

Porsche Classic Vehicle Tracking System – FAQs

1. What is the Porsche Classic Vehicle Tracking System?

The “Porsche Classic Vehicle Tracking System” in conjunction with the corresponding Porsche Classic VTS App (depending on the country) offers various possibilities. The main feature is that, in the event of theft, the location of your Porsche Classic vehicle is tracked via GPS by a certified security centre. This will help you and the appropriate authorities to locate the vehicle. The security centre can also activate the re-start inhibitor (see question 8), which is included with the VTS and can be installed optionally. In addition, you can use the Porsche Classic VTS app to perform actions such as determining the position of your vehicle at any time, configuring security functions like the geofence or speed alarm (see question 6/7), activating a special mode (see question 22) or looking back on previous trips.

2. What is required for mounting and installing the Porsche Classic Vehicle Tracking System?

The installation of the control unit takes place at your Porsche Classic Partner or Porsche Centre. In addition, you will receive a service contract for activation. After signing the service contract, your Porsche Classic Partner or your Porsche Centre can activate the system. You will be given the login details for the Porsche Classic VTS app once it is successfully activated.

3. What is important to note when activating the Porsche Classic Vehicle Tracking System?

Once the Porsche Classic Vehicle Tracking System is installed, an initialisation message is sent automatically by the control unit to the security centre when the vehicle ignition is first switched on. This process can take up to 45 minutes. The Porsche Classic Vehicle Tracking System can be activated as soon as the initialisation message and the service contract are made available to the security centre. During the telephone activation process handled by the security centre, the vehicle battery must be connected and the vehicle must be able to receive information. GPS and GSM reception may be disrupted in enclosed areas such as in an underground garage. For this reason, the vehicle must be parked outside during the activation process. To activate and test the re-start inhibitor, remain on-site with your vehicle. We recommend that your Porsche Classic Partner or Porsche Centre activates the Porsche Classic Vehicle Tracking System.

4. In which cases does the security centre receive an automatic alarm message?

Unauthorized movement: When the ignition is switched off, the system saves the current position in its internal memory. If the vehicle moves a defined distance or at a defined speed, while the ignition is switched off, an alarm will be generated.

Sabotage: If the vehicle battery is disconnected when the ignition is switched off or the power supply to the module is interrupted, an alarm is triggered. In this case, the system is powered by the integrated backup battery.

5. What is the verification procedure in the case of an alarm?

In the case of an alarm, you will be contacted by the security centre by telephone to confirm the theft. The telephone numbers to be contacted are registered when the contract is signed. It is possible to register several telephone numbers. If a false alarm occurs, you must verify this over the phone by answering two of the security questions set with your contract.

6. In which scenarios do I receive a push notification on my mobile phone?

Depending on the setting selected, you will receive a push notification when you leave or cross a zone defined by a geofence, if you exceed the speed specified in the speed alarm, when the battery is running low (not available with the 6-V on-board network) and when a GSM interference transmitter (GSM jamming) is detected.

7. What is meant by "geofence"?

If you define a geofence using the Porsche Classic VTS App, the module registers when the vehicle leaves or enters a geographic zone. This zone is defined by you. The information is displayed in a push message.

8. What is meant by "speed alert"?

If you use the Porsche Classic VTS App to set a speed alert, you will be informed by a push message when a vehicle speed you have defined is exceeded.

9. What does "re-start inhibitor" mean?

The re-start inhibitor can be activated optionally by the security centre. If the car is stolen, once it has been parked it is not possible to restart the engine.

10. What happens if the device is interrupted by a GSM jammer?

If the Porsche Classic VTS detects an attempt at GSM jamming, you will receive a push notification and thus the opportunity to report an alarm. If reception is interrupted, the push notification is sent as soon as the GSM network becomes available again.

11. In which countries can I use the Vehicle Tracking System?

You can use the Porsche Classic Vehicle Tracking System in the following countries: Austria, Belgium, Bosnia-Herzegovina, Croatia, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Macedonia, Malta, Montenegro, the Netherlands, Norway, Poland, Portugal, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, the UK, Ukraine. If the vehicle leaves this group of countries in the event of a theft, the task of locating it is handed over to Interpol.

12. Which app is the right one for my country?

You can download the Porsche Classic VTS App from the Apple App Store or Google Play Store in the following countries: Austria, Belgium, France, Germany, Italy, the Netherlands, Spain, Sweden, Switzerland, the UK.

If your country is not listed above, you can download the Vodafone My Connected Car app from the Apple App Store or Google Play Store.

