



# **Porsche Academy**

Porsche Approved Collision Center Program

**Standards 2012**

# PORSCHE

## **APPROVED COLLISION CENTER PROGRAM**

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# Standards 2012

## General Management

### Program Requirements

1. The Porsche Approved Collision Center buildings, facilities, and customer areas must positively represent the Porsche brand.
2. The Porsche Approved Collision Center ("PACC") must strictly adhere to the work instructions contained within the Porsche Integrated Workshop Information System ("PIWIS") – including the use of procedures, materials, tools and equipment specified therein.
3. The PACC must be suitable for the safe, efficient, and environmentally sound completion of body and paint repairs to Porsche vehicles.
4. The PACC must utilize a Porsche approved paint supplier and must only use the approved paint products when refinishing Porsche vehicles. Should the PACC use any refinish products other than the approved paint brands, it will be the PACC's responsibility to provide verifiable proof of the use of approved products on Porsche vehicles, e.g. purchase history, mix reports, etc.
5. From time to time and in the sole discretion of Porsche Cars North America (PCNA), the Porsche Approved Collision Center Program Standards (the "Standards") may be changed or modified.
6. Should the PACC drop below 100% compliance at any time, the PACC must notify PCNA according to the following: Report the deficiency within 30 days, submit a corrective action plan within 60 days and resolve the deficiency within 120 days.

### Personnel

7. PACC employees must present an image that positively represents the Porsche brand.
8. The PACC must have a receptionist on-site during business hours.
9. The PACC must have a trained estimator on-site who has a thorough understanding of Porsche repair guidelines.
10. The PACC must have a minimum of one Porsche customer service representative who will act as a liaison for all Porsche vehicle owners.
11. The PACC manager must be knowledgeable of Porsche repair processes and be responsible for overseeing quality assurance of Porsche collision repairs.
12. The PACC management must make requisite training available for all staff when requested by PCNA.
13. Appropriate PACC staff must attend relevant meetings, conferences as requested by PCNA.
14. PACC employees must be able to read and understand MSDS documentation.

### Facility

15. The PACC reception area must include a comfortable waiting area, a telephone for appropriate customer use and suitable reading material.
16. The PACC must have available amenities such as refreshments, coffee, bottled water, etc. to all Porsche vehicle owners and guests. Wireless Internet access is recommended.
17. The PACC must have restrooms available for customer use convenient to the PACC; restrooms must be clean, well maintained and appropriate for Porsche vehicle owners.
18. The PACC must provide adequate parking for customers in an area that is clearly marked and easily accessible; customer parking areas must have a suitable surface of either pavement or concrete in a well-lit area.
19. The PACC's total number of parking spaces must be at least equal to 2 times the number of production bays inside the building.
20. The PACC must meet all Americans with Disabilities Act (ADA) guidelines for accessibility and parking.
21. The PACC must have a clean, well-lit vehicle customer delivery area.
22. The PACC must be equipped with high-speed Internet access.

23. All trademarks, trade names, plaques, signs, and any other materials or intellectual property rights provided or licensed in connection with the PACC Program must be used in strict accordance with those guidelines set forth in the Porsche Approved Collision Center Agreement executed by the parties, as well as any other restrictions or guidelines that PCNA may prescribe from time to time in its sole discretion.
24. The PACC must meet all local, state, and nationally legislated operating requirements (EPA, OSHA, NFPA, etc).
25. The PACC must have a licensed contractor for hazardous waste disposal in compliance with local and federal legislation; the contractor's license must be provided upon request.
26. The PACC must have at least one work stall with a Porsche approved vehicle lift. (Two post lift with three way adjustable arms and a minimum 6000lb capacity)
27. The PACC must have a clean and well maintained area to perform damage analysis and repair plan development.
28. The PACC must have a secure, well-lit and ventilated storage area for new parts and components removed from the vehicle during repairs.
29. The PACC must store damaged vehicles out of sight and in a secure manner.
30. The PACC must have covered storage or utilize appropriate protection to prevent the vehicle's interior and or engine compartment from being exposed to the elements.
31. Lighting standards (measured at 36" above the floor surface): A minimum of 70 foot-candles in the metal working area, a minimum of 90 foot-candles in the paint shop, paint preparation areas, and detail shop. Color matching areas are to have color corrected bulbs.
32. The Approved Collision Center Facility must have a dedicated workspace for aluminum repairs to take place in. This area must be isolated from the other work areas so that airborne steel particulate cannot contaminate the workspace. For example, floor to ceiling curtain walls are acceptable.

