



路虎道路救援手册

Land Rover Assistance

RANGE
ROVER



路虎紧急道路救援 - 专业的道路救援服务

拥有路虎紧急道路救援，让您驾驶信心在握。

路虎紧急道路救援是由路虎中国为客户提供的众多特殊服务中的一项。我们真诚地希望,无论何时何地，您都能驾驭一路平安。因此，我们特意为您精心设计了路虎紧急道路救援，针对您的问题提供最佳的解决方案。

全年365天,每天24小时，您只需拨通24小时全国服务热线：400-650-9558，即可随时享受我们为您提供的相关服务。我们不仅能够为您及时排除简单的故障，或将您的爱车送至最近的路虎服务中心，更可为您安排其他交通方式或接待住宿，助您从容应对路途上的种种变化，安心倍增。

全国范围24小时服务电话
24hr Nationwide Service
400-650-9558

Land Rover Roadside Assistance - Free Emergency Service

Drive with confidence with “ Land Rover Roadside Assistance “ .

“ Land Rover Roadside Assistance ” is one of many special services provided by Land Rover China. We sincerely hope that whenever and wherever you travel, you will have a trouble free journey. Land Rover Roadside Assistance has been created specifically for you, by providing you with the best solution to your problem.

24 hours a day, 365 days a year – all you need is to dial our nationwide service number: 400-650-9558, Land Rover Roadside Assistance will be there to help. We will not only help you with breakdowns, or recover your vehicle to the nearest Land Rover authorized dealer; we will also organize the most appropriate mode of transport to your destination or help you with your accommodation so that you would be comfortable with unexpected changes on the road and be worry free.



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路虎紧急道路救援定义

服务所含车辆——由路虎中国在中国大陆地区所指定的路虎汽车授权经销商自2006年5月1日起销售的进口的路虎各款车型。上述车型将从车辆售出保修生效起三年内享受免费的路虎紧急道路救援。

服务涵盖地区——出事地距中国大陆地区路虎汽车指定授权经销商周边半径500公里内，且车辆未到达路虎汽车指定授权服务中心处。

即使您的车辆超出上述范围且需要救援，也请您及时拨打我们的路虎紧急道路救援热线。我们会竭尽全力地针对您的问题为您提供最佳的解决方案。

服务涵盖的客户——在驾驶路虎汽车过程中，需要救援服务的路虎汽车的所有者（或驾驶员）以及车上所有乘客，服务对象人数不超出汽车制造商授权的限座人数。

服务涵盖事宜：

- 机械或电子故障
- 路面交通事故而导致车辆不能继续安全行驶
- 驾驶员错误

电池问题：由驾驶员错误导致车辆没电 **轮胎问题：**爆胎, 扎胎问题

钥匙问题：钥匙被锁, 钥匙被损坏 **燃油问题：**燃油用尽*, 错误燃油, 或被污染的燃油

* 仅负责送油服务或拖送至最近加油站(视具体情况而定)，燃油费用由客户承担





Land Rover Roadside Assistance Definitions

Covered Vehicle - New Imported Land Rover vehicles sold by Land Rover China authorized dealer in mainland China on or after May 1st 2006, will be entitled to receive Roadside Assistance service free of charge for 3 year from warranty start date.

Covered Areas - Service will be provided within a 500km radius around each authorized Land Rover dealer in mainland China as long as you are not already at an authorized Land Rover Dealer. Even if your vehicle is immobilized outside of the covered area please do not hesitate to call Land Rover Roadside Assistance. We will make our best efforts to provide you with a solution to your problem.

Covered Customer - The owner (or driver) and all the passengers traveling in the vehicle at the moment the emergency assistance was required within the limits authorized by the car manufacturer.

Covered Events:

- Mechanical or electrical breakdown
- Road traffic accident where the vehicle is immobilized
- Pilot error

Battery problems: flat due to customer fault

Tyre problems: puncture, bolts or valve-related issues

Key problems: locked keys

Fuel problems: out of fuel*, incorrect/contaminated fuel

* Delivery of fuel or tow to nearest gas station only – customer to pay the cost of fuel

当您需要救援服务的时候，您需要做到：

当您的车辆由于发生故障或其他事宜而不能继续安全行驶时，请首先拨打路虎24小时紧急道路救援服务热线，我们会针对您的情况为您提供专业道路救援服务

请记住，不要自行安排救援以及其他任何后续服务

What to do when you need Roadside Assistance

In the situation that your vehicle is immobilized, please always contact Land Rover Roadside Assistance first

please do not make your own arrangements.