13. How many vehicles can I manage in my app?

With one login you can manage up to ten vehicles.

14. I don't have a smartphone. How can I use the Vehicle Tracking System?

The app offers attractive additional functions, but the basic functionality of the Porsche Classic Vehicle Tracking System is also available without using the app. All settings can be configured and notifications received over the telephone with the security centre or via the web link: <https://porscheclassic.vodafone telematics.com/telematics/>

15. Is the alarm only shown on my app?

No, not only in the app. If an alarm is triggered (see question 3), you will also be contacted by the security centre via SMS and telephone. In the case of other incidents, you will receive a push notification (see question 5).

16. Do I have a personal point of contact at the security centre?

Yes, you will always be contacted in the language of your Porsche Centre.

17. Can I locate my vehicle myself in case of a theft?

In this case, the function displaying the location of your vehicle will be deactivated. This is for your own protection. The security centre does the tracing. You and the local authorities will be informed.

18. Can more than one person be notified in case of a theft?

You can register three telephone numbers in the service contract. If no one can be reached via the first number, the second number is dialled. The third number will be contacted if no one is available via the second number.

19. Can I change the stored telephone number(s) that are contacted in the case of an alarm?

The stored telephone numbers can also be added and deleted at a later date. To do so, please contact Vodafone at the service hotline number indicated in the service contract.

20. Who should contact the local authorities in case of a theft?

The security centres are in direct contact with the local authorities in all countries. In the following countries, the security centre first needs a police reference number before initiating all further steps: Andorra, France, Lichtenstein, Malta, Monaco, Switzerland, Spain, the United Kingdom (in all other countries, the security centre will inform you about the next steps).

21. What if I witness a theft myself?

If you yourself discover that your Porsche Classic vehicle has been stolen, please contact the security centre immediately, for example via the "SOS" button in the Porsche Classic VTS app. The service employee will activate the alarm mode manually. If you have chosen the option to also mount the restart inhibition, this can also be activated by the Security Centre.

22. What happens in the case of a false alarm?

The service contract stipulates five cost-free false alarms per year. Once the security centre has contacted you, you can confirm by phone that this is a false alarm. To verify your identity, you must answer the two security questions you defined in the service contract.

23. What are the special modes and how do I activate them?

The special modes can be activated for a certain period of time and suppress certain alarm messages.

Transport mode: If the vehicle is moved with the ignition switched off (e. g. on a ferry, train, towing vehicle), an unauthorised movement alarm is triggered. To suppress this alarm, transport mode must always be activated before the vehicle is transported. The mode can be activated using the app (Special Modes > Transport Mode) or by calling the security centre. Please have your security questions ready for activation. Please note that for the duration of activation, no alarms will be triggered by a vehicle movement with the ignition switched off.

Workshop mode: The vehicle battery is often disconnected during a workshop visit. When disconnecting the battery, a sabotage alarm is sent to the security centre. To prevent this, workshop mode must be activated before every workshop visit. The mode can be activated using the app (Special Modes > Workshop Mode) or by calling the security centre. Please have your security questions ready for activation. Please note that workshop mode suppresses all alarms.

24. What do I have to consider when transporting my vehicle on a trailer?

If you are transporting your vehicle on a trailer, please activate transport mode in advance via your app. You can do this by going to Special Modes > Transport Mode. Alternatively, you can also activate transport mode by calling the security centre. Please have your security questions ready. Please note that for the duration of activation, no alarms will be triggered by a vehicle movement with the ignition switched off.

25. What do I have to consider when travelling by ferry/train with my vehicle?

If you are using a ferry/train to transport your vehicle, please activate transport mode in advance via your app. You can do this by going to Special Modes > Transport Mode. Alternatively, you can also activate transport mode by calling the security centre. Please have your security questions ready. Please note that for the duration of activation, no alarms will be triggered by a vehicle movement with the ignition switched off.

26. What do I have to consider when disconnecting the battery from my vehicle?

If you disconnect the battery of your vehicle, please activate workshop mode in advance via your app. You can do this by going to Special Modes > Workshop Mode. Alternatively, you can also activate workshop mode by calling the security centre. Please have your security questions ready. Please note that workshop mode suppresses all alarms.

27. What do I need to consider if I remove the battery for winter storage?

If using the VTS, we recommend connecting the vehicle battery to a battery maintenance device over the winter. If you disconnect the battery, you must activate workshop mode to prevent a false alarm. Please note that the integrated emergency battery for the VTS only has a limited service life and is solely designed as backup in the event of sabotage to the vehicle battery.

