

## YOUR RETAILER

To make sure that your vehicle remains in first class order, visits to your Land Rover Retailer/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. The Retailer will review the Online Service History (OSH) to determine the service 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!

Have this book available when arranging an appointment. Your vehicle details will be required.

See **4, VEHICLE DETAILS.**

Make sure that your Retailer provides you with a copy of the latest OSH printout when your vehicle is returned to you.

## CUSTOMER CARE

We and our Land Rover Retailers/Authorised Repairers, are totally committed to making sure that you enjoy your motoring to the full. Part of that commitment lies in providing the level of care and service you rightfully expect.

Yet, no matter how hard we all may try to satisfy your needs, just occasionally a difficulty will occur, which jeopardises the harmony of our relationship.

If you should experience a problem of any kind, your first course of action is to allow your Land Rover Retailer/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. Outside the UK you can call the National Sales Company or the Land Rover Importer/Distributor. Your Land Rover Retailer/Authorised Repairer can provide the appropriate telephone number.

## OWNER ISSUES

In the UK, our call centres can provide information or assistance on a wide range of motoring issues. For example:

The UK Customer Service Centre can be reached on **0870 5000 500** for advice on after sales issues.

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

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

## SMMT IN THE UK

Jaguar Land Rover Limited 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: 0800 692 0825

Web: [www.smmt.co.uk](http://www.smmt.co.uk)



## RETURNING END OF LIFE VEHICLES

Jaguar Land Rover Limited will take back, free of charge, all Land Rover vehicles up to 3.5 tonnes registered in European Union states and certain adjoining countries, for the purposes of recycling and disposal.

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.

In the UK Jaguar Land Rover Limited is working in partnership with [Cartakeback.com](http://Cartakeback.com).

A full list of appointed UK 'takeback' facilities is available at [www.cartakeback.com](http://www.cartakeback.com).

Telephone Cartakeback on

0330 066 95 85 for information on any of the listed UK sites and advice on the safe and proper disposal of your vehicle.