路虎24小时紧急道路救援服务热线：

400-650-9558

当您拨打服务热线时，请准备好如下信息：

- 您的姓名和具体位置
- 车辆识别号(VIN)
- 您的联系电话
- 确认您的家庭住址
- 车牌号和车辆颜色
- 您所驾驶的路虎汽车型号
- 故障描述

重要提示：

- 请不要自行通过第三方进行救援。为了确保您获得路虎紧急道路救援服务的权益，您必须及时与路虎救援中心联系以获得帮助。
- 请确保在拖车之前，从您的车上取走所有私人物品，路虎紧急道路救援恕不承担车内私人物品遗失和损坏的责任。

24hr Assistance Number:

400-650-9558

Please have the following information in hand when calling:

- Your name and exact location
- VIN Number
- Your contact phone number
- Confirmation of your home address
- License Plate Number and colour of vehicle
- Land Rover model
- Description of the problem

Important note:

- Please do not make your own arrangements through a third party. In order to qualify for the benefits provided by your Land Rover Roadside Assistance service, you must contact or seek assistance only from Land Rover Roadside Assistance service center.
- In the event that your vehicle requires to be towed, please ensure that you remove all your belongings from your vehicle prior to towing. Land Rover Roadside Assistance will not be responsible for any loss or damage to personal belongings left in the vehicle.

我们会为路虎客户提供何种道路救援服务：

家中或道路救援服务

无论您的车辆在家中或路上出现故障而不能继续安全行驶，路虎紧急道路救援都会为您提供高质量的服务，精心照顾好您的爱车。如果路虎紧急道路救援认为车辆可以在路旁及时修理，我们将首选该方案。

包括下述服务：

对于较为简单的机械故障会停靠路边及时处理

如果您的车辆遇到了一些小的车辆故障，路虎紧急道路救援服务会派出一名专业技术工程师为您提供救援服务，尽可能当场解决问题，让您的爱车可以尽快再次上路。

电瓶问题

如果您的电瓶出现问题影响车辆正常行驶时，路虎紧急道路救援会为您提供“搭电”服务，为您启动汽车。

燃油问题

路虎紧急道路救援会为您提供备用燃油（燃油费由客户承担），让您可以安全驾驶到最近的加油站为您的爱车加油；或者将您的爱车拖送到最近的加油站，方便您自行付费完成加油。

车钥匙

路虎紧急道路救援会为您提供妥善的处理方式，帮助您尽快解决问题。

轮胎问题

路虎紧急道路救援会根据具体情况为您选择更换爆胎/扎胎服务；或者，如果必须的话，会将您的爱车拖送至最近的路虎服务中心以妥善解决问题。





What benefits we offer to Land Rover Customer

Roadside Assistance at home or on the road

If your vehicle is immobilized whether at home or on the road in the covered areas, Land Rover Assistance will attend to your vehicle. If Land Rover Roadside Assistance thinks the vehicle can be repaired at the roadside, then that approach shall be attempted first where possible.

Cover includes the following services:

Minor mechanical repairs at roadside

If you encounter vehicle problems of a minor nature, a professional technician will be dispatched to provide assistance and try to get your vehicle mobile again.

Battery problems

Land Rover Roadside Assistance will provide jump start.

Fuel problems

Land Rover Roadside Assistance will provide emergency fuel delivery for you to make you travel to the nearest available refueling facility; OR transport the vehicle to the nearest re-fueling facility (Fuel charges will be at customer ' s cost)

Key problems

Land Rover Roadside Assistance will provide any appropriate solutions to solve your problem

Tyre problems

Land Rover Roadside Assistance will change a flat/punctured tyre, or, if necessary, transport the vehicle to the nearest Land Rover dealer



拖车

如果您的爱车因为机械故障或发生事故而不能继续安全行驶时，路虎紧急道路救援会提供专业拖车服务，将您的爱车送到最近的路虎授权服务中心以妥善解决问题。

出租车

如果您的爱车由路虎紧急道路救援拖运送修时，我们会为驾驶员和车上乘客提供50公里内的出租车费用报销。

口讯代递

当您的爱车发生了机械故障或交通事故，如果您需要的话，我们会为您给您的家人、朋友或可能因该故障或事故而对其造成延误的商业联系人代递口讯。

当出现路面交通事故时，为您提供法律建议

当您万一发生交通事故时，路虎紧急道路救援会通过专业法律人员为您提供法律处理建议。[我们只对最初事故处理提供口头法律建议，任何进一步的建议或代理（口头或书面上的），都需要您承担相应的经济责任。]

医疗建议

路虎紧急道路救援会为在驾驶过程中的驾驶员以及车上乘客提供基本的医疗建议。该建议仅限于为您提供驾驶员准备前往或正在前往地区的医疗站的地址信息。





Towing

If your vehicle is unable to be mobilized following a breakdown or an accident, a tow truck will be sent to recover your vehicle to the nearest Land Rover authorized dealer