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## Operations I

### Financial and Insurance

33. The PACC must maintain those insurance requirements set forth in the Porsche Approved Collision Center Agreement. (reference article 7.2)
34. The PACC's parts account must be current within dealer credit requirements.
35. The PACC must provide Porsche or its designee financial performance information as requested or required on a monthly basis, in the required web based format.
36. Porsche customer traffic counts must be reported to the Porsche dealer (and/or PCNA) on a monthly basis, upon request. (Number of estimates written and number of vehicles repaired)

### Customer Relations

37. The PACC's customer handling process must meet the Porsche vehicle owner's expectation.
38. The PACC must communicate repair progress to the customer via phone or email every other day.
39. The PACC must provide customers with a detailed invoice of work completed, as well as a thorough explanation of all work performed.
40. The PACC must be enrolled in and make use of Performance Feedback CSI service for every Porsche repair order.
41. The PACC manager will be responsible for a satisfactory solution and/or communication of an agreed solution to customer complaints within twenty-four hours.
42. All Porsche customer complaints and corrective actions must be documented and logged in the respective customer repair file.
43. Customer service representatives must dress appropriately in business or business casual attire relative to the area, wear name tags, and be easily identifiable to customers.

### Facility Office Automation

44. The PACC must have computer(s) with Internet access for customer and prospect contact, follow-up and reporting to program administrator.
45. All client advisors and/or estimators must have access to PIWIS and be trained in its use.
46. The PACC must have an up-to-date dedicated business email address.
47. The PACC must have digital photography capability (digital camera).
48. The PACC must have and use an up to date electronic estimating system.
49. The PACC must have working printing, copying and faxing capabilities.
50. The PACC must have a system for callers to leave a message.

### Sales Process

51. The Porsche customer must be greeted promptly upon entering the PACC and offered assistance.
52. The hours of operation and telephone contact information must be clearly displayed for customer convenience (visible from inside and outside).
53. The PACC must capture and input full Porsche customer information into an electronic database.
54. 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.
55. Labor rates and other customary charges must be available to all Porsche customers. Rates can be either posted or available upon request via rate sheet.
56. Contact information and business cards of the PACC manager and client advisor must be provided to all Porsche customers.
57. Porsche client advisors must explain the repair process and any vehicle warranty implications.
58. Porsche client advisors must explain the repair warranty offered by the PACC.

**Operations II****Service Process**

59. The PACC must have a process in place to schedule repair appointments suitable to controlling the workload.
60. Porsche vehicle owner repair appointments must be given preferred priority.
61. The insurance provider and/or Porsche customer must authorize additional said work required before work commences.
62. The PACC must offer shuttle service or alternate transportation (at customer and/or insurance company expense) when requested.
63. Porsche customers must be provided with ample notice of work completion date and a scheduled appointment for pick-up or delivery.
64. The PACC must contact customers as a follow-up courtesy within 3 to 5 business days of vehicle delivery to assure satisfaction with the repairs and to identify any customer concerns; this action is unrelated to Performance Feedback's service.
65. The PACC manager and/or customer service representative must be available to test-drive the vehicle with customer, if requested.
66. All Porsche vehicles are to be delivered thoroughly cleaned inside and out, with memory selections returned to their original positions. (I.e.: seats, mirrors, radio stations, etc).
67. Upon arrival, all Porsche vehicles must be visually inspected and with customer and photographed to note current condition and any pre-existing damage.
68. Any and all warranties must be presented and explained to the customer.
69. All Porsche deliveries must be conducted by the client advisor or by the PACC manager.
70. Instructions outlining precautions or guidelines pertaining to the repaired and/or refinished areas of the vehicle must be provided to the customer.
71. The PACC must never allow parts to be stored in the passenger compartment of any Porsche vehicle.
72. Porsche vehicles must be protected against further damage when in the control, care and custody of the PACC.
73. No items may be placed on any Porsche vehicle while in the care of the PACC.
74. All undamaged areas of the Porsche vehicle must be protected from weld spatter, grinding sparks and overspray from paint or other damaging elements.
75. The PACC must always use seat covers, floor mats and steering wheel covers to help keep the interior of all Porsche vehicles clean.
76. When any welding is to be done to any Porsche vehicle, appropriate measures to protect the electrical system must be taken as specified within PIWIS.
77. No PACC employee is permitted to smoke, eat or drink inside a customer vehicle.
78. The PACC must only use fluids specified by Porsche AG via PIWIS.

