	VAS 6790/70
Compact Riveting Device – Extension	VAS 6792/2
Extension	VAS 6792/28
Stamp Set, Numbers	VAS 6939
100° Countersink	VAS 6957
Stamp Set, Letters	VAS 6940
Miracle Alurepair Plus-System	VAS 852001
Stud Holder 6 mm	VAS 852001/4
Rivet holder	VAS 852001/5
Flow drill screw socket set	VAS 852007 A



Note!

Snap-On tools/equipment for the PACC program will not be available from your on-site Snap-On distributor. Always order via the Snap-On website.

Tools and Equipment – Reliable Automotive Equipment (RAE)

The following items are sourced from RAE or other aftermarket distributors:

Part	RAE Part number
6.35mm Clamp Set	577107
Trim Wedge #1	581101
Trim Wedge #2	581102
Trim Wedge #4	581104
Trim Wedge and Scraper Set	581110
Vario Drill WS90	601001
Vario Drill Starter Kit	622002 (or 622003)
MEC 600 Cutting Tool	640080
Gap Gauge Set	871011
Tool Box	881201
Magnet Set	882055
Ruwac Aluminum Dust Vacuum	NA35
Bridge set for repairs (Optional, for use with VAS 852 001)	RAE-101005



Required Tools and Equipment

Bench Systems	3.1
Spot Welders	3.2
Porsche Special Tools	3.4
Snap-On Tools	3.6
Reliable Automotive Equipment Tools	3.12
Acceptable Tool/Equipment Substitutions	3.14

Bench Systems

VAS 6527/6528 (Car-O-Liner)

- Bench: Bench Rack 4200, 5000, 5500, 6300, or Quick 42 (All in ground or with ramps and lift)
- Measuring System: Vision EVO or Vision X3 (Must have up-to-date subscription)
- Puller: Q16 or D 16 Draw Aligner pulling tower with hydraulics
- Clamping: VAS 6526/10 special clamping kit & VW spec EVO 1, EVO 2 and EVO 3 (VW spec differs from standard EVO sets)
- Miscellaneous: 10 ton chain kit and Q170 or standard pillar jack
- VAS 6526/24 Retaining Tool Set



VAS811017 & VAS811019 (Spanesi) (either 5 or 6 meter system is accepted)

Spanesi 5 Meter Bench System

VAS Branded Components:

- VAS 811017/1 Spanesi Bench 5 Meter
- VAS 811017/3 Trolley for Universal Jig System
- VAS 811017/4 Scissor lift with control box
- VAS 811017/5 Positioning and ascending ramps (for 5m bench)
- VAS 811017/6 Pulling Tower with 10ton pulling kit
- VAS 811017/7 Loading trolley
- VAS 811017/8 Set of Hardened bolts
- VAS 811017/9 Adapters for Aluminum Bodies
- VAS 811017/12 Device to fix Touch system on universal cross bars
- VAS 811017/13 Adaptors for Aluminum Body and Adaptors Holder
- VAS 811019 Measuring System - Spanesi
- VAS 811019/1 Measuring System License

Spanesi Branded Components:

- 106 Regular (5000) Bench
- Touch Electronic Measurement System
- Ergal Bushes Kit (Aluminum) VAS 811017/9
- Three Shelves w/panel for Bushing Trolley for VAS 811017/9

Spanesi 6 Meter Bench System

VAS Branded Components:

- VAS 811017/2 Spanesi Bench 6 Meter
- VAS 811017/3 Trolley for Universal Jig System
- VAS 811017/4 Scissor lift with control box
- VAS 811017/6 Pulling Tower with 10ton pulling kit
- VAS 811017/7 Loading trolley
- VAS 811017/8 Set of Hardened bolts
- VAS 811017/9 Adapters for Aluminum Bodies
- VAS 811017/12 Device to fix Touch system on universal cross bars
- VAS 811017/13 Adaptors for Aluminum Body and Adaptors Holder
- VAS 811017/14 Positioning and ascending ramps (for 6m bench)
- VAS 811019 Measuring System - Spanesi
- VAS 811019/1 Measuring System License

Spanesi Branded Components:

- 106 Regular (6000) Bench
- Touch Electronic Measurement System
- Ergal Bushes Kit (Aluminum) VAS 811017/9
- Three Shelves w/panel for Bushing Trolley for VAS 811017/9



Spot Welders

VAS 6755 (Branded any of the following: Car-O-Liner CTR 12000 Resistance Spot Welder, Elmatech MIDIsport QSVN 9000, Elmatech MIDIsport QSVN 12000)

Eliminate the guesswork — the VAS 6755 spot welder automatically senses both metal type and thickness to set power and tip pressure — no technician input required. With the VAS 6755, collision shops can produce virtually identical welds in about half the time of MIG welding due to significantly fewer steps required to weld.



VAS 6535 (Elektron MULTISPOT MI-100control)

For spot welding on one or two sides with high welding power and permanent water cooling of the transformer, tongs, arm pairs and electrode tips. Continuous work possible with no additional cooling phases, even on strengthened and galvanized plate. For two-sided tacking with high welding power, e.g. on truck cabs or bus side panels, an optional spot welder with water cooling for the electrode, handle and cable, can be used. Elimination of stresses or distortion. Bumping-out of body parts at places where access from the inside is difficult or impossible by welding on washers, weld studs, shaft wires or special electrodes.



VAS 6530A (Tecna Spot 3664 SMART, Tecna Spot 3664 SMART PLUS)

This Resistance Spot Welder is recommended for general body repairs on vehicles with high and ultra high tensile strength steel panels, especially for workshops with critical mains power supply. The inverter technology in conjunction with adaptive smart control makes quality spot weld joints possible. Variations in joint structure are detected and compensated for if possible. If a weld is not possible, a text warning message will be issued by the unit. Operation is by touch screen via three different welding modes: manual, smart/ automatic or manufacturer-specific programs. With a USB interface, new welding programs can be uploaded or recorded; welding results can be copied for further processing on a PC. The water-cooled C-transgun delivers equal electrode contact force with electrode arms up to 635mm in length.



VAS 6545A (Wieländer & Schill InvertaSpot GT)

Setting the welding parameters is carried out using simple, self-explanatory symbols. The welding programs are for high and higher tensile panels, for spot weld bonded connections and for galvanized panels. Individual storage of welding parameters is possible. In addition, the system is suitable for documentation and administration of work order details on A4 paper. Software updates can be carried out using an SD card (upload). The material recognition function is performed with a material test program. Current control and pressure monitoring is provided. The welding process is monitored and the actual values are shown in the display.



VAS 821101 (GYS)

For welding high to ultra high-tensile steel panels as well as high temperature molded hardened panels.

Complete monitoring of the welding process and automatic control. Regulated process monitoring of the contact pressure, welding current and power ensures consistent spot welding quality.