Taxi

If your vehicle is towed under Land Rover Roadside Assistance, the driver and passengers can be provided one taxi reimbursement up to 50km from the breakdown location

Urgent message relay

As a result of breakdown or road accident, Land Rover Roadside Assistance will relay urgent message to family, friends or business associates likely to be affected or concerned by disruption or delay

Legal advice following a road traffic accident

Land Rover Roadside Assistance will provide you with legal advice via an accredited legal professional following a road traffic accident. Only a first verbal advice will be given, with any further advice or representation (verbal or written) being your financial responsibility

Medical referral service

Land Rover Roadside Assistance will provide basic medical referral service for the driver & passenger when traveling. Such advice will be limited to the location of emergency medical facilities in the location where you are traveling or plan to travel to





带司机的备用车

如果您的爱车出现机械或电子故障（驾驶者错误或交通事故除外）而导致车辆不能继续安全行驶，需要路虎紧急道路救援出动拖车将其送至路虎授权服务中心以备妥善解决时，如果检查结果表明汽车不能在车辆故障当天修好且车主正处于其居住地时，我们会为您提供一辆备有司机的专属备用车，最多可供您使用3天（具体情况取决于当时备用车的可用性以及具体维修时长）。

*重要提醒：当您使用我们为您提供的备用车时，您必须遵守我们的备用车使用规则，比如每日行驶里程以及驾驶员时间方面的使用限制规定。

Chauffeur driven replacement vehicle

If Land Rover Roadside Assistance have to organize towing/recovery of the vehicle to an authorized Land Rover dealer following a mechanical or electrical breakdown (not provided for pilot error or accident cases), and it is clear that the repair cannot be completed on the same day as the immobilization, the customer, if in the same city as where he lives, will be offered a chauffeur driven replacement vehicle for a maximum of 3 days (Subject to availability and the repairing duration)

*It is important that you must comply with the conditions of replacement vehicle usage, which will include a daily limit on kilometres travelled and driving hours of the chauffeur.

继续旅行 / 住宿接待

如果您的爱车出现机械或电子故障（驾驶员错误或交通事故除外）而导致车辆不能安全行驶，且此时需要路虎紧急道路救援出动拖车将其送至路虎授权服务中心以备妥善解决时，如果检查结果表明汽车不能在车辆故障当天修好且驾驶员及车上乘客身处异地时，可以在以下服务中选择一种。

选择1：继续旅行——交通费 / 出租车服务

如果驾驶员及其车上乘客愿意继续旅行或返回家中，路虎紧急道路救援会根据您的情况为您安排最妥当的交通方式。该服务涵盖人员取决于救援当时车上人数，且最多给予与您的爱车合法限座人数相当。

继续旅行服务包括：

- 如果预计行程在1000公里以内，为您提供免费火车头等车厢服务。
- 如果预计行程超过1000公里，则为您提供免费飞机经济舱服务。
- 如果出租车比相应火车服务价格更为优惠且便捷时，则提供出租车服务。
- 在车票或机票购买过程中发生的相关交通费用经核实也一应由路虎紧急道路救援负责。

选择2：住宿接待

如果驾驶员及其车上乘客愿意停在事发地等待车辆维修完毕时，路虎紧急道路救援会为您预定旅店并支付住宿费用（房费），其他费用则需客户自行支付。该服务涵盖人员取决于救援当时车上人数，且最多给予与您的爱车合法限座人数相当。

住宿接待服务包括：

- 入住最多可达3天（取决于具体维修时长）。
- 入住最高可达4星级酒店。

Onward journey / Hotel accommodation

If Land Rover Roadside Assistance have to organize towing/recovery of the vehicle to an authorised Land Rover dealer following a mechanical or electrical breakdown (not provided for pilot error or accident), and it is clear that the repair cannot be completed on the same day as the immobilization, the driver and the passengers, if not in the same city as where they live, will be given the opportunity to choose one of the following options:

Option one: Onward journey - Ticketing / Taxi

If the driver and passengers prefer to continue their journey or return home, Land Rover Roadside Assistance shall organize the most appropriate mode of transport. This benefit applies to a maximum number of persons that the vehicle is legally allowed to carry.

Onward Journey Benefit:

- First class train travel if journey is under 1000km
- Economy class air travel if journey is over 1000km
- Taxi if more convenient and less expensive than the train ticket
- Any costs incurred for you to collect tickets (taxi, public transport) shall also be covered by Land Rover Assistance

Option Two: Hotel Accommodation

If the driver and passengers prefer to stay where they are, and wait for the vehicle repairs to be completed, then Land Rover Roadside Assistance shall book a local hotel and pay the cost of accommodation. The maximum for this benefit is accommodation for the same number of people as the vehicle can legally carry.