**General**

79. The PACC must utilize only Porsche Parts purchased from any authorized PCNA or PCL Dealer.
80. Each Porsche vehicle must undergo a final pre-delivery quality inspection.
81. The PACC must have sufficient quantities of prominently displayed PACC Program materials, additional product brochures, Porsche Certified Pre-Owned materials, promotional program materials and current Sales, Service and Parts Literature on hand.

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## Training Requirements

### General Information

82. Each time the PACC is audited, a "training need" analysis will be carried out, generating the PACC's training requirements, which will be included in the "gap analysis" and "corrective action plan." To maintain PACC Program compliance, the training requirements must be completed on time; the required courses must be completed along with a passing score (if applicable).
83. All PACCs must demonstrate an on-going commitment to training and associate development.
84. All technicians that repair Porsche vehicles must be registered and have their own individual accounts in the Porsche Partner Network (PPN) and the Porsche Academy Learning Management System (PALMS).
85. Only Porsche trained technicians that have met the training requirements established by PCNA will be permitted to repair Porsche vehicles under the PACC Program. Enrollment in a training class is not acceptable proof of meeting the requirement.
86. The PACC will grant PCNA or its designated agent permission to audit PACC repair orders to determine whether compliance is being met.

### Body / Collision Repair Technician(s)

87. Porsche Academy Training Courses
  - I. P50 Introduction to Porsche Collision Repair Technology
  - II. P51 Hybrid Body Structures

**Important Note:** The Porsche Academy will be continuously developing new courses; these will be added to the requirements as soon as they are available.

88. I-CAR Training  
Body / Collision repair technicians must fulfill the following:
  - I. Declare themselves "Steel Structural Technician" with respect to the I-CAR Professional Development Program
  - II. Attain "I-CAR Platinum Individual" designation
  - III. Maintain "I-CAR Platinum Individual" designationSubmission of I-CAR Platinum Individual certificate is necessary to fulfill this requirement.
89. ASE Master Certification
  - I. Non-Structural Analysis and Damage Repair B3
  - II. Structural Analysis and Damage Repair B4
  - III. Mechanical and Electrical Components B5
  - IV. Painting and Refinishing B2 OR Damage Analysis and Estimating B6



**Refinish Technician(s)**

- 90. Paint Supplier Training:
  - I. Glasurit®
  - R-M®
  - PPG®
  - Nexa Autocolor®
  - Standox®
  - Spies Hecker®
- 91. I-CAR Training  
Refinish technicians must fulfill the following:
  - I. Declare themselves "Refinish Technician" with respect to the I-CAR Professional Development Program
  - II. Attain "I-CAR Platinum Individual" designation
  - III. Maintain "I-CAR Platinum Individual" designationSubmission of I-CAR Platinum Individual certificate is necessary to fulfill this requirement.
- 92. ASE Certification
  - I. Painting and Refinishing B2

**Estimator(s)**

- 93. PCNA Damage Analysis (Offered by DuPont Performance Services)
- 94. I-CAR Training  
Estimator(s) must fulfill the following:
  - I. Declare themselves "Estimator" with respect to the I-CAR Professional Development Program
  - II. Attain "I-CAR Platinum Individual" designation
  - III. Maintain "I-CAR Platinum Individual" designationSubmission of I-CAR Platinum Individual certificate is necessary to fulfill this requirement.
- 95. ASE Master Certification
  - I. Non-Structural Analysis and Damage Repair B3
  - II. Structural Analysis and Damage Repair B4
  - III. Mechanical and Electrical Components B5
  - IV. Damage Analysis and Estimating B6

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## Tool and Equipment Standards

### General Information

96. The PACC must utilize tools, equipment and materials approved by PCNA for the repair of Porsche vehicles.
97. The PACC must maintain inventory of general workshop equipment consistent with industry requirements.
98. The PACC must have at its disposal certain Porsche special service tools and equipment. While these tools may be found in a dealer's service department, the PACC is required to replicate such tools in the collision center.
99. The volume of Porsche repairs may require the PACC to have more than the minimum of any required tool or piece of equipment.
100. Where multiple brands of a certain repair equipment type are approved, the PACC must use at least one brand for service of Porsche vehicles.

### Conditions

101. The PACC must have all of the tools and equipment identified on site before approval is granted.
102. The PACC must have adequate tooling and equipment available to sufficiently meet the needs of its customers.
103. In the event that a change in the tool and equipment requirements is made so that additional or different tools, equipment or materials are required, the PACC will be given a reasonable time limit to attain compliance.
104. All equipment must be kept in good condition and maintained in working order; the PACC should be prepared to demonstrate the fitness of any specified tool for the intended application.