Any disturbances such as paint residue, hollow layers, etc., are detected in automatic mode and compensated for adaptively as far as possible. A plain text message is shown on the display of the unit should the control tolerance be exceeded.

- Transformer C-clamp for welding all kinds of steel.
- Handling is easy thanks to the low weight (approx. 12 kg).
- Large reach with 4m clamp cable.
- Cable support with spring balancer and orbital ring.
- Remote control on welding clamp



Required Tools and Equipment

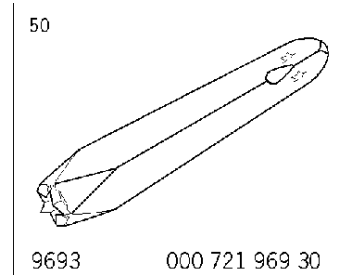
Porsche Special Tools

The following Porsche special tools must be purchased from any authorized Porsche Cars North America, Inc., or Porsche Cars Canada, Ltd., dealer.

9693 – Marking Punch

Part number: 000 721 969 30

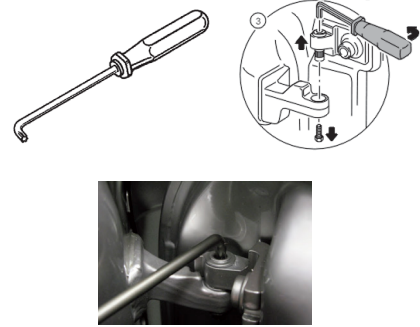
Application: Imprinting the vehicle identification number in combination with VAS 6939 and VAS 6940.



9666 – Angle Screwdriver

Part number: 000 721 966 60

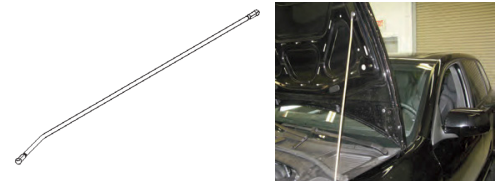
Application: Used to counter hold the door hinge pin when separating the hinge.



9704 – Lid Prop

Part number: 000 721 970 40

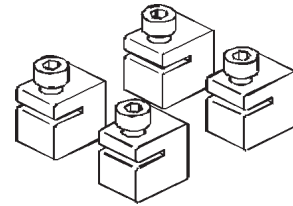
Application: Used to put hood in service position of all Cayenne models.



9726 – Adjusting Device

Part number: 000 721 972 60

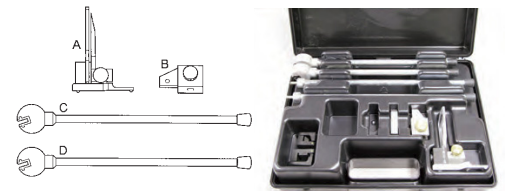
Application: Used to align the tailgate of all Cayenne models.



9737 – Adjusting Tool

Part number: 000 721 973 70

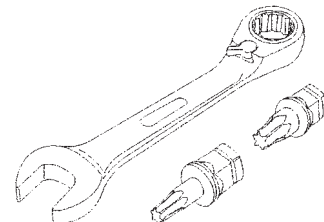
Application: Used to check and correct the windshield wiper blade angle of attack to the windshield.



9744 – Installation Tool

Part number: 000 721 974 40

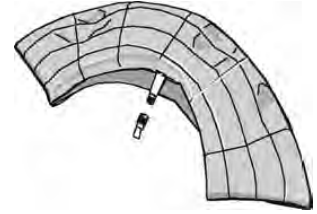
Application: Used when removing and installing the convertible top fabric.



9751 – Assembly Aid

Part number: 000 721 975 10

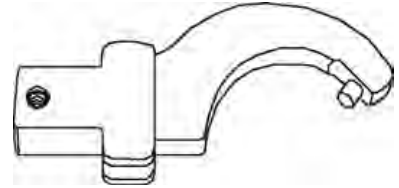
Application: For removing rear wing of 911 (997) turbo when the drive system has failed.



9752 – Socket Wrench Insert

Part number: 000 721 975 20

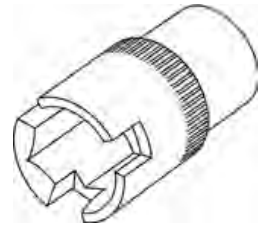
Application: For removing and installing the 911 (997) turbo rear wing.



9835 – Socket

Part number: 000 721 983 50

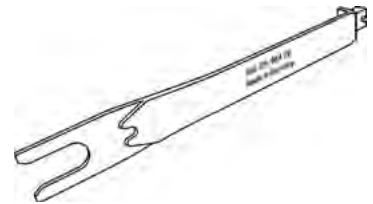
Application: Used to R & R air guide and housing on rear lid of 911 GT3 (997)



9842/2 – Special Wrench

Part number: 000 721 984 22

Application: Used to R & R the door window of the 9x1 models.



999 571 074 30 – Wheel Assembly Aid

Part number: 9A7 007 733 00

Application: Used to protect PCCB brake discs when R & R wheels of vehicles so equipped.



Required Tools and Equipment

Snap-On Tools

The following tools are available from Snap-On Business Solutions (<https://porsche.snapon.com>)

Note: Local Snap-On distributor will not have these items. Always order via the website.

3370 – Special Hook

Application: Used for the removal of the fuel filling pocket of the Panamera and Cayenne models.



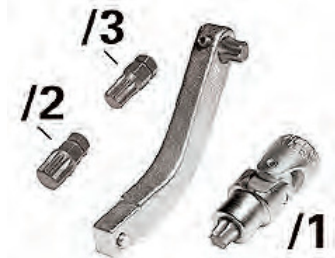
3371 – Gap Gauge

Application: Used for checking and adjusting exterior body panels such as fenders and doors.



3320 – Door Adjustment Wrench

Application: For fitting and adjusting door hinges.



T10118 – Assembly Tool

Application: Multiple uses such as Cayenne door handle removal and installation, Panamera front bumper removal and installation, etc.



40280 – Omega Clip Tool

Application: Used for removal of Omega clips.



VAS5908 – Battery Charger

Application: Charging LiFePo and standard car batteries.



VAS 6572-1 Ruwac NA35 – Aluminum Dust Vacuum, B1 Rated

Application: Used for safe evacuation of potentially explosive aluminum dust when grinding, cutting or sanding.



VAS6631 – Flow Drill Socket Repair Set

Application: The repair set serves as a means of marking the holes on new parts where existing flow drill screw threads are.



VAS6635 – Crimping Pliers Set

Application: Removing and installing aluminum side panels of the 971 and newer models.

Note: Crimping Pliers VAS6635/5 is not part of this set and must be purchased separately.



VAS 6939 – Stamp Set, Numbers

Application: Imprinting the VIN on replacement parts.



Required Tools and Equipment

Snap-On Tools (cont'd)

VAS 6940 – Stamp Set, Letters

Application: Imprinting the VIN on replacement parts.



