

Rolls-Royce Service Inclusive  
Meticulous care. Without compromise.





# A new Rolls-Royce motor car is truly complete with Rolls-Royce Service Inclusive

Introducing our unrivalled ownership package, seamlessly activated after the initial four years. You can enjoy the reassurance of an additional two, three or five years of effortless motoring.

Rolls-Royce Service Inclusive is available on new car purchases for Ghost, Wraith and Dawn models.



# Complete peace of mind

Rolls-Royce Service Inclusive ensures that nothing detracts from the pleasure of driving your Rolls-Royce motor car. It offers you;

- Two, three or five year cover extension options to suit your individual needs
- Full coverage of all scheduled service items, including brake pads and discs
- Continued support through Rolls-Royce Assistance, our roadside assistance service
- Regional map updates – to the latest available release from Rolls-Royce Motor Cars
- The latest vehicle software updates to ensure your motor car is always at its optimum
- A continuation of Rolls-Royce Teleservices and Rolls-Royce Assist, where available in market
- Unlimited mileage on the package
- An official certificate from the Home of Rolls-Royce, authenticating your purchase of Rolls-Royce Service Inclusive, for you to keep within your records.





## Meticulous attention to detail

Protect your motor car with the unparalleled level of service offered by our authorised network of Rolls-Royce Dealers. Our uncompromising standards, meticulous care and drive for excellence can now maintain your Rolls-Royce motor car for up to nine years.

Contact your local Dealer to discover the full benefits of Rolls-Royce Service Inclusive.



# Terms and Conditions

## Rolls-Royce Service Inclusive

### I. Rolls-Royce Service Inclusive covers the following items:

- a) The cost of Rolls-Royce Motor Cars Genuine Parts, labour and fluids for the following service items: engine oil service, engine oil top-up, brake fluid, air filter, micro filter, fuel filter (fuel filter only applicable to China specification vehicles) and spark plugs.
- b) The cost of Rolls-Royce Motor Cars Genuine Parts and labour for the following maintenance items, if required due to wear and tear (not due to misuse or negligence): brake pads, brake discs, brake sensors and wiper blade rubbers.
- c) Round-the-clock, 365 days a year, roadside support from Rolls-Royce Assistance in the event of the motor car failing to proceed. This covers the cost of services for vehicle recovery, vehicle repatriation, as well as onward mobility options for the customer and passengers.
- d) Digital road map updates – The cost of the software and the programming time required from a trained technician, within an authorised Rolls-Royce Motor Cars Dealership, to update the motor car with the latest version of the digital road map.
- e) Vehicle software updates – The cost of the vehicle software and the programming time required from a trained technician, within an authorised Rolls-Royce Motor Cars Dealership, to install the latest released level of vehicle software on the motor car, to ensure it is at its optimum.
- f) The cost of maintaining the Enhanced Ownership functionality within your Rolls-Royce motor car, subject to availability in the country of use and a signed Get Connected form.

Description of the Enhanced Ownership services:

- Automatic E-Call: An automatic emergency SOS call function activated in extreme situations whereby the crash or airbag sensors will automatically generate an SOS call, alerting the nearest emergency services call centre of your situation.
- Manual E-Call: To manually request help in an emergency, the SOS button within the roof light console will facilitate a call to the nearest emergency services call centre.
- TeleServices: When your Rolls-Royce requires maintenance attention, the vehicle transmits service-related data automatically or via manual request to the assigned approved Dealer, enabling them to make contact with you.
- Real Time Traffic Information (RTTI): Using data drawn from sources such as movement profiles from the surrounding mobile phone network, the GPS data of vehicles, smartphone apps and police reports, precise details of the time and duration of traffic delays to the nearest few metres are relayed to your vehicle virtually in real time. This is currently only available in limited markets – the local authorised Rolls-Royce Motor Cars Dealer can be contacted for more details.

Full terms and conditions of Rolls-Royce TeleServices and Rolls-Royce Assist have been listed on page 6.

These items are covered from commencement of the Rolls-Royce Service Inclusive contract, activating after the initial four-year ownership package expires, without any mileage restrictions. The duration of cover is either, two, three or five years, depending on the package option selected.

