

Special Tools and Equipment Information

SPTL 2603b

Porsche Approved Collision Center – Acquiring Special Tools and Equipment

USA Only

Vehicle Type: All Porsche Vehicles

Subject: How to acquire Porsche Special Tools for a Porsche Approved Collision Center (PACC) with the NEW Porsche Special Tools Program.

Information: Porsche Special Tools & Equipment has separated from the previous 3rd party business partner Snap-On Business Solutions for the sale and distribution of Special tools. This changes the ordering process for the PACC.

The Porsche Center (Dealership) can purchase tools from our NEW internal Webstore.

The **PACC does not have access to the Webstore** and must utilize our Porsche Collision Special Tools partner RAE or purchase through a Porsche Center for the equipment that is available on the Webstore.

Collision Items not listed on the Webstore must be purchased through RAE.

The Porsche Center and PACC are able to purchase collision equipment through RAE.

RAE Contact information:

Reliable Automotive Equipment, Inc.

Main: 732-495-7900

www.RAEService.com

Direct Contacts:

Mike Kirchoff

mike@rae1.com

C: 732-759-5148

Specializes in new onboarding shops

Dave Gruskos

dave@rae1.com

C: 732-539-9047

Specializes in new onboarding shops

Bill Nortrup

bill@rae1.com

C: 908-489-4861

Kevin Schickling

kevin@rae1.com

C: 732-539-1855

Field service scheduling + annual service compliance reports

Note: Porsche vehicle owners and Independent Repair Facilities are **not** able to purchase Porsche Special Tools directly from PCNA. The vehicle owner or IRF must purchase tools directly from the Porsche Center.

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[PACC Tools & Equipment Process Guide](#)

This guide provides a clear and structured overview of the PACC tools and equipment process, outlining how to obtain required equipment and when to engage each supporting group. It is designed to eliminate confusion, improve efficiency, and ensure PACCs are aligned with program requirements from planning through certification. By defining responsibilities across the Vendor RAE, Auditor OEC, and PACC Program Coordinator, this guide ensures proper execution, accurate equipment sourcing, and clear separation between procurement support and certification authority.

[Who to Contact \(Key Guidance\)](#)

- Contact Vendor RAE for equipment planning, quotes, ordering, delivery, installation, equipment training, warranty and repair.
- Contact the PACC Program Coordinator for standards clarification, audit questions, and certification status
- After receiving the Gap Report, contact Vendor RAE to convert findings into a quote and order
- Do NOT rely on Vendor RAE for compliance approval decisions or clarification questions
- Do NOT rely on the PACC Program Coordinator for equipment sourcing or quoting
- Confirmation of PACC status is communicated only by the PACC Program Coordinator

[Applicant Collision Center Process](#)

- Applicant reviews PACC Standards Manual;
NOTE all questions about the standards should be directed ONLY to the PACC Program Coordinator
- Upon completion of the initial audit performed by OEC, the Applicant will receive a gap report listing everything needed to comply with the PACC Program standards.
- Applicant will engage the Vendor RAE early for equipment planning and quoting
- Applicant will work with Vendor RAE to identify required equipment
- To correctly identify and prevent over quoting, photos or further information may be requested by the Vendor RAE if necessary.
Vendor RAE will provide guidance only, the Vendor RAE cannot perform Porsche compliance audit in lieu of OEC
- Applicant should then place the order with Vendor RAE
- Vendor RAE will complete delivery, installation, and equipment training (if applicable)
- Upon acquiring any specific item listed on the gap report, the Applicant must upload proof to the OEC website (photograph, invoice, etc.)
- The PACC Program Coordinator will check the proof submitted and either close that specific gap and return an updated gap report to the applicant, or notify the applicant that the proof submitted is not acceptable
- When all gaps have been closed, PACC Program Coordinator confirms PACC status.

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Existing PACC Process

- Upon completion of the annual audit performed by OEC, the PACC will receive a gap report listing everything needed to comply with the PACC Program standards.
- PACC will engage the Vendor RAE for equipment quoting
- PACC will work with Vendor RAE to identify needed required equipment
- To correctly identify and prevent over quoting, photos or further information may be requested by the Vendor RAE if necessary. Vendor RAE will provide guidance only, the Vendor RAE cannot perform Porsche compliance audit in lieu of OEC
- The PACC will then place order with Vendor RAE
- Vendor RAE will complete delivery, installation, and equipment training (if applicable)
- Upon acquiring any specific item listed on the gap report, the PACC must upload proof to the OEC website (photograph, invoice, etc.)
- The PACC Program Coordinator will check the proof submitted and either close that specific gap and return an updated gap report to the applicant, or notify the applicant that the proof submitted is not acceptable
- When all gaps have been closed, PACC Program Coordinator confirms PACC status.
- Note: Vendor RAE completes yearly maintenance inspections on certain equipment to ensure operation and functionality, this is not an audit

Important Rules

- Gap reports are issued by the PACC Program Coordinator or personnel at OEC only
- Only the PACC Program Coordinator determines whether any gap is closed or remains open
- Only the PACC Program Coordinator confirms PACC status
- Vendor RAE provides equipment and support/training/calibrations only
- Accurate and complete information must be provided to Vendor RAE for quoting
- Contact OEC directly for issues accessing or questions regarding their website

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Ordering Process:

Special Tools / Testers Website:

<https://porsche-cars-north-america.pointofrentalcloud.com/portal>

To increase security and show prices that may be below the Minimum Advertised Price, Login is required to see/access the storefront. Your Porsche Center will have a NEW single Username and Password for the Porsche Special Tools site.

To streamline the new process, we are using the existing Rental Website for **Rental and SALE** of all Special Tools and PT4G.

Support:

Special Tool:

Open a PRMS ticket. Technical Support >> [Special Tools](#)

Diagnostic Equipment:

Open a PRMS ticket. Technical Support >> [Tester Support](#)

Tool Classification:

★	Servicing and Maintenance
★★	Replacement of Units and Assemblies
★★★	Disassembly of Units and Assemblies
★★★★	Rental Tools
	High Voltage Equipment
	Body and Paint

***All prices shown are valid as of the day of publishing and are subject to change without notice.**

Important Notice:

Technical Bulletins issued by Porsche Cars North America, Inc. are intended only for use by professional automotive technicians who have attended Porsche service training courses. They are written to inform those technicians of conditions that may occur on some Porsche vehicles, or to provide information that could assist in the proper servicing of a vehicle. Porsche special tools may be necessary in order to perform certain operations identified in these bulletins. Use of tools and procedures other than those Porsche recommends in these bulletins may be detrimental to the safe operation of your vehicle, and may endanger the people working on it. Properly trained Porsche technicians have the equipment, tools, safety instructions, and know-how to do the job properly and safely. Part numbers listed in these bulletins are for reference only. The work procedures updated electronically in the Porsche diagnostic and testing device take precedence and, in the event of a discrepancy, the work procedures in the Porsche Tester are the ones that must be followed.