## Required Tools and Equipment

### General Workshop Requirements

105. A high-pressure, high volume compressed air system providing oiled and moisture-free compressed air.
106. Refrigerant, desiccant or membrane type compressed air drying and filtration unit.
107. Computer(s) capable of connecting to PIWIS and Porschecollisioncenter.com; connected via high-speed Internet service.
108. Porsche approved four-wheel alignment capabilities. If the PACC is not so equipped, all Porsche vehicles must have their four-wheel alignments carried out at any PCNA or PCL Dealer.
109. Tire mounting and balancing capabilities; if the PACC is not so equipped, all Porsche wheels and tires must be mounted and balanced at any PCNA or PCL Dealer.

### Paint Shop

110. Paint system; only the following brands may be used for the repair of Porsche vehicles:
  - Glasurit®
  - R-M®
  - PPG®
  - Nexa Autocolor®
  - Standox®
  - Spies Hecker®
111. Computerized paint formula retrieval system capable of VOC tracking and label printing.
  - An electronic mixing scale interfaced to the mixing system computer.
  - A printer capable of creating container labels and printing various reports.
112. The PACC must have a dedicated paint mixing room with exhaust fume extraction and lighting of a minimum 70 foot-candles.
113. At least one downdraft paint cabin capable of low-bake operations with the following minimum specifications:
  - The ceiling filter should be at least 160 sq/ft.
  - Lighting system utilizing daylight-corrected lamps with a Color Rendering Index (CRI) of 96 or greater.
  - Lighting levels of 100 foot-candles at the cabin floor or filter grating.
  - Exhaust system capable of 125 ft/min measured at the face of the vehicle shell at 19,000 CFM.
  - Heat supply system with direct-fired burners at 1.5 MBTU capacity.
114. An adequate number of flammable liquids storage cabinets.
115. An electronic dry film thickness gauge capable of measuring coating thicknesses on both ferrous and non-ferrous substrates.
116. A positive pressure supplied air respirator system capable of providing Grade "D" breathing air:
  - Breathable air should be available in any paint enclosure (paint cabin, prep station) as well as anywhere vapors may be present such as the paint mixing room.
117. High transfer efficiency (HVL) spray equipment.
118. Painter suits and other protective safety gear suitable for use when mixing and applying refinish materials.
119. An enclosed paint gun cleaner.
120. Solvent recycler.

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### Metal Shop

121. The PACC must have a minimum of one computer workstation with an Internet connection and access to PIWIS located in the metal shop.
122. Structural Damage Measuring and Straightening Equipment.
  - Car Bench System (See Addendum A for detailed list of components required).
  - Car-O-Liner Bench System (See Addendum A for detailed list of components required).
  - Celette Bench System (See Addendum A for detailed list of components required).
123. The PACC must utilize the yearly maintenance service offered by the manufacturer of their Approved Structural Damage Measuring Equipment vendor; all relevant benches must have this maintenance service.
124. Compression Resistance Spot Welder:
  - Car-O-Liner CTR12000 (Or VAS 6755)
  - Elektron MULTISPOT MI-100control (Or VAS 6535).
  - Elmatech MIDIsport QSVM 9000, Elmatech MIDIsport QSVM 12000 (Either Car-O-Liner or Celette Branded).
  - Tecna Spot 3664 SMART, Tecna Spot 3664 SMART PLUS or VAS6530.
  - Wielander & Schill InvertaSpot GT (Or VAS 6545).
125. Gas Metal Arc (GMA) welder (220 Volt) with the following specifications:
  - Capable of feeding 0.6mm or 0.8mm (0.023" or 0.030") diameter steel welding wire.
  - Continuous welding mode with an automatic stitch weld timer.
  - Welder chassis must be capable of carrying one large gas cylinder.
126. Mobile welding screen (one per GMA welder).
127. Fire-retardant welding blankets of a sufficient quantity.
128. Battery charger, 40 Amps capacity minimum.
129. Torque wrenches in the following specifications:
  - 1/4" insert, 4-20 Nm range with 1 Nm divisions
  - 3/8" insert, 20-100 Nm range with 1 Nm divisions
  - 1/2" or 3/4" Insert, 75-400 Nm range, 25 Nm divisions
130. Portable hydraulic ram kits, 4-ton and 10-ton capacities.
131. R134 refrigerant recharging/recovery/recycling station.
132. Pressure-type corrosion protection applicator.
133. Dent-pulling stud welder(s) for steel panels.
134. Battery booster and/or battery jumper box.
135. An adequate number of hydraulic floor jacks and jack stands.
136. The PACC must own all Porsche special tools referenced as required in Addendum A.