VAS6790/65 – Rivet Inserts

Application: Accessory inserts for VAS 6790 to be used with Panamera 971 and newer models.



VAS 6790/67 – Supplement Set

Application: Accessories for VAS 6790 to install various rivet nuts and rivet studs.



VAS6790/68 – Riveting Bar Extension

Application: Accessory for VAS 6790 large arm.



VAS6790/70 – Rivet Die Kit

Application: Accessory for VAS 6790 used when working with welded flow form rivets.



VAS 852 007 A - Flow Drill Screw Socket Set

Application: Removing and installing Flow Drill Screws (found on Cayenne 9YA and 9YB models).



VAS 882 001 Vario Drill

Application: Highly versatile spot weld remover especially suited to removing welds from ultra high strength steels such as Boron and BTR.



VAS 852001 or VAS852001A – Miracle Alurepair Plus-System

Application: Single sided welding of aluminum and steel components such as ground points, threaded studs, welded flow-form rivets and dent removal.

Suggested, optional accessory: RAE-101005 Accessory to enable aluminum dent pulling capability.



VAS 852001/4 – Stud Holder

Application: Accessory for VAS852001 welder, for pulling out self-piercing rivets.



VAS 852001/5 – Rivet Holder

Application: Accessory for VAS852001 welder, used for welded flow-form rivets.



VAS 6792/28 – Extension 6mm

Application: Accessory for VAS852001



T10389 – Assembly Tool

Application: Used for the removal and installation of the Cayenne lock cylinder housing.



Required Tools and Equipment

Snap-On Tools (cont'd)

VAG 1331 – Torque Wrench (5-60 Nm)

Application: For use with tools 9752, 3320, 9842/2 and general purpose.



VAS 6598 A, VAG 1523/B or VAS 6780 – Body Saw

Application: Air-powered saw used for cutting body panels and intended to be used exclusively on aluminum vehicles.



VAG 2010/2A-1 and VAG 2010/2A or VAG 2010/2 – Aluminum Hand Tool Set

Application: Tool kit that meets the requirements for body repair of aluminum body panels. Color coding helps ensure that the tools are used exclusively on aluminum vehicles.



VAS 5237 – Double Cartridge Gun

Application: Used to apply adhesives provided by the Porsche parts department.



VAS 6494 – Low Torque Screwdriver

Application: Tool to install fasteners with torque range 1.5 - 3 Nm.



VAS 6635/5 – Crimping Pliers

Application: Used to restore seams on aluminum side panels in area of door entrance and rear wheel arch.



VAS 6790 – Compact Booster

Application: Pneumatic-hydraulic riveting tool. The compact booster was developed for all standard riveting processes on sheetmetal areas. The tool can be fitted with many attachments for different applications.



VAS 6790/2 – Supplementary Riveting Set

Application: The supplementary riveting set VAS 6790/2 is used together with VAS 6790 (Compact Booster). It is used for fitting various types of blind rivets.



VAS 6792/2 – Extension for Rivet Attachment for Compact Booster

Application: Extension for VAS 6790/2 supplementary riveting set. For drawing in M4 and M5 welding bolts applied using VAS 852 001 body dent removal system (aluminum).



VAS 6253 A – Torque Wrench

Application: Screws and bolts from 0.4 – 2.0 Nm, initial use for installing fender vents into the carbon fender of the 991 model GT2 RS



VAS 6957 – Countersink 100° with depth limit and pilot 6.6 mm

Application: For use when installing countersunk rivets.



Required Tools and Equipment

Reliable Automotive Equipment Tools

The following tools are available from Reliable Automotive Equipment, Inc. (www.raeservice.com)

RAE-640080 – MEC 600 Cutting Tool

Application: Cutting laser welds and hem flanges on aluminum side panels of the 971 Panamera and newer models.



RAE-101005 – Bridge Set (optional)

Application: Accessory for VAS852001 used to perform dent repairs in aluminum panels.

577107 – 6.35 mm Clamp Set

Application: Used when fitting and installing aluminum components on the Panamera.



581101 – Trim Wedge No. 1

Application: Used for various trim and interior component removal.



581102 – Trim Wedge No. 2

Application: Used for various trim and interior component removal.



581104 – Trim Wedge No. 4

Application: Used for various trim and interior component removal.



581110 – Trim Wedge and Scraper Set

Application: Used for various trim and interior component removal.



622002 or 622003 – Vario Drill Starter Kit

Application: Set of four drill bits and Boron cutting fluid.



871010 – Gap Gauge Set

Application: Used to set the correct body gap dimension when replacing exterior body panels.



882055 – Magnet Set

Application: Assembly aid for adjusting fit of replacing steel exterior panels.



881201 – Tool Box (or alternately sourced equivalent)

Application: Lockable, with adjustable drawers and perforated back board.



Acceptable Tool/Equipment Substitutions

The following are current accepted equivalents when VAS items are not available, or when the item has already been purchased under its own brand label. These equivalents are based on the Porsche model lineup at the time of publication, and are not guaranteed as acceptable for future models.

VAS 6527/6528 Car-O-Liner Frame Bench System

Acceptable Substitute: Car-O-Liner branded benches sourced outside Snap-on. Note that VAS6526/24 Retaining Tool Set is required as it is not available from Car-O-Liner.

VAS Spanesi Frame Bench System

Acceptable Substitute: Spanesi branded benches sourced outside Snap-on.

VAS5908 – Battery Charger

Acceptable Substitute: This battery charger is manufactured by Deutronic with the model number DBL 1600-14. The same battery charger without VAS branding is acceptable.

VAG 1523/B or VAS 6780 – Body Saw

Acceptable Substitute: W&S WPS3000.

VAS 882 001 – Vario Drill WS 90

Acceptable Substitutes: 601001 or Wurth 1703090.

VAS 6572-1 Ruwac NA35 – Aluminum Dust Vacuum, B1 Rated

Acceptable Substitute: Ruwac branded item sourced from RAE.

VAS 6957 Countersink 100° with depth limit and pilot 6.6 mm

Acceptable substitute: 617241 – 100° Countersink sourced from RAE.



Appendices

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Appendix I – Porsche Approved Collision Center Application Agreement



PORSCHE

Porsche Approved Collision Center Application Agreement

In order to proceed with your Porsche Approved Collision Center program application, you must first complete and digitally sign this document.

IMPORTANT! PLEASE READ CAREFULLY.

