

# TOTAL CARE HANDBOOK

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ABOVE & BEYOND



The Land Rover Total Care is a package of benefits and Service Programmes that have been designed to ensure you derive maximum pleasure from, and help protect your investment in the vehicle you have purchased.

**The package includes:**

- Extended warranty
- Optional warranty extension
- Roadside Assistance
- Customer relationship centre

This handbook explains the benefits and services covered by each programme, terms and conditions, exclusions and liabilities, hence, it is strongly recommended to read and understand the content of this booklet.

Land Rover and Land Rover Importers / Dealers, 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 Land Rover Importer / Dealer 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 Land Rover Importer / Dealer 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 call Land Rover Customer Relationship Centre (CRC).

**CRC MENA: +971 4 309 8901**

Or you can send an email to:

**[crcmena@landrover.com](mailto:crcmena@landrover.com)**



# 01

Land Rover  
Extended Warranty

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As part of Total Care, Land Rover Extended Warranty provides Owners of Land Rover vehicles with an additional warranty cover similar to the original 3 years / 100,000 km manufacturer's warranty.

All Land Rover Vehicles<sup>1</sup> sold in the MENAP Region<sup>2</sup> since January 2009 will have a comprehensive warranty coverage period<sup>3</sup> of 5 years / 150,000 km<sup>4</sup>, whichever occurs first.

This section sets out the details of the cover and clearly explains the terms and conditions that apply.

Please take the time to read this and if you have any questions, contact the selling Importer / Dealer or Land Rover Customer Relationship Centre who will be pleased to assist.

To ensure that your vehicle remains in first class order, visits to your Land Rover Authorized Dealer 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.

<sup>1</sup>Except for Land Rover Defender, unless otherwise stated.

<sup>2</sup>Total Care is not provided in Algeria, Azerbaijan, Iraq and Pakistan, unless otherwise stated.

<sup>3</sup>Terms and conditions apply.

<sup>4</sup>Please refer to the details of the Warranty Policy Schedule supplied at the time of purchase.

<sup>5</sup>Please refer to exclusions.

<sup>6</sup>Please refer to the list of Covered Countries.

## Understanding the extended warranty cover

Should any part<sup>5</sup> of the vehicle require repair or replacement as a result of a manufacturing defect, the part will be repaired or replaced completely free of charge by any Land Rover Dealer / Importer within the covered region<sup>6</sup>, regardless of any change of vehicle ownership during the period of cover, providing the vehicle has a full service / maintenance history performed according to the Land Rover service requirements, and that the materials used meet Land Rover engineering specifications.

The stamped Service Record booklet provides a record of the routine services carried out on your vehicle. Always make sure that the appropriate record slip is stamped and signed on completion of each service and that the booklet is presented to Land Rover Dealer / Importer for warranty repairs.

### **Validity of extended warranty coverage**

Extended Warranty will come into effect once the vehicle exceeds 3 years from date of delivery to the first Owner or exceeds 100,000 km, whichever occurs first. When the vehicle exceeds the 100,000 km, the extended warranty start date will be activated based on the service history entered on the program management system by the authorized Dealer, when available.

Extended Warranty will expire 60 months from the date of delivery to the first Owner or 24 months from the date of extended warranty activation or at 150,000 km, whichever occurs first.

### **Covered countries**

Land Rover vehicles sold and registered in the following countries have extended warranty coverage:

- Bahrain
- Jordan
- Lebanon
- Oman
- Saudi arabia
- United arab emirates
- Egypt
- Kuwait
- Morocco
- Qatar
- Tunisia
- Yemen

In case the coverage will include other countries not listed above, that will be notified at the time of purchase.

### **Covered models**

All Land Rover models sold in any of the covered countries, except Defender, unless otherwise stated.



# 02

Land Rover  
Optional Warranty  
Extension

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Total Care programme also offers you the opportunity to further extend the validity period / mileage of the Extended Warranty Coverage.\*

This is specially designed for Land Rover Owners who are planning to keep the ownership of their vehicles for a longer period, to ensure they continue enjoying the peace of mind.

