



PORSCHE



The Porsche Approved  
Collision Center

## Peace of mind with the Porsche Approved Collision Center (PACC).

### Why PACC?

If your Porsche vehicle ever requires collision repairs, it is only natural that you would want the best service available. Now, with the creation of the PACC program, premium service and repairs are easily accessible.

Every PACC meets a strict set of Porsche standards and specifications.

Excellence in customer service is a primary goal. The Porsche promise is to strive for 100 percent customer satisfaction in all transactions, from beginning to end.

One of the major strengths of Porsche is its creativity. So for us, no-one can remember things ever standing still, even in the body shop. This is where Porsche has developed its unique bodyshell series production—from the tried and tested smart lightweight steel bodies to the multi-material mix. The difference: while lightweight steel bodies primarily use steel and

aluminum components, the multi-material mix bodyshells are made from a variety of metals from steel to magnesium and aluminum; repairs that should only be trusted to PACC. The new bodyshell technology dictates new, complex procedures for their repair. The weight savings is considerable, as demonstrated by the current 911 (Type 991), whose



bodysell weighs around 14 percent less than that of its predecessor. Yet we continue to work on every single gram.

### **The PACC experience.**

Compliance with Porsche standards is essential to making your “Porsche Perfect Ownership Experience” extend to your collision repair needs.

To guarantee this, an authorized Porsche representative will conduct periodic on-site audits of each center, ensuring that you receive only the finest quality repairs. Only repair centers that continually meet our inspector's rigorous standards will achieve and maintain the PACC designation. In addition, certain parts for advanced repairs will only be

available to PACC centers. To ensure that your Porsche vehicle receives expert craftsmanship, all centers adhere to the work instructions contained in the Porsche Workshop Information System. This specifies the usage of procedures, materials, tools, and equipment required to conduct high-quality repairs.

A trained, on-site estimator with a thorough understanding of the Porsche repair guidelines is prepared to make efficient and thorough assessments of any collision damage. For further quality assurance, a PACC manager, knowledgeable in the Porsche repair process, will oversee any collision repair work. Only technicians who have met the





stringent training requirements established by Porsche are permitted to repair Porsche vehicles under the PACC program. In addition, all collision repairs done at PACC use Genuine Porsche parts. Lastly, your vehicle undergoes a final pre-delivery quality inspection to ensure that you are satisfied with the completed collision work.

### **Customer Satisfaction.**

Quality repairs mean nothing without customer satisfaction. The PACC program's main goal is to ensure any Porsche owner in need of collision repair is pleased with their experience.

You will be updated on the progress of collision repairs every other day. Once your vehicle is placed in the

capable hands of a PACC, rest assured that it is in a safe and secure environment. After completing repairs on your vehicle, the PACC will provide a detailed invoice of work completed, and a thorough explanation of all the work performed.

PACC. Professional service to give you peace of mind.





## The “Porsche Perfect Ownership Experience”

Owning a Porsche is one of the most rewarding and exciting experiences one can have. This is due in part to the high level of professional service available to Porsche owners. To further extend this professional service, Porsche Cars North America (PCNA) has created the Porsche Approved Collision Center (PACC) program. PACC repair centers have

highly skilled and trained technicians, who adhere strictly to the repair procedures published by Porsche. The centers use only Genuine Porsche parts, materials, tools, and equipment to repair damage. All of this helps to ensure the “Porsche Perfect Ownership Experience.” Participating authorized Porsche dealers in the United States and

Canada can offer these services to owners through a designated Porsche Approved Collision Center.

**To locate a Porsche Approved Collision Center, please visit [www.porschecollisioncenter.com](http://www.porschecollisioncenter.com) and enter your zip code.**





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