THIS APPLICATION ("CONTRACT") FOR PARTICIPATION IN THE PORSCHE APPROVED COLLISION CENTER PROGRAM CONSTITUTES A CONTRACT BETWEEN YOU ("APPLICANT") AND PORSCHE CARS NORTH AMERICA, INC. ("PCNA") FOR THE PURPOSE OF ALLOWING APPLICANT TO BE CONSIDERED BY PCNA FOR APPROVAL AS A PORSCHE APPROVED COLLISION CENTER ("PACC"). **IF YOUR APPLICATION IS ACCEPTED BY PCNA FOR FURTHER REVIEW, THERE IS A NON-REFUNDABLE PROCESSING FEE OF (A) FOR APPLICANTS WHOLLY-OWNED BY AN AUTHORIZED PORSCHE DEALERSHIP, THREE THOUSAND FIVE HUNDRED DOLLARS (\$3,500) AND (B) FOR ALL OTHER APPLICANTS, SEVEN THOUSAND FIVE HUNDRED DOLLARS (\$7,500.00)** (IN EITHER CASE, THE "PROCESSING CHARGE"). THE PROCESSING CHARGE WILL BE PAYABLE IN ACCORDANCE WITH THE PORSCHE APPROVED COLLISION CENTER PROGRAM GENERAL INFORMATION ("PROGRAM INFORMATION"). YOU ACKNOWLEDGE THAT, EVEN IF PCNA ACCEPTS YOUR APPLICATION FOR FURTHER REVIEW, YOU MAY NOT ULTIMATELY QUALIFY TO BECOME A PACC. DESPITE THIS FACT, YOU WILL NOT BE ENTITLED TO A REFUND OF ANY PORTION OF THE PROCESSING CHARGE.

YOU ACKNOWLEDGE THAT YOU HAVE RECEIVED, READ AND UNDERSTOOD THE FOLLOWING DOCUMENTS: (1) THE PACC PROGRAM OVERVIEW, AND (2) THE PORSCHE APPROVED COLLISION CENTER PROGRAM STANDARDS (THE "STANDARDS") (COLLECTIVELY, (1) THE PACC PROGRAM OVERVIEW AND (2) THE PORSCHE APPROVED COLLISION CENTER STANDARDS, CONSTITUTE "THE CONTRACT"). YOU ACCEPT AND AGREE TO ABIDE BY ALL PROCEDURES AND OBLIGATIONS CONTAINED IN THIS CONTRACT, THE PROGRAM INFORMATION, AND THE STANDARDS, AS APPLICABLE, INCLUDING WITHOUT LIMITATION, ANY AND ALL REQUIREMENTS RELATING TO THE APPLICATION PROCESS, AUDITS AND, IF YOU BECOME A PACC, YOUR FACILITIES, OPERATIONS, PERSONNEL, SALES, AND TRAINING.

BY SIGNING BELOW, YOU ACCEPT ALL THE TERMS AND CONDITIONS OF THIS CONTRACT AND, IF YOUR APPLICATION IS SELECTED FOR FURTHER REVIEW, YOU AGREE TO PAY THE NON-REFUNDABLE PROCESSING CHARGE IN ACCORDANCE WITH THE PROGRAM INFORMATION. IF YOU DO NOT WISH TO ACCEPT THIS CONTRACT, DO NOT SIGN THE AGREEMENT.

Accepted and agreed this _____ day of _____.

For _____

By _____

Appendix II – Training Center Logistics and Travel Information

Prior to Enrollment

- Enrollee must have an active account on the Porsche PPN network. If he/she does not, contact the PPN Coordinator at your sponsoring dealer to set that up. (See page 1.10 in this PACC Standards manual.)
- Enrollee must have completed a registration profile in Porsche Academy on PPN (on the PPN home page, click on 'Porsche Academy' under the 'Navigation' tab, and follow the instructions).
- Enrollees **MUST BE COMPUTER LITERATE**, and be able to open and navigate in Porsche's PCSS computer-based repair manual system on PPN. If you already have your required laptop or tablet, bring it!
- Refer to the training prerequisite chart to be sure the enrollee is able to attend the chosen class.

► **NOTE: Do Not Request Enrollment Before Completing the Steps Above!!**

Enrolling

- **You cannot enroll directly** in Porsche Academy. Once you have decided on a date, please e-mail Frank Turner (frank.turner@porsche.us) with the name(s) of the attendee(s), along with the preferred date. No phone enrollments.
- Courses will be filled on a first come, first served basis. We cannot hold or reserve seats.

A Few Points of Housekeeping

- Change requests must be communicated via e-mail, and will be accommodated where possible.
- Class starts at 9 AM each day and concludes at 4 PM each day; please do not plan flights on the last day of class earlier than 6 PM at either location.
- If staying at a recommended hotel in Atlanta, a rental car is not necessary.
- If staying at either of the recommended hotels in Eastvale, a rental car is recommended.
- Attire is 'business casual' which means a polo, button down shirt or blouse with jeans, khaki pants or similar and closed toe shoes. Do not wear T-shirts or shorts. This is company policy for all training participants.
- Bring your own safety glasses. Computers, tools, and other class materials will be provided.
- Meals are the responsibility of the attendee.
- **During class time we will be accessing the Porsche PPN system to review the workshop manual. Make sure attendees have experience with their PPN connection and accessing the workshop manual via PCSS.**
- Please note that the cost to attend the class is included in the yearly PACC Program fee, however it is your responsibility to cover the participant travel and associated costs.

Cancellation and 'No-Show' Policy

- Cancellations must be communicated via e-mail to the PACC Coordinator (frank.turner@porsche.us) a minimum of 10 business days before scheduled class begins.
- Requests only apply to class attendance; cancellation of hotel and other travel arrangements are the responsibility of the attendee. ***Shops with cancellations inside the 10-day window that cannot be filled, or outright 'no-shows' will be assessed a \$1000 fee for each unused seat. Similar to the PACC application process, the sponsoring dealer will collect this fee and then reimburse Porsche.***

Travel Information

Atlanta, Georgia

One Porsche Drive, Atlanta, GA 30354

Airport

Atlanta Hartsfield International Airport (ATL) is very close to the training center

Atlanta Hotels

- **Kimpton Overland Hotel – (470) 466-3300**

This is a boutique hotel on Porsche grounds, about 100 yards from the collision classroom. There is a special Porsche rate, which may/may not be available based on Porsche room block availability. There is no need for a rental car if the participant is staying at this hotel. Note: Kimpton Overland Hotel guests have their own entrance to One Porsche Drive. At check in, get your visitor badge from Porsche Security at the hotel.

- **Hilton Atlanta Airport – (404) 767-9000**

This hotel is about 1.8 miles from One Porsche Drive, however, they have shuttle service to/from One Porsche Drive for attendees, based on our training start/release timetable, so there is no need to rent a car. There is a special Porsche rate, which may/may not be available based on Porsche room block availability. To book a room, please click on the following link:

<https://www.hilton.com/en/hotels/atlaahh-hilton-atlanta-airport/>

Eastvale, California

12567 Bellegrove Avenue, Eastvale, California 91752

Airport(s)

Ontario International Airport (ONT) is the closest to the training center. Depending on schedule both Los Angeles International Airport (LAX) and John Wayne Airport (SNA) are possibilities, however consider the time it takes to make the drive, considering the time of day and traffic flow.