Based on the Owner's preference, there are two Optional Warranty Extension packages to choose from:

- One year / 25,000 km
- Two years / 50,000 km

### **One year / 25,000 km optional warranty extension**

Choosing this package will increase the overall period of warranty coverage to 6 years / 175,000 km, whichever occurs first, from the date of delivery to the first Owner.

### **Two years / 50,000 km optional warranty extension**

This package will increase the overall period of warranty coverage to 7 years / 200,000 km, whichever occurs first, from the date of delivery to the first Owner.

Both packages of Optional Warranty Extension can be purchased Over the Service Counter as long as all following conditions are fulfilled:

- Vehicle's age is over 24 months / 100,000 km and less than 58 months / 145,000 km, whichever occurs first, from the date of delivery to the first Owner.
- All Services have been completed at the distance or time based interval (whichever occurs first) shown in the Service Interval Plans.

Roadside Assistance will also be included and valid for the same period / mileage as the Optional Warranty Extension package.

\*Subject to programme availability at the time of purchase.

# 03

Extended Warranty  
Exclusions, Terms  
and Conditions



## Extended warranty exclusions

Land Rover Extended Warranty is not responsible for any repair or replacement that is required as a direct result of:

- Normal wear and tear.
- Corrosion.
- Defects or damages caused as a result of the vehicle being used in motor sport events or for any purpose other than normal, private or commercial use.
- Damage resulting from neglect, accident, flooding, fire, sand storm, frost, hail, snow, salt, lightning, airborne fallout or improper use.
- Damage due to the failure of another part on the vehicle.
- Damage caused during maintenance.
- Failure to maintain the vehicle in accordance with Land Rover's maintenance schedules (Service Intervals Plan) and service instructions.
- Failure to use Land Rover specified parts or fluids during a warranty repair (or parts of equivalent quality during a retail repair).
- Failure of a non-approved Land Rover part and/or the failure or misuse of a product or accessory not recommended by Land Rover. Additionally, any consequential damage caused by the installation or use of such parts, products or accessories will not be covered.
- Any modification to the vehicle or parts which is not authorised by Land Rover, including any engine performance enhancement modifications.
- Any vehicle that has had its vehicle identification number altered or removed, or on which the odometer reading has been unlawfully changed.
- Refilling or topping-up with incorrect fuel e.g. petrol used instead of diesel.
- Use of fuel specifications or alternative fuels which are not approved by Land Rover for the vehicle (refer to the Owner's Handbook).
- Use of contaminated fuels, fluids or lubricants.
- Use of supplemental additives and flushing agents for fuel or engine oil (unless specified as part of a Land Rover service requirement).

- The vehicle, as manufactured, does not meet the operational specification of a market for which it was not specified, including any legal requirements or penalties imposed by Government or other authority.
- The effects of any vehicle modifications undertaken to comply with legal or local requirements of a market for which it was not specified, unless authorised by Land Rover.
- Gradual reduction in operating performance associated with the age and mileage of the vehicle
- Defect or damage resulting from failure to respond to a recall campaign.

### **Scheduled maintenance items**

Consumable items which are subject to adjustment or replacement during a NORMAL scheduled service or maintenance operation are not covered by the Extended Warranty.\*

The parts that fall into this category for all models are:

- Engine oil, coolant fluid, brake fluid, power steering fluid, windscreen washer solution or any other consumable fluids and lubricants are not covered for replacement or top-up.\*\*

- Oil filter.
- Fuel filter.
- Air filter.
- Pollen filter (where applicable)
- Drive belts.
- Spark plugs (where applicable).
- Remote handset batteries (where applicable).

\*Parts changed during a scheduled service will benefit from the parts warranty. Please refer to the Service Record and Warranty Benefits Booklet for complete explanation of parts warranty.

\*\*Replacement or top-up of consumable fluids is only covered when they are used as part of a warranty repair.

### **Other exclusions**

Parts that require repair, replacement or adjustment, but are recognised as having a limited service life are not covered by the Extended Warranty.

The parts that fall into this category for all models are:

- Wiper blades.
- All light bulbs (interior and exterior) and fuses. Except for Xenon headlamp bulbs and fascia/instrumentation illumination are covered by Extended Warranty, if originally fitted by factory.

