YOUR DEALER

To ensure that your vehicle remains in first class order, visits to your Dealer/Authorised Repairer are required for routine servicing.

They are fully equipped to deal with today's sophisticated vehicles and offer competitively priced servicing, with a guarantee of workmanship on every job completed.

ARRANGING YOUR SERVICE

You can help to smooth the process by:

- Arranging an appointment (unless it's an emergency!), giving details of your vehicle and the nature of the work required.

When you arrive at the servicing premises:

- Give your name and address and a telephone number where you can be contacted during the day (this is important in case queries arise or additional work is found to be necessary).
- Explain as fully as you can the details of the service or repair required.

For your own information, it is also important to:

- Enquire whether the service or repair is chargeable and, if so, ask for details of any costs and confirm the preferred method of payment.
- Establish when your vehicle will be ready for collection or, alternatively, arrange a time and place for it to be delivered.

IMPORTANT!
Always hand this book to the receptionist when you take your vehicle for service and ensure the Service Record section has been correctly completed when the book is returned to you.

CUSTOMER CARE

We and our Dealers/Authorised Repairers, are totally committed to ensuring that you enjoy your motoring to the full and part of that commitment lies in providing the level of care and service you rightfully expect.

Yet no matter how hard a Dealer/Authorised Repairer may try to satisfy the needs of a customer, just occasionally a difficulty will occur, which jeopardises the harmony of such a relationship.

If you should experience a problem of any kind, your first course of action is to allow your Dealer/Authorised Repairer the opportunity to resolve the issue for you. If you have cause to be dissatisfied you should ask to see the General Manager.

While we are confident that all our representatives will make every effort to resolve customer concerns quickly, professionally and sympathetically, we recommend any customer who remains dissatisfied to telephone Land Rover Customer Care. In the UK there is a dedicated Customer Care telephone line. Outside the UK you can call the National Sales Company or the Land Rover Importer/Distributor. Your Dealer can provide the appropriate telephone number.

OWNER ISSUES

In the **UK**, our Customer Care team can provide information or assistance on a wide range of motoring issues. For example:

The **UK** Customer Service can be reached on **08705-000-500** for advice on repair and warranty issues.

For product information and prices in the **UK**, or for help in finding the nearest Land Rover Dealer, telephone: **0800-110-110**

REPLACEMENT

Note: *To help us maintain a quality service, your call may be recorded.*

In **Australia** the Customer Care Centre can be reached on: **1800-625-642.**

For product information and prices in **Australia**, or for help in finding the nearest Land Rover Dealer, telephone: **1800-808-308.**

All other overseas enquiries should be addressed through the local importer, National Sales Company or a dealership.

SMMT IN THE UK

Land Rover is a member of the Society of Motor Manufacturers and Traders (SMMT). The SMMT role is to ensure that we are acting responsibly and fulfilling our obligations under the Office of Fair Trading Approved SMMT New Car Code of Practice.

Regulation and Compliance Unit

New Car Code Conciliation Service

PO Box 44755

London

SW1X 7WU.

Telephone: 0870 751 8270

Web: www.smmt.co.uk/consumeradvice

RETURNING END OF LIFE VEHICLES

Land Rover was among the first manufacturers to announce a comprehensive plan to meet End-of-Life Vehicle legislation in European Union states and certain adjoining countries. It is expected that ELV 'takeback' will expand to worldwide markets.

In line with that legislation we will take back, free of charge, all Land Rover vehicles up to 3.5 tonnes registered in European Union states and certain adjoining countries after 01/07/2002, for the purposes of recycling and disposal. In the UK Land Rover is working in partnership with Cartakeback.com.

To qualify for free 'takeback', vehicles must be of no economic value to the last owner, be complete, free from waste and be presented to the Authorised Treatment Facility by the last registered owner/holder of the vehicle.

All treatment facilities are fully licensed and meet additional Land Rover professional quality standards for the receipt, treatment and recovery of end of life vehicles.

A full list of appointed UK 'takeback' facilities is available at **www.cartakeback.com.**

Telephone Cartakeback on 0845 257 3233 for information on any of the listed UK sites and advice on the safe and proper disposal of ELVs.

For overseas facilities, contact your local Land Rover dealer.

REPLACEMENT