Eastvale Hotel

- **Hyatt Place Ontario / Rancho Cucamonga**

The contracted hotel for Eastvale, CA training participants is the Hyatt Place Ontario/Rancho Cucamonga, located at 4760 East Mills Circle, Ontario, CA 91764. The Porsche rate is \$149.00 which includes breakfast and Lyft shuttle service to/from the airport and the training center.

For reservations, please contact 1 (888)-HYATTHP (888-492-8847) or <https://ontariomills.place.hyatt.com> Use the Porsche code 65910 to receive the Porsche rate.

Please note, for 2020 no other hotels in the Ontario area will provide a shuttle to the Porsche training center, including hotels we have previously contracted with. Ontario hotels often sell out weeks in advance; please make your arrangements as early as possible.

Appendix III – Porsche CSI Survey Template

1. Please rate your overall satisfaction with the exterior paint work performed (gloss, color match, etc.).

1	2	3	4	5	6	7	8	9	10
Unsatisfied				Satisfied				Very Satisfied	

2. Please rate your overall satisfaction with the body/chassis repairs (squeaks/rattles, panel fit, etc.).

1	2	3	4	5	6	7	8	9	10
Unsatisfied				Satisfied				Very Satisfied	

3. Please rate your overall satisfaction with the friendliness and professionalism of the staff.

1	2	3	4	5	6	7	8	9	10
Unsatisfied				Satisfied				Very Satisfied	

4. Was your vehicle returned to you clean? ☐ Yes ☐ No

If No, please provide specifics _____

5. Based on your experience, how likely are you to recommend this collision center?

1	2	3	4	5	6	7	8	9	10
Wouldn't Recommend				Might Recommend				Definitely Recommend	

6. Please rate your overall satisfaction with your repair experience at this facility.

1	2	3	4	5	6	7	8	9	10
Unsatisfied				Satisfied				Very Satisfied	

7. What influenced you to choose this collision center? Indicate all criteria that were relevant to your decision:

☐ Dealership Recommendation

☐ Friend/Relative/Co-worker Recommendation

☐ Insurance Company Recommendation

☐ Internet Rating Site

☐ (Free) Loaner Car Offered

☐ Officially approved or certified by my vehicle's manufacturer (if applicable)

☐ Location

☐ Advertising

☐ Rental Car Available On-Site or Nearby

☐ Internet car blogs/forums

☐ Repeat Customer

☐ Other: _____

8. Is this facility officially approved or certified by your vehicle's manufacturer?

☐ Yes ☐ No ☐ Don't Know

9. Please rate how likely you would be to consider a repair facility that is officially approved or certified by your vehicle's manufacturer?

1	2	3	4	5	6	7	8	9	10
Not Likely								Very Likely!	

Appendix IV – PACC Agreement Sample

Note: To be executed only upon completion of all PACC requirements, at the sole discretion of PCNA.

PORSCHE APPROVED COLLISION CENTER AGREEMENT

This Porsche Approved Collision Center Agreement (this "Agreement") is entered into as of this [] day of [], 2020 (the "Effective Date") by and between Porsche Cars North America, Inc. ("PCNA"), a Delaware corporation with its principal place of business at One Porsche Dr., Atlanta, GA., 30354 and [] ("Vendor"), a [] corporation with its principal place of business at []. PCNA and Vendor may each be referred to individually herein as "Party" and together as "Parties."

RECITALS

WHEREAS, PCNA is the sole authorized distributor in the United States of motor vehicles ("Porsche Vehicles") and parts and accessories ("Porsche Parts") manufactured and/or sold by Dr. Ing. h.c. F. Porsche AG ("Manufacturer"); and

WHEREAS, Vendor wishes to be appointed as an approved Porsche Vehicle collision repair center ("Porsche Approved Collision Center") at [] ("Approved Collision Center Facility"); and

WHEREAS, subject to the terms and conditions hereof, PCNA wishes to appoint Vendor as a Porsche Approved Collision Center.

NOW, THEREFORE, in consideration of the mutual promises set forth herein, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, PCNA and Vendor hereby agree as follows:

ARTICLE 1 APPOINTMENT

1.1 Appointment. PCNA hereby appoints Vendor for the Term (as defined below), and Vendor accepts such appointment, as a Porsche Approved Collision Center to perform the repair and re-conditioning of Porsche Vehicles ("Services") in accordance with the terms and conditions set forth in this Agreement (including, without limitation, the Standards, Program Information, and Related Documentation, all as defined below).

1.2 Non-Exclusivity. Vendor acknowledges and agrees that its appointment is non-exclusive, and that nothing in this Agreement gives Vendor an exclusive or protected territory or limits the

right of PCNA to appoint, approve, supply, or engage any other Porsche Approved Collision Center or authorized Porsche dealer at any location, whether in close proximity to Vendor or otherwise, as PCNA may determine from time to time in its sole discretion.

1.3 No Franchise. NOTHING IN THIS AGREEMENT WILL BE CONSTRUED TO CREATE A FRANCHISE RELATIONSHIP BETWEEN VENDOR AND PCNA AND NO PAYMENT CONTEMPLATED HEREUNDER WILL BE DEEMED TO BE THE PAYMENT OF A "FRANCHISE FEE." VENDOR ACKNOWLEDGES AND AGREES THAT THERE IS NO COMMUNITY OF INTEREST BETWEEN PCNA AND VENDOR IN THE MARKETING OF THE SERVICES COVERED BY THIS AGREEMENT AND THAT VENDOR IS NOT REQUIRED TO ADHERE TO A MARKETING OR BUSINESS PLAN PRESCRIBED OR SUGGESTED BY PCNA.

(a) Unless Vendor is currently an authorized Porsche dealer or franchisee under a PCNA Dealer Sales and Service Agreement, Vendor acknowledges that it is not a "dealer" or "franchisee" of PCNA as defined in any statute or regulation and that nothing herein appoints or authorizes Vendor as such. Further, and in this regard, Vendor will not hold itself out to the public as an authorized dealer in Porsche Vehicles, Porsche Equipment (as defined below), or Porsche Parts (collectively, "Porsche Products").

(b) Even if Vendor is owned and operated by an authorized Porsche dealer or franchisee, Vendor acknowledges that it is not a "dealer" or "franchisee" of PCNA under or pursuant to this Agreement.

(c) Vendor represents and warrants that it has more than two years of experience in providing the services contemplated by this Agreement and that it reasonably anticipates that its total sales to Porsche customers will not exceed twenty percent (20%) of Vendor's total dollar volume in sales during the first year in operation and thereafter.