- Adjustments, including but not limited to: headlamp and hinged panel adjustments, suspension tightening, steering geometry adjustments, emission / fuel system checks, lubrication and hand brake cable adjustments.
- Wheel alignment / balancing.
- Brake linings (pads and shoes), brake discs and any other friction related components.
- Air conditioning refrigerant.
- Coolant hoses.
- Engine tuning and set-up.
- Exhaust pipes (Catalytic Converter is covered for manufacturing defects only).
- All batteries.
- Wheels and tyres.
- All body panels, paintwork, glass, mirror glass, chrome parts, door seals / rubbers, internal and external trim.

The Land Rover Extended Warranty excludes liability for any lost time, inconvenience, loss of transportation, or any other incidental or consequential damage you (or anyone else) may incur as a result of a defect covered by this warranty.

## General conditions

- Liability under this warranty is conditional on the observance of the terms and conditions of the warranty and any endorsements attached.
- There is no provision under this warranty for any refund or part return of the monies paid.
- The Owner must ensure that all reasonable precautions are taken to safeguard the vehicle from loss or damage, and should a fault become evident, the vehicle must be stopped as soon as possible to minimise any damage.
- Land Rover Extended Warranty Services reserves the right to inspect the vehicle and subject any displaced parts to expert assessment.
- Vehicles permanently transferred and registered in a country outside the geographical limits of the covered countries will result in the Extended Warranty Coverage being cancelled. No refund will be considered in case the Optional Extended Warranty has been paid for by the Owner.

### **Claims for repairs while touring outside the Covered Countries**

In the event of a valid warranty repair occurring outside the geographical limits of the countries covered by the Extended Warranty, the Owner of the vehicle will need to pay the foreign Land Rover Importer / Dealer for the repairs and upon return to the country of origin, present the claim immediately to the Domestic Land Rover Importer / Dealer, whereupon full reimbursement will take place.

The repairing Dealer must be pre-authorized to conduct the repairs. Cost of repair will be reimbursed if the repair invoice is presented within 2 months from the date of repair.



# 04

Land Rover  
Roadside Assistance  
(RSA)

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Roadside Assistance (RSA) has been designed specifically for Land Rover Owners / Drivers to assist in a motoring emergency, from immobilisation due to breakdown or an accident, to minor emergencies such as a puncture.

Land Rover trained technicians have the expertise to get your vehicle up and running in the shortest possible time. While RSA ensures that, should this not be possible, you and your passengers will have an alternative means of reaching your destination.

### Obtaining assistance

If you require assistance following breakdown of a Covered Vehicle, contact Roadside Assistance. Please do not attempt to make your own arrangements.

Please have the following information to hand when calling Roadside Assistance:

- The registration number of your vehicle.
- Your exact location.
- Your contact telephone number.
- Vehicle Identification Number (VIN) of your vehicle which is visible through the windscreen, recorded in this handbook or can be found on the vehicle registration card.

### Covered countries and contact numbers

Land Rover vehicles sold and registered in the following Countries have Roadside Assistance support. To arrange assistance, please call the number corresponding to your country of registration.

Bahrain	800 00212
Egypt	0800 7555555 / (02) 24047905
Jordan	0777 777313
Kuwait	22246217
Lebanon	(01) 806690
Morocco	0801 003738
Oman	800 73636
Qatar	44607550
Saudi Arabia	800 8971431
Tunisia	79399007
UAE	800 4647

When in other covered countries, please call:

**RSA: +971 4 331 1130**

All calls to Total Care Roadside Assistance are recorded for quality and training purposes. This will also assist in confirming details of a call that may be incomplete or unclear.

## **Covered models**

All Land Rover Vehicles\* sold in the MENAP Region\*\* since January 2009 will have Roadside Assistance support for 5 years / 150,000 km, whichever occurs first.

In case Optional Warranty Extension is purchased, the RSA coverage will be extended for the same period / mileage as the Optional Warranty Extension.

\*Except for Land Rover Defender, unless otherwise stated.

\*\*RSA is currently not available in Iraq, Palestine, Pakistan and Yemen, unless otherwise stated.

## **Understanding Roadside Assistance support**

Roadside Assistance offers Land Rover Owner / Driver the Services described below in the Covered Countries.