2. Items not specifically mentioned in point 1 and items requiring replacement or repair due to excessive wear and tear or misuse or negligence are not covered by Rolls-Royce Service Inclusive.
3. Maintenance work carried out under Rolls-Royce Service Inclusive will be indicated by the vehicle's on-board computer and Rolls-Royce Motor Car guidelines. Work must be carried out in line with Rolls-Royce service schedules and Rolls-Royce repair instructions (copies of which are available on request) which may be updated or vary from time to time according to the Manufacturer's instructions.
4. If vehicles have undergone any form of unapproved after-market tuning or performance enhancement, any right to request services or parts under Rolls-Royce Service Inclusive ceases with immediate effect.
5. Servicing must be carried out at a Rolls-Royce Service Authorised Workshop by Rolls-Royce Approved Technicians as specified in the Owner's Manual.
6. Rolls-Royce Service Inclusive is transferable to subsequent owners of the car, but not transferable to another car.
7. Costs paid for Rolls-Royce Service Inclusive are non-refundable.
8. Rolls-Royce Service Inclusive is not available on vehicles used commercially or for hire and reward.
9. Place of jurisdiction and applicable law: All disputes arising out of or in connection with these Terms and Conditions shall be subject to English Law and the exclusive jurisdiction of the Courts of England.

# Terms and Conditions

## Rolls-Royce TeleServices and Rolls-Royce Assist Services

### 1. General information

Rolls-Royce Motor Cars Limited of The Drive, Westhampnett, Chichester, West Sussex, United Kingdom, PO18 0SH (“we”, “us”, “our” as appropriate) will provide to the customer (“you”, “your” as appropriate) with certain vehicle-specific information and support services (“Services”) under the names ‘Rolls-Royce TeleServices’ and ‘Rolls-Royce Assist’. Except where the following description of the individual Services explicitly states otherwise, we do not collect, store or process customer data for the provision of the Services. We shall inform you in advance if the collection, storage and processing of personal data is necessary for the provision of any of the Services. Services will be provided by means of a pre-fitted SIM card in the vehicle. We will process your personal data in accordance with applicable data protection legislation and as necessary for the performance and the provision to you of the Services.

### 2. Rolls-Royce TeleServices and Rolls-Royce Assist Services

Rolls-Royce TeleServices and Rolls-Royce Assist are activated before delivery to your authorised Rolls-Royce Dealer or you.

#### a. Rolls-Royce TeleServices

Rolls-Royce TeleServices enhance the ownership experience of the customer. If required or when triggered or commissioned by you, the vehicle’s technical data (e.g. service information concerning monitored wear parts, vehicle status information such as checkcontrol notifications, battery charge status, data for identifying and locating the vehicle in the event of a breakdown) shall be transmitted to us. In the event that a service is required, these items of data shall be forwarded to your authorised Rolls-Royce Dealer or Service Workshop, Rolls-Royce Assistance or respective service providers for the purposes of making contact with you and arranging a service appointment. Technical data may be transferred from the vehicle to us for evaluation to aid the further development of our products and services. This is known as the Teleservice Report. All data is exclusively technical, vehicle-related data and contains no customer information. Other data such as positioning data will not be transferred as part of Teleservice Report. Teleservice Battery Guard continuously monitors the vehicle battery. If the battery condition falls below a fixed value, the vehicle’s technical data shall be transmitted to your authorised Rolls-Royce Dealer or Service Workshop. If appropriate, they will contact you to arrange a service appointment. By receiving the Services, you can also be informed about a critical battery status by your authorised Rolls-Royce Dealer or Service Workshop, for example if parking lights have been left on or the vehicle is parked for long periods of time.

#### b. Rolls-Royce Assist

The vehicle’s identification and location is required for the use of Rolls-Royce Assist, and to provide assistance to the respective emergency services call centre. The user’s request and the data required may be transmitted to service providers commissioned by us to provide the Service.

### 3. Availability of the Service

The complete range of Services is only available on Ghost and Wraith models in a limited number of countries. Please contact your authorised Rolls-Royce Dealer or Service Workshop for more information.

### 4. Deactivation

You may have the Services deactivated at any time at your authorised Rolls-Royce Dealer or Service Workshop by signing a waiver document.

**Please Note:** Deactivation of the Services will also deactivate the SIM card installed in the vehicle which will also deactivate the Rolls-Royce Assist function.

For further information on Rolls-Royce Service Inclusive, Rolls-Royce TeleServices, Rolls-Royce Assist and the General Terms and Conditions of Service, please contact your preferred authorised Rolls-Royce Dealer or Service Workshop.

All illustrations and specifications are based upon current information available as at August 2016. Rolls-Royce Motor Cars Limited reserves the right to make changes at any time without notice.

Rolls-Royce Motor Cars Limited makes all reasonable efforts to provide accurate information, however; there is not guarantee of accuracy. No liability is assumed by Rolls-Royce Motor Cars Limited. Additional information may be obtained from your authorised Rolls-Royce Motor Cars Dealership/Workshop.

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[www.rolls-roycemotorcars.com/ownership](http://www.rolls-roycemotorcars.com/ownership)