ARTICLE 2

VENDOR OBLIGATIONS

2.1 Compliance With Standards. Vendor shall comply with and be subject to the Porsche Approved Collision Center Program Standards (the "Standards"), the Porsche Approved Collision Center Program General Information ("Program Information"), and any other documents, manuals, or service bulletins published by PCNA or Manufacturer with respect to the Services ("Related Documentation"), as any and all of the foregoing may be amended from time to time, including, without limitation, compliance with any obligations in any of the

foregoing relating to: (a) annual compliance audits, (b) use of Porsche Parts, (c) use of equipment and tools approved by PCNA ("Porsche Equipment"), (d) training of Porsche Approved Collision Center personnel, and (e) the performance of the Services. The Standards, Program Information, and Related Documentation are hereby incorporated by reference. In the event of a conflict among this Agreement, the Standards, the Program Information, and the Related Documentation, this Agreement, then the Program Information, then the Standards, then the Documentation will control.

2.2 Premises. Vendor shall perform the Services only at the Approved Collision Center Facility. Vendor will not make any material change in the Approved Collision Center Facility without the prior written consent of PCNA, unless such change is to meet any deficiencies set forth in a compliance audit performed in connection herewith. (Such audits are fully detailed in the Program Information.)

2.3 Performance of Services. Vendor shall at all times conduct its business (including, without limitation, its performance of the Services) in an ethical, fair, and courteous manner and shall avoid any conduct which might be harmful to the reputation and marketing of Porsche Products, or which is in any way inconsistent with the public interest. Vendor further commits to providing the highest levels of professional service and to achieving exceptional levels of customer satisfaction with respect to both the Services and Porsche Products. Finally, Vendor shall perform the Services in accordance with the Porsche Integrated Workshop Information System ("PIWIS"), as the same may be amended from time to time by PCNA.

2.4 Parts and Equipment. Vendor shall perform the Services using only genuine Porsche Parts and Porsche Equipment (including, without limitation, fluids, adhesives, and fasteners), sourced directly by the Vendor from an authorized Porsche dealer or supplier partner.

2.5 Personnel.

(a) Vendor shall continuously employ the services of no fewer than the number of qualified and trained personnel for the Porsche Approved Collision Center as PCNA may designate in writing from time to time. PCNA's current minimum is 2 trained technicians for a Porsche Approved Collision Center. Vendor alone, however, is responsible for the selection, employment, retention, and compensation of, and all other matters pertaining to, the personnel for the Porsche Approved Collision Center.

(b) PCNA will provide training courses from time to time to allow the Porsche Approved Collision Center to meet PCNA's personnel training requirements, the cost of which courses will be borne solely by Vendor.

2.6 Invoices. Vendor shall pay all invoices submitted in connection herewith within thirty (30) days after the date of invoice. Payments will be made to Vendor's sponsoring dealer, except where Vendor is wholly owned by an authorized Porsche dealer, in which case payments will be effected through PCNA's debiting of such dealer's parts account. Interest will be charged at the rate of one and one-half percent (1.5%), or the maximum rate allowed by law, per month on any unpaid balance if Vendor fails to timely satisfy such balance in full. Failure to pay invoices in a timely manner is cause for termination of this Agreement and the Parties' business relationship.

2.7 Audits. Vendor shall fully cooperate with any audits performed in connection herewith. The requirements and procedures for such audits are detailed herein and in the Program Information and Standards. Vendor acknowledges that its failure to cooperate during the course of any audit, or its failure to satisfy any requirements thereto (including, without limitation, any Standards), may result in termination or non-renewal, as the case may be, of this Agreement, in either case pursuant to Article 5.

ARTICLE 3

PORSCHE INTELLECTUAL PROPERTY AND SIGNAGE

3.1 Porsche's Marks.

(a) Vendor acknowledges and agrees that (i) PCNA has exclusive rights to use the trademark and trade name "Porsche" and the Porsche "shield" used in connection therewith (collectively, the "Marks") in the United States; (ii) the Marks are associated with and connote the high quality of automobiles manufactured by Manufacturer and its related entities; (iii) the Marks have acquired secondary meaning in the mind of the purchasing public; and (iv) PCNA and Manufacturer and its related entities have expended time, effort, and money to promote the Marks.

(b) Vendor will not engage in any conduct or practice that, in the sole opinion of PCNA, may or will be detrimental or harmful to the good will, reputation, or best interests of PCNA, any Mark, or any products or other goods manufactured, distributed, or sold by PCNA, Manufacturer, or any entities related thereto. In addition to any other remedies that may be

available to PCNA, Vendor shall immediately cease and desist from any such conduct or practice upon receiving notice from PCNA that such conduct or practice, in the sole opinion of PCNA, violates this Section 3.1(b).

(c) Nothing set forth in this Agreement, including, without limitation, this Article 3, will be deemed to limit the rights and remedies that may be asserted in or granted by a court of law with respect to an infringement of PCNA's rights in and to the Marks.

3.2 Use of Signage. Except for referring to itself as a "Porsche Approved Collision Center" during the Term, and except as a Mark is embodied in a plaque, sign, brochure, or other material provided to Vendor by PCNA in connection herewith (collectively, "Signage"), Vendor will not use in any manner Signage or any Mark, or authorize the use of Signage or any Mark, by any other person or entity, without the prior written consent of PCNA, which consent may be withheld by PCNA in its sole and absolute discretion. Any consent by PCNA to the use of Signage or any Mark by any person or entity will be subject to such terms and conditions as PCNA, in its sole and absolute discretion, may impose. In addition, Vendor will never use any Mark as part of Vendor's legal or assumed name. Vendor acknowledges and agrees that all Signage is owned exclusively by PCNA.

ARTICLE 4

REPRESENTATIONS AND WARRANTIES

4.1 Vendor. Vendor represents and warrants that:

(a) Vendor is duly organized, validly existing, and in good standing under the laws of its jurisdiction of incorporation or formation, and further that this Agreement, when executed and delivered, will constitute a valid and binding obligation of Vendor and will be enforceable against Vendor in accordance with its terms;

(b) All Services will be performed by Vendor in a professional and workmanlike manner and in accordance with such recommendations and specifications as may be furnished by PCNA or Manufacturer from time to time (including, without limitation, PIWIS, the Standards, Program Information, and Related Documentation);

(c) Vendor will perform the Services only at the Approved Collision Center Facility using only Porsche Parts and Porsche Equipment and, in accordance with Section 2.5, trained personnel; and

(d) This Agreement and all Services hereunder will be performed by Vendor in compliance with all applicable requirements of federal, state, and local laws and regulations.

4.2 No Warranties. NEITHER PCNA NOR MANUFACTURER MAKES ANY EXPRESS OR IMPLIED WARRANTIES, WRITTEN OR ORAL, AND ALL WARRANTIES ARE SPECIFICALLY EXCLUDED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES RELATING TO THE TRAINING OF PERSONNEL FOR THE PORSCHE APPROVED COLLISION CENTER AND ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS OF ANY PORSCHE PRODUCTS.