Roadside Assistance Services will be provided wherever services can be delivered by land vehicle, including on all public roads and in off-road / all-terrain areas no further than 1 km from any tarmac or graded road where access is possible and permissible by local law, providing GPS precise location coordinates are given.

However, Roadside Assistance Services will not be provided where or when weather, security or other circumstances make the provision of the services impossible or threaten the safety of the persons or equipment intended to provide the services.

## **Roadside Assistance services**

### **Towing or removal of the vehicle**

In the event of a Breakdown of a Covered Vehicle, RSA will arrange, if possible, for towing or other transportation of the Vehicle to the nearest Land Rover Importer / Dealer, up to a 200 USD limit with respect of towing or transport, and up to a 400 USD limit if removal of the Covered Vehicle necessitates the use of a crane.

### **Flat tyre change**

A flat, leaking or damaged tyre on a Covered Vehicle will be replaced with the Vehicle's spare tyre free of charge. For this service, the spare tyre must be in the Covered Vehicle and in good condition. If this service cannot be provided, the Vehicle will be towed or transported to the nearest Land Rover Importer / Dealer, up to a 200 USD limit.

Any repairs needed to fix a damaged tyre and the costs associated with any repairs are the responsibility of the Owner / Driver.

#### **Battery jump-start**

A battery jump-start of a Covered Vehicle will be provided free of charge. If the jump-start is not sufficient, the Vehicle will be towed or transported to the nearest Land Rover Importer / Dealer, up to a 200 USD limit.

#### **Fuel delivery**

If a Covered Vehicle runs out of fuel, enough fuel (up to 7 litres) will be provided so that the Vehicle can reach the nearest fuel station.

#### **Lockout assistance**

Vehicle lockout assistance for a Covered Vehicle will be provided free of charge, provided the key is in the covered vehicle.

We will always endeavour to provide lockout assistance by the most practical method. However, should you be unable to gain entry to your vehicle, modern security systems may make a forced entry necessary. If this is the case, any costs for resulting

damage will be your responsibility and you may be asked to sign a declaration stating that you have given permission for this.

#### **Onward travel assistance**

If, following assistance by RSA, the Importer / Dealer confirms in writing that a Covered Vehicle cannot be repaired on the same day and remains immobilised, one of the following services, wherever possible, will be organised for the Owner / Driver to continue their journey by the most appropriate means.

##### **1. Hotel accommodation**

Overnight accommodation such as a hotel room (excluding food, beverages, telephone calls or other expenses) will be, wherever possible, arranged and paid for up to a 120 USD limit per Beneficiary per day with a 500 USD limit in total for Breakdown. Or:

##### **2. Travel**

If the Land Rover Importer / Dealer advises in writing that the repair time will exceed 48 hours, travel costs incurred in returning the Beneficiary to the Usual Place of Residence or the intended

destination will be, if possible, arranged and paid for up to a 120 USD limit per Beneficiary, with 500 USD limit in total for a Breakdown. Or:

### 3. Vehicle hire

In the event that, following assistance by RSA the Covered Vehicle cannot be repaired within 24 hours and the Land Rover Importer / Dealer advises in writing that the repair time will exceed 24 hours, we will if possible, endeavour to hire a vehicle for a maximum period of 48 hours, with a 150 USD limit for Breakdown.

A vehicle will be sourced through contracted vehicle rental companies. We will endeavour to hire a medium size car but this will be subject to availability. The vehicle will be hired for private use, without a driver.

The Beneficiary must be able to comply with the vehicle rental firm's terms and conditions of hire and you will be responsible for Personal Insurance (PI), Collision Damage Waiver (CDW) as well as any fuel costs, traffic fines, toll charges and additional days' hire.

The Beneficiary will be required to provide a valid driving license and a credit card deposit otherwise

vehicle hire service cannot be guaranteed. In certain counties a driving licence is required to be at least one year old. Certain endorsements on a Beneficiary's licence may also prejudice his/her eligibility to hire a vehicle.

Insurance requirements usually stipulate that the hirer must be over 25 and under 65 years of age. If the Beneficiary is under 25 or over 65 we will endeavour to make alternative arrangements, but these cannot be guaranteed.