28. How long does it take to install the Vehicle Tracking System in my Porsche Centre?

The installation time taken at your Porsche Centre depends on several variables such as the type of vehicle and the installation location. Please contact your Porsche Classic Partner or your Porsche Centre for further information.

29. Are there any other costs besides the installation?

In addition to installation costs, there are also country-specific monthly service fees. These depend on the duration of the service contract and more information can be provided by your Porsche Classic Partner or Porsche Centre. There are no further costs for locating or using functions, not even abroad.

30. When is the Porsche Classic Vehicle Tracking System successfully activated?

Your Porsche Classic Partner or your Porsche Centre can activate the system. Upon successful activation you will receive a confirmation via SMS which includes the password. The user name will be sent to you separately by post with your welcome letter.

31. How do I obtain the login details for the app?

Your customer number will be sent to you by post in the welcome letter. You can also request this information by phone after system activation at the security centre. The password for the login will be sent to you by SMS.

32. Where can I find my username for the Porsche Classic VTS?

Your username for the app is the same as your customer number, which can be found in your welcome letter.

33. What is my password for the Porsche Classic VTS?

The password will be sent to you in the SMS you receive after the activation of the system. Please make sure that you store the password safely, and separately from your vehicle. If you have forgotten your password, you can request it from the service centre. You will be asked to identify yourself by answering your security questions.

34. Where can I find my customer number?

The customer number will be communicated to you in the welcome letter that you will receive after the activation of the system. You can also request this information by phone after system activation at the security centre, so that you can use the app instantly. The password for the login will be sent to you by SMS.

35. What is the welcome letter?

The welcome letter will be sent to you by post. It contains your customer number for logging in to your app. You can also request your customer number by phone when activating the system.

36. What passwords are available in the Porsche Classic VTS app?

You have two passwords to authorise your use of the app. You need one password to access the app when downloading the Porsche Classic VTS App. This password is sent via SMS and you can change it in the menu > Account > "Lock" Button. You can also set a second password to unlock the app each time you open it. You can change this PIN code via the menu > Settings > Pin Code.

37. Can I also use the route overview as a logbook for tax purposes?

The route summary is not designed to be used as a log book for tax purposes.

38. Can in-app route recording be deactivated?

The deactivation of route recording is not possible in the Porsche Classic VTS app. You can get more information about data protection from your country-specific service contract.

39. How long does the Vehicle Tracking System battery last?

The Vehicle Tracking System control unit is connected to the vehicle battery, which recharges it. It has a capacity of 300 mAh. The control unit detects its position at regular intervals. In alarm mode, which is triggered automatically, its position is detected at short intervals for the first 30 minutes, and automatically once an hour for a further two days. The position can be determined manually by the security centre at any time, even after this period. In order to extend the service life of the battery, only the automatic position indication is omitted from the third day after the alarm event. The durability of the battery also depends on its state of charge and external influences, e.g. the temperature.

40. How do I override the re-start inhibitor if it is activated mistakenly?

In case of an unintentional activation of the restart inhibitor, it is recommended that you contact the security centre so that this function can be deactivated. If this is not possible for any reason, please proceed as follows:

The activation confirmation, which you receive via SMS once the system is activated, contains your personal override code for emergency deactivation of the re-start inhibitor. Please follow these steps:

Make sure that you have the override code handy.

- Switch on the ignition and leave it switched **on** for at least 2 minutes.
- Switch off the ignition and leave it switched **off** for as long as the first number of your PIN code multiplied by 10 seconds.
- Switch on the ignition and leave it **on** for as long as the second number of your PIN code multiplied by 10 seconds.
- Switch off the ignition and leave it switched **off** for as long as the third number of your PIN code multiplied by 10 seconds.
- Switch on the ignition and leave it **on** for as long as the fourth number of your PIN code multiplied by 10 seconds.
- Switch **off** the ignition.
- Start the engine.

Example for deactivating the restart inhibitor:

Override code: 1234

- Switch **on** the ignition for 2 minutes.
- Switch **off** the ignition for 10 seconds.
- Switch **on** the ignition for 20 seconds.
- Switch **off** the ignition for 30 seconds.
- Switch **on** the ignition for 40 seconds.
- Switch **off** the ignition.
- Start the engine.

41. How can changes be made to the contract?

Changes to the contract can also be made by telephone at any time. You will be asked to identify yourself by answering your security questions.