

Tech Live Look - New Minimum Requirement

Technical Support

SPTL 1925

USA Only

We are announcing a significant step to transform and enhance the way we service our vehicles. In continuing efforts to provide support to Dealers, Technical Support and Customers, Tech Live Look has been included in the Dealer Operating Standards section VII. Information Technology: Programs and Systems. Due to the vitality of the program, Tech Live Look has also been added to the Minimum Requirement Tool Package.

Klaus Zellmer stated, "Tech Live Look is the kind of digital innovation Porsche values because it raises the quality of the customer experience". We are continuously striving to drive PCNA's vision of providing Porsche customers with best in class. Tech Live Look technology positions PCNA and its Dealers to increase overall service quality as we share expertise more efficiently between Dealer Technicians and Technical Support. In the ever changing complexity of our vehicles, Tech Live Look is an important tool that helps everyone in the repair process to better and more quickly service our customers' vehicles while simultaneously elevating the customer experience. The addition of Tech Live Look to 120 dealerships has proven an essential tool to assist with the following concerns:

- **Vehicle Complexity.** As technology evolves, there has been an overall increase in the complexity of our cars: Tech Live Look has/will be useful for high voltage diagnosis, electrical diagnosis of the enhanced system architecture on our newer model cars, and further verification of concerns such as fluid leaks and component failures. We are also introducing the fully electric Taycan to our fleet which has potential for many unknowns. The 'see what I see' technology will assist in viewing and diagnosing.
- **Efficiency Improvements.** Using Tech Live Look has eliminated the 'ping pong' effect of back and forth communication reducing the overall repair time of issues requiring technical assistance by an average of 50% since rollout. Tech Live Look allows Technical Support the ability to see the issue better than a picture or video. It also allows Technical Support to have a better understanding of how to direct the Technician towards a successful repair. If you take the average billable rate of a Technician in your area and figure a 50% savings, the payback is remarkably quick for the investment.
- **Customer Satisfaction.** By reducing the repair time of a customer's vehicle, the dealership can get the customer back in their vehicle sooner and with less disruption such as extended use of a courtesy vehicle.
- **Technician Satisfaction.** Through enhanced support, Dealer Technicians have expressed how Tech Live Look technology works well. They are able to collaborate with the Technical Support team and spend less time solving issues.

We hope you are invigorated by the value Tech Live Look is adding to our Dealerships and the AfterSales organization. Porsche Cars North America pioneered the utilization of smart glasses technology at scale for vehicle repairs. Now, other manufactures such as BMW are in a full rollout with Mercedes and Audi in pilots. Renita Whitfield, Tech Live Look Program Manager, will have the glasses drop shipped to the remaining 63 dealers. Ms. Whitfield will be in contact regarding scheduling onboarding dates for the following: dealers currently registered, remaining 32 dealers in Area Central, 18 dealers in Area South and 12 dealers in Area East.

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New Products



ODG Smartglasses

ODG R7 |★| \$3,250.00

Model lines All

Use Technical support diagnosis

Workshop Manual N/A

Order Number ODG R7

Supplier Porsche Cars North America

Availability Immediate Availability

Note Any additional orders must be turned into Renita Whitfield @external.renita.whitfield@porsche.us

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General Information

Ordering process

* For ordering tools identified with a prefix of T, VW, VAS, VAG or a four digit tool number (Ex. 3438) please login to porsche.snapon.com for ordering

* For ordering tools with a prefix of 000 721, PNA or 918 721 please login to POLARIS to order tools

Workshop Equipment Classification

- ★ Servicing and maintenance
- ★★ Replacement of units and assemblies
- ★★★ Disassembly of units and assemblies
- ★★★★ Tool hire
-  Body & Paint
-  High-voltage

Contact person

E-mail: askthetoolguy@porsche.us

All After Sales Circulars can also be found at:

PPN Aftersales Workshop Special Tools & Equipment

All prices are subject to change without notice