### Best Practices (Recommended but not required)

- Central or portable dust collection equipment and associated tooling.
- Refrigerant leak-testing equipment.
- Parts storage units convenient to technicians, either shelving or mobile parts carts.

**Addendum A – Required Special Service Tools and Equipment****Required Tools & Equipment**

<b>Description</b>	<b>Ordering Number</b>	<b>Supplier</b>	<b>New</b>
Angle Screwdriver	000 721 966 60	Porsche Parts Department	
Lid Prop	000 721 970 40	Porsche Parts Department	
Adjusting Device	000 721 972 60	Porsche Parts Department	
Adjusting Tool	000 721 973 70	Porsche Parts Department	
Installation Tool	000 721 974 40	Porsche Parts Department	
Inspection Gauge	000 721 974 80	Porsche Parts Department	
Assembly Aid	000 721 975 10	Porsche Parts Department	
Socket Wrench Insert	000 721 975 20	Porsche Parts Department	
Socket Wrench	000 721 983 50	Porsche Parts Department	✓
Gap Gauge	3371	Snap-On Business Solutions	
Door Adjustment Wrench	3320	Snap-On Business Solutions	
Torque Wrench	VAG1783	Snap-On Business Solutions	✓
Double Cartridge Gun	VAS5237	Snap-On Business Solutions	
Aluminum Hand Tool Set	VAG2010/2	Snap-On Business Solutions	✓
Pneumatic Saw	VAG1523A	Snap-On Business Solutions	✓
Assembly Tool	T10389	Snap-On Business Solutions	✓
Special Hook	3370	Snap-On Business Solutions	✓
Taurus 4 Rivet Gun "PCNA Edition"	571110P	Reliable Automotive Equipment	
Trim Wedge Nr. 1	581101	Reliable Automotive Equipment	
Trim Wedge Nr. 2	581102	Reliable Automotive Equipment	
Trim Wedge Nr. 4	581104	Reliable Automotive Equipment	
Trim Wedge and Scraper Set	581110	Reliable Automotive Equipment	
Vario Drill WS 90	601001	Reliable Automotive Equipment	
Vario Drill Starter Kit	622002	Reliable Automotive Equipment	
Laser Weld Cutter	640000	Reliable Automotive Equipment	
Gap Gauge Set	871010	Reliable Automotive Equipment	
Magnet Set	882055	Reliable Automotive Equipment	
100° Countersink	617241	Reliable Automotive Equipment	✓
6.35 mm clamp set (for rivet holes)	577107	Reliable Automotive Equipment	✓
Aluminum Dust Vacuum, B1 Rated	Ruwac NA35	Reliable Automotive Equipment	✓
Pneumatic Drill	N/A	Local Source	✓
Pneumatic Angle Grinder	N/A	Local Source	✓

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### Addendum A – Required Special Service Tools and Equipment

#### Optional Tools & Equipment (Recommended but not required)

Description	Ordering Number	Supplier	New
Tool Box	881201	Reliable Automotive Equipment	
Aluminum Dent Remover (Either one of the following)	Cebora 2153	Cebotech, Inc.	✓
	VAS5196	Snap-On Business Solutions	✓

#### For the Purposes of the Program, a Car-O-Liner Bench System consists of the following:

VAS 6527 or equivalent Car-O-Liner branded items as listed below:

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

#### For the Purposes of the Program, a Car Bench System consists of the following:

Bench: Manta, Muraena or Octopus (Only These Bench Models Are Approved)

Puller: Bench specific puller (PT36, PT32, or PT30/1)

Set of 6 Cross beams: (4 High, 2 Low): A296/30

Additional cross beam (3 Sided): A2425

Primary mini fixture supports: C203/1

Mini fixture supports: C200/7

Sill clamp holding system: C231, C254 or C256

Upper body bridge: A456

#### If Car Bench Universal fixtures are being used, the additional items are also required:

C205/5 Primary universal mini fixture supports

A353 Universal Mini Fixtures

#### For the Purposes of the Program, a Celette System consists of the following:

Bench: Griffon, Griffon XL, Rhone, Sevenne or Sevenne XL (Only These Bench Models Are Approved)

Puller: SVN05.301

MZ Tower Set: MZ450.925 (22 MZ towers, 2 wedges TV410 & storage trolley)

MZ+ Piston set: MZ2500.000

Set of 5 modular crossmembers: 955.915

Additional wedge set: TV 400

Additional modular crossmembers: 955.908 - 2 ea

Multi-function support: 9123.523

Overhead Gantry: 9113.063

Sill Clamp Set: 9123.023 or 9123.033