ARTICLE 5

TERM AND TERMINATION

5.1 Term. This Agreement will commence on the Effective Date and continue through one (1) year after such date, unless earlier terminated pursuant to this Agreement. Thereafter, unless one party provides written notice to the other of its intention not to renew this Agreement at least ninety (90) days prior to the end of the then-current term, this Agreement will automatically renew for successive one (1) year terms, provided that upon each such renewal term (a) Vendor enters into any revised or modified standard form Porsche Approved Collision Center Agreement that PCNA may hereafter, from time to time, offer to its Porsche Approved Collision Centers and (b) Vendor is in compliance with all audit requirements set forth in the Program Information and Standards for the term immediately preceding the upcoming renewal term. The "Term" means the original term of this Agreement and any extensions thereto.

5.2 Termination.

(a) Subject to PCNA's rights under Section 5.2(b), either Party may terminate this Agreement, for any reason or no reason, upon ninety (90) days prior written notice.

(b) Notwithstanding anything to the contrary, PCNA may immediately terminate this agreement upon written notice for any of the following reasons: (i) PCNA, in its sole discretion, determines Vendor's performance of Services hereunder is or was negligent or the product of willful misconduct; (ii) Vendor is found to be less than one hundred (100%) in compliance with the Standards in an audit and Vendor fails to timely correct such deficiencies as contemplated by and in accordance with the Program Information and the Standards; or (iii) Vendor is in material breach of this Agreement or the Program Information and fails to cure such breach within ten (10) business days after PCNA's

provision of notice of the same. Further, any such negligence or willful misconduct or breach may, in the event Vendor is an authorized dealer of Porsche Vehicles, constitute a breach of Vendor's dealer agreement with PCNA.

(c) This Agreement will automatically terminate, without notice, (i) upon the filing by or against Vendor of a proceeding in bankruptcy or for any relief under any law relating to the relief of debtors; (ii) upon the appointment of a receiver for Vendor; (iii) upon Vendor's liquidation, readjustment of indebtedness, or reorganization; (iv) if Vendor ceases to conduct ordinary business operations for a period of five (5) or more business days; or (v) if Vendor fails to maintain a debt-to-equity ratio of at least 1:1.

5.3 Effect of Termination.

(a) In the event of termination or expiration, Vendor shall, at its own expense, immediately cease using and remove all Signage and Marks and return the same to PCNA. In this regard, Vendor acknowledges and agrees that PCNA will have the right, but not the obligation, of entry onto the Approved Collision Center Facility to remove and collect any and all Signage and Marks at Vendor's expense, provided PCNA determines in its absolute discretion that Vendor has failed to immediately cease using and remove such Signage and Marks. Vendor shall transfer to PCNA all of Vendor's Porsche customer service files. Upon Vendor's written request, PCNA shall return such customer service files to Vendor after PCNA has copied the same at PCNA's expense. For the avoidance of doubt, and notwithstanding anything to the contrary, neither any termination or expiration of this Agreement nor Vendor's obligations under this Section 5.3 will excuse Vendor's completion of all Services due hereunder (including, without limitation, its completion of all outstanding or pending work orders) and, at PCNA's request, Vendor shall complete all such outstanding Services. In this regard, any provisions set forth in this Agreement related in any manner to such outstanding Services will remain in full force and effect until such time as Vendor completes all such outstanding Services. Since Vendor's obligations under this Section 5.3(a) are of such a nature that it is impossible to measure in money the damages that PCNA would suffer if they are not performed, Vendor acknowledges and agrees that PCNA will be entitled to maintain an action to compel the specific performance by Vendor of these obligations.

(b) Any business relations of any nature whatsoever between PCNA and Vendor after termination or expiration of this Agreement will not operate as an extension or renewal of this Agreement. Nevertheless, such business relations, so long as they are continued, will

be governed by terms identical to those of this Agreement. In the event Vendor is an authorized dealer of Porsche Vehicles, termination of this Agreement will not terminate Vendor's dealer agreement with PCNA (although PCNA reserves all of its rights under such agreement).

ARTICLE 6 **CONFIDENTIALITY**

6.1 Confidentiality. Vendor acknowledges that it may, in the course of performing the Services or satisfying its obligations hereunder, be exposed to or acquire information that is proprietary or confidential to PCNA or Manufacturer ("Confidential Information"). Vendor agrees to hold all Confidential Information in strict confidence and not to use such information for any purposes whatsoever other than pursuant to and in accordance with the terms and conditions set forth in this Agreement. In maintaining the confidentiality of the Confidential Information, Vendor shall exercise the same degree of care that it exercises with its own confidential information, but in no event less than a reasonable degree of care.

6.2 Exceptions. The obligation of confidentiality contained in this Agreement will not apply to the extent that Vendor (a) is required to disclose information by order or regulation of a governmental authority; provided that Vendor not make any such disclosure without first notifying PCNA and allowing PCNA a reasonable opportunity to seek injunctive relief from (or a protective order with respect to) the obligation to make such disclosure or (b) can demonstrate that (i) the disclosed information was at the time of such disclosure to Vendor already in (or thereafter entered) the public domain other than as a result of actions or inactions of Vendor or its personnel in violation hereof, (ii) the disclosed information was known to Vendor before the date of disclosure to Vendor, or (iii) the disclosed information was received by Vendor on an unrestricted basis from a source unrelated to PCNA not under a duty of confidentiality to PCNA.

ARTICLE 7 **INDEMNIFICATIONS; INSURANCE**

7.1 Indemnification by Vendor. Vendor shall defend, indemnify, and hold PCNA and its affiliates, parents, subsidiaries, and other related entities harmless from and against any and all claims, demands, actions, liabilities, judgments, settlements, and costs and expenses (including reasonable attorneys' fees) arising out of or in connection with any of the following:

(a) Any breach by Vendor of a representation, warranty, or other obligation set forth in this Agreement;

(b) Any third-party claim arising out of or related to the Services or the performance of this Agreement (including, without limitation, the repair by Vendor of any Porsche Vehicle); and

(c) Any actual or alleged negligence, error, omission, or act by Vendor relating to the Services.

7.2 Insurance. Vendor shall maintain at all times during the Term at least the following insurance coverage: (a) Garage Liability and Garagekeeper's Liability on a direct primary basis which may be written in combination with (b) (i) Comprehensive General Liability, including Products/Completed Operations, and (ii) Automobile Liability. All coverages must be written on an "occurrence basis" and liability coverages must have aggregate limits of not less than Two Million (\$2,000,000) Dollars per occurrence. In addition, Vendor shall maintain Workers Compensation Insurance in amounts sufficient to comply with applicable laws and Employers Liability limits of at least One Million (\$1,000,000) Dollars. All policies of insurance will be maintained with reputable insurers, reasonably acceptable to PCNA. PCNA and its assigns will be listed as Additional Insured on all coverages with the exception of Workers Compensation. Vendor shall, upon request, promptly supply PCNA with certificates of insurance evidencing the above coverages.