### Vehicle repatriation

If, following a Breakdown and recovery by RSA the Covered Vehicle cannot be repaired, or if the repair will not be completed before the Beneficiary's return to the Usual Place of Residence, the Covered Vehicle will be, if possible, repatriated with the Land Rover Importer nearest to the Beneficiary's Usual Place of Residence, up to a 300 USD limit.

### Storage

If the repaired or recovered Covered Vehicle has to be stored following Breakdown and recovery by RSA and before the Beneficiary can collect the Covered Vehicle,

a storage fee of up to 150 USD will be paid. This does not include storage at Importers / Dealers.

### **Transportation of passengers**

In the event of sudden illness, accident or death while away from the Usual Place of Residence that prevents a Beneficiary from driving the Covered Vehicle and if the Beneficiary is the only licensed driver in the Covered Vehicle, it will be arranged and paid, if appropriate and possible, for a taxi or a chauffeur-driven car to transport the passengers to the Usual Place of Residence or the intended destination of the journey, up to a 300 USD limit in total.

The Covered Vehicle will be transported to the Beneficiary's Usual Place of Residence or intended destination, up to a US\$300 limit in total. The Beneficiary will be responsible for any cost of medical assistance and medical transportation.

### **The following words and phrases are defined as follows:**

**Beneficiary:** Is the Owner of, or an authorised and licensed driver driving the Covered Vehicle in a

Covered Country at the time that assistance is required.

**Breakdown (Immobilisation):** Is an electrical or mechanical failure or road traffic accident, causing the Covered Vehicle to be immobilised.

**Country of registration:** The country where the Covered Vehicle is registered.

**Covered vehicle:** Is any Land Rover (excluding Defender) that remains under the Land Rover manufacturer's warranty or Extended Warranty that has been kept in roadworthy condition and serviced in accordance with Land Rover recommendations, provided that the vehicle is not used for public transport of persons or merchandise, or for hire with or without a driver.

**Usual place of residence:** Is the home residence of a Beneficiary, provided that it is in the Country of Registration.

# 05

## Land Rover Roadside Assistance Conditions and Exclusions

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## Conditions

To receive Roadside Assistance services, the Beneficiary must:

- As soon as possible, contact **RSA** to notify of a Breakdown and freely and fully provide all relevant information.
- Take all reasonable precautions and make no admission of liability or offer or promise of payment of any kind.
- Comply with the terms of the **RSA** Programme.

If, in the opinion of **RSA**, a recurring fault is due to poor maintenance of the Covered Vehicle, we reserve the right to refuse provision of any **RSA** services.

## Exclusions

**RSA** will not be liable to pay or provide any services required, directly or indirectly, due to:

- Adverse weather conditions such as high winds, sand and hail storms, snow, floods, etc.
- Covered Vehicle being kept in an un-roadworthy condition, or not being serviced in accordance with Land Rover recommendations.

- Fraudulent act by a Beneficiary or any other person seeking to claim under the Programme.
- The Beneficiary of the Covered Vehicle being under the influence of intoxicating liquor, solvent abuse or drugs, not having a valid driving license corresponding to the class of the Covered Vehicle or contravening regulations relating to the carriage of persons, animals or objects in the Covered Vehicle.
- Damage or injury intentionally caused by the Beneficiary or resulting from his/her participation in a criminal act or offence.
- Participation in motor racing, rallies, speed or duration testing as well as wagers or challenges.
- Transporting in the Covered Vehicle mineral, nuclear, toxic, explosive or flammable materials.
- Terrorism, civil disturbances or riots and actions by the armed or security forces or organisations.
- Any medical conditions and illnesses.

RSA will not be liable to pay for the cost of:

- Any expenses incurred without the prior authorisation of RSA.
- Any assistance or services arranged by or on behalf of the Beneficiary without the prior authorisation of RSA.
- Any claim that would otherwise be provided or payable under an insurance policy of a Beneficiary.
- Any costs of repairs to the Covered Vehicle or any other vehicle.
- Any medical assistance or care for the beneficiary or for any other person.
- Any consequential losses arising directly or indirectly from the Breakdown.



