

# Land Rover Roadside Assistance Program

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## LAND ROVER ROADSIDE ASSISTANCE PROGRAM

As part of the Land Rover commitment to a pleasurable driving experience, the Land Rover Roadside Assistance program is furnished at no additional cost to you for the term of your New Vehicle Limited Warranty (4 years / 50,000 miles, whichever occurs first).

The benefits detailed here are available 24 hours a day, 365 days a year, through our toll-free telephone number:

**Roadside Assistance Line:  
1-800-637-6837, option 1**

### Roadside Assistance Program Benefits

#### 24-Hour Emergency Towing

In the event of a warranty-related disablement involving your Land Rover vehicle that renders the vehicle inoperative, Land Rover Roadside Assistance will arrange to transport your vehicle to the nearest authorized Land Rover retailer or qualified repair facility. This service will be provided throughout the U.S., Canada and Puerto Rico at no cost to you if required at any time during the term of your New Vehicle Limited Warranty (4 years / 50,000 miles, whichever occurs first). Your vehicle must be accessible to our dispatched transport facility (as determined by our facility) to receive this service.

#### 24-Hour Roadside Assistance

Should you accidentally run out of fuel, require a battery jump, or need help in changing a flat tire, Land Rover Roadside Assistance will dispatch a facility to deliver a small quantity of gas, change a flat tire with your inflated spare, or arrange a battery jump to allow you to proceed to your destination. If you require lock-out assistance, your vehicle will be towed to the nearest authorized Land Rover retailer for unlocking. These services will be provided at no cost to you if required at any time during the term of your New Vehicle Limited Warranty (4 years / 50,000 miles, whichever occurs first).

#### Trip Interruption Benefits

Trip interruption benefits are provided in the event of a warranty-related disablement that occurs more than 50 miles from your primary residence. Reasonable reimbursement for meals, lodging and alternate transportation expenses are included unless you have already reached your final destination\*. Original receipts must be provided. It is required that you contact Land Rover Roadside Assistance to obtain pre-authorization of claim expenses.

Once authorization has been given for trip interruption benefits, the Land Rover Roadside Assistance representative will assist you in making necessary arrangements. Insurance deductibles, expenses and claims paid by your insurance company or other provider are not eligible for reimbursement.

\* **PLEASE NOTE** that reimbursement for meals and lodging is not extended if you have already reached your final destination.

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## Land Rover Retailer Locator Service

Land Rover Roadside Assistance will provide owners with the location and phone number of the nearest authorized Land Rover retailer.

When traveling, this will enable you to locate Land Rover authorized parts and service via a simple toll-free call from anywhere in the United States.

## Land Rover Computerized Trip Routing Service

What better way to enjoy your Land Rover than to drive it, and the best way to plan a trip in your Land Rover is the Computerized Trip Routing and Map Service provided by Land Rover Roadside Assistance.

The trip routing package includes everything you will need to get a trip in your Land Rover off to a great start:

- A custom computerized trip routing showing roads to be traveled for faster or for scenic routes, distance between stops, route numbers, projected driving time, and more. This easy-to-follow comprehensive trip routing information is compiled from our data bank of over 160,000 cities and towns all across the United States. Our data bank is updated regularly to provide the most accurate service.
- A map of the United States and companion maps to complement the routing.

In short, Land Rover Computerized Trip Routing provides you, at no cost, with everything you need to plan a great trip in your Land Rover. Plus, you have the peace of mind that we're on call to provide assistance to you 24 hours a day.

To order your customized routing, simply call the 24-Hour toll-free Roadside Assistance Line (1-800-637-6837, option 1).

## Using Land Rover Roadside Assistance

If your Land Rover vehicle becomes disabled while in operation, proceed as follows:

- Call the 24-hour toll-free Roadside Assistance Line:

**Roadside Assistance Line:  
1-800-637-6837, option 1**

- Provide the Land Rover Roadside Assistance representative with your name, the 17-digit Vehicle Identification Number (VIN), the current mileage of your Land Rover vehicle, the vehicle location, a telephone number where you can be reached, and a brief description of the problem. The VIN appears on the Owner and Vehicle Identification page of this booklet, on your insurance card, and on the plate located at the bottom left of the vehicle windshield.

The Land Rover Roadside Assistance representative will work with you to find the best solution to the problem. If it is safe to do so, it is recommended that you remain with the vehicle until assistance arrives.

## Exceptions

The Land Rover Roadside Assistance program does NOT cover the following:

- Land Rover rental fleet vehicles
- Disablement caused by collisions, accidents, or vandalism.