ARTICLE 8

LIMITATIONS OF LIABILITY

8.1 Exclusions of Liability. Vendor acknowledges and agrees that PCNA will have no liability to Vendor for any expenditure made or incurred by Vendor in connection with (a) qualifying for appointment as a Porsche Approved Collision Center or (b) the performance of Vendor's obligations, or the conduct of Vendor's business, pursuant to this Agreement.

8.2 Limitation of Liability. UNDER NO CIRCUMSTANCES AND UNDER NO LEGAL THEORY, WHETHER IN TORT, CONTRACT, OR OTHERWISE, WILL PCNA OR ITS RELATED ENTITIES BE LIABLE TO VENDOR FOR LOSS OF PROFITS, LOSS OF GOODWILL, OR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED IN CONNECTION WITH THIS AGREEMENT (INCLUDING, WITHOUT LIMITATION, VENDOR'S PERFORMANCE OF SERVICES HEREUNDER AND PCNA'S PERFORMANCE OF ITS OBLIGATIONS HEREUNDER), IRRESPECTIVE OF WHETHER PCNA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND REGARDLESS OF THE FORESEEABILITY OF SUCH DAMAGES.

ARTICLE 9
MISCELLANEOUS

9.1 Authority. Vendor acknowledges that only PCNA's Manager, AfterSales Training has the authority to waive any performance of this Agreement on behalf of PCNA or amend or otherwise vary this Agreement (including any obligations herein) pursuant to Section 9.8.

9.2 Waiver. The waiver by either Party of any breach or violation of or default under any provision of this Agreement will not operate as a waiver of such provision or any subsequent breach thereof or default thereunder. The failure or refusal of PCNA to exercise any right or remedy will not be deemed a waiver or abandonment of such right or remedy.

9.3 Notices. All notices required or permitted to be given under this Agreement will be delivered by hand, sent by certified mail with return receipt requested, or sent by an overnight delivery service having a reliable means of confirming delivery. In any case, notices will be deemed given when received. Notices are to be addressed as follows:

- (a) If to Vendor: []
 ATTN: []
 []
 []
- (b) If to PCNA: Porsche Cars North America, Inc.
 ATTN: Manager, AfterSales Training
 One Porsche Dr.
 Atlanta, Georgia 30354

9.4 Independent Contractor. Vendor is an independent contractor and neither Vendor nor any employee of Vendor is an agent, partner, joint venture, or employee of PCNA by virtue of this Agreement. In this regard, Vendor shall conduct all of its operations on its own behalf and has no authority to act for or on behalf of PCNA or to assume or create any obligations or responsibilities therefor. As an independent business owner, Vendor agrees that: (i) the relationship created by this Agreement is not a relationship between principal and agent, nor is it a fiduciary relationship; (ii) PCNA is not the employer or co-employer of any employee that Vendor hires; (iii) Vendor is responsible for ensuring that its business operates in accordance with the law of the state, county, city, and town in which Vendor operates; and (iv) PCNA shall not be liable for damages to any person or property arising directly, or indirectly, out of the operation of Vendor's business nor liable for any

taxes, assessments, fines or penalties levied upon Vendor or arising out of Vendor's business.

9.5 Choice of Law. This Agreement will be governed by and construed in accordance with the laws of the state of Georgia, without regard to its choice of law principles. Further, subject to Section 9.6, the Parties hereby consent to the jurisdiction of the state and federal courts within the state of Georgia in any action, suit or proceeding arising out of this Agreement.

9.6 Arbitration. Any controversy or claim arising out of or relating to this Agreement or breach thereof will be settled by arbitration in accordance with the Commercial Rules of the American Arbitration Association. The arbitration will be conducted in Atlanta, Georgia. Judgment upon the award rendered may be entered in any court having competent jurisdiction thereof. Any award rendered hereunder will be final and binding on all parties thereto. Notwithstanding the foregoing, PCNA will have the right to seek injunctive relief in connection with any breaches of this Agreement in any court having competent jurisdiction.

9.7 Survival. The following provisions will survive any termination or expiration of this Agreement: Sections 1.3, 2.6, 3.2, 5.3, 6, 7, 8, 9.2, 9.5, and 9.6.

9.8 Amendments. This Agreement may not be varied, modified, or amended except by an express instrument in writing to that effect signed on behalf of both parties, provided that any such change will be subject to the authority restrictions set forth in Section 9.1.

9.9 Assignment. This Agreement will be binding upon and inure to the benefit of the Parties and their respective successors and permitted assigns. Neither this Agreement, nor any part thereof or interest therein, may be transferred or assigned, whether by merger, sale, change of control, or otherwise, without the prior written consent of PCNA, which consent may be withheld in PCNA's sole and absolute discretion.

9.10 Force Majeure. Except as otherwise expressly set forth in this Agreement, neither Party shall be deemed to have defaulted under or breached this Agreement for failure or delay in fulfilling or performing any term of this Agreement, to the extent such failure or delay is caused by circumstances beyond the reasonable control of the affected Party (a "Force Majeure"). A Party affected by a Force Majeure shall use its best efforts to remedy, remove, or mitigate such event and the effects thereof with all reasonable dispatch. Such affected Party shall also promptly notify the other Party, explaining the nature, details, and expected duration thereof. Further, such affected Party shall notify the other Party from time to time as to when the affected Party reasonably expects to resume performance in whole or in part of its obligations hereunder, and

notify the other Party of the cessation of any such event. In the event that a Party's performance is delayed by more than thirty (30) days due to a Force Majeure, then the other Party shall have the right to terminate this Agreement immediately upon written notice to the affected Party.

9.11 Severability. To the extent that any provision of this Agreement is found by any court of competent authority to be invalid, unlawful, or unenforceable in any jurisdiction, that provision will be deemed to not be a part of this Agreement, and will neither affect the enforceability of the remainder of this Agreement nor the validity, lawfulness, or enforceability of that provision in any other jurisdiction.

9.12 Headings. The headings and titles of Articles and Sections in this License Agreement are for convenience of reference only and are not intended to be conclusive as to the meaning or construction of the provisions of this Agreement.

9.13 Counterparts. This Agreement may be executed in multiple counterparts, each of which will be deemed an original, but all of which together will constitute one and the same instrument.

9.14 Merger. This Agreement, together with the Standards, the Program Information, and the Related Documentation, contains the entire agreement and understanding between the Parties with respect to the subject matter herein, and supersedes all prior agreements, understandings, and arrangements, whether written or oral, between the parties. No representations or statements, other than those expressly set forth or referred to in this Agreement, were made or relied upon in entering into this Agreement.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be effective as of the date first set forth above.

PORSCHE CARS NORTH AMERICA, INC.

VENDOR

Signature: 

Signature: _____

Name: Randy Burnsworth

Name: _____

Title: Manager, Porsche Academy Technical Training

Title: _____

Date: [] 2020

Date: _____