Hotel benefits:

- Maximum of 3 days (subject to repairing duration)
- Maximum 4-star hotel



维修完毕后车辆交付服务

如果在您的爱车因机械或电子故障而导致车辆不能安全行驶之后，路虎紧急道路救援服务人员已将车辆送至路虎授权服务中心进行修理，同时也为您提供了继续旅行服务。在车辆修理完毕后，路虎道路救援有责任安排您前来取车。我们将会支付司机一人用以取回车辆所花费的相关交通费用，具体方法与继续旅行服务程序相同（如交通费、出租车费等）。

Vehicle pick-up following completion of repairs

If the vehicle was arranged to an authorized Land Rover dealer for repairs following a mechanical or electrical breakdown, and onward journey benefits were provided, then Land Rover Roadside Assistance is responsible to arrange the customer to get his or her vehicle back. Upon completion of repairs, we will pay for the customer (only one person) to travel to collect his vehicle, according to the same onward journey benefits [ticketing, taxi, etc].





路虎紧急道路救援的宗旨是为了更好地（仅）为紧急情况服务。因此，如果出现下述情况，并不足以对您的人身或其它安全造成实际或根本的威胁时。路虎紧急道路救援将不提供服务：

- 燃油表故障。
 - 速度表不工作。
 - 空调系统不工作。
 - 车门不能开启，但车内没有乘客。
 - 不能开启后备箱。
 - 前/后除雾气不工作。
 - 喇叭不工作(如果喇叭持续鸣叫，路虎紧急道路救援会救援解决)。
 - 门外后视镜损坏。
 - 车内后视镜损坏但不妨碍驾驶员的视线。
 - 油箱盖损坏或有故障，但车内还有汽油而且燃油箱里面的燃油足够车辆驾驶到最近的授权服务中心。
 - 天窗不能开启。
 - 天窗不能关闭，但天气晴朗而且车辆不存在任何安全隐患。
 - 车窗不能开启。
 - 车窗不能关闭，但天气晴朗而且车辆不存在任何安全隐患。
 - 座椅调节功能故障，但车辆可以安全驾驶。
 - 乘客座椅安全带故障，但车内没有乘客。
 - 安全系统故障，除非车辆已抛锚或警报响个不停。
 - 传动系统卡在运动/冬季模式。
 - ABS警告灯亮。
 - 气囊警告灯亮。
 - 牵引力控制警告灯亮。
 - 其他不牵涉到安全的警告灯/服务指示灯亮。
 - 车内雨刮液已用完。
 - 在天气晴朗时，前档雨刮失灵。
 - 在天气晴朗时，后档雨刮失灵。
- 上述列表的各种情况并不互斥。



Land Rover Roadside Assistance is intended to cover emergency situations only. Therefore, this program will not cover the following problems you may encounter while driving your vehicle unless there is a real and discernible threat to your personal safety and the safety of others:

- Faulty fuel gauge
- Speedometer not working
- Air-conditioning is not working
- When the passenger door(s) cannot be opened and there are no passengers in the vehicle
- Boot cannot be opened
- The front and/or rear demisters are not functioning
- Horn is not functioning. If the horn is sounding continuously, the assistance services will be provided
- Damaged door mirrors
- When the rear view mirror is damaged but it does not obstruct the driver ' s vision
- Damaged or faulty fuel cap but vehicle has not run out of petrol and there is enough fuel in the tank to enable the vehicle to reach the nearest authorized Land Rover dealer
- When the sunroof cannot be opened
- When the sunroof cannot be closed but weather conditions are fair and the vehicle is not exposed to any security risk
- When windows cannot be opened
- When windows cannot be closed but weather conditions

- are fair and the vehicle is not exposed to any security risk
- Seat adjustor is faulty but the vehicle can be safely driven
- When passenger seat belts are faulty but there are no passengers in the vehicle
- Faulty security system unless the vehicle is immobilized or unless the alarm is sounding continuously
- Transmission stuck in ports/winter mode
- When the ABS lights are illuminated
- Air bag warning lights are illuminated
- Traction control lights are illuminated
- Other non-safety related lights/service warnings are illuminated
- When your vehicle runs out of windscreen wiper fluid
- Front windscreen wipers faulty but weather conditions are fair
- Rear windscreen wiper faulty but weather conditions are fair

The above list is inclusive.

路虎紧急道路救援不适用于以下情况：

- 车辆参与赛车、拉力赛、速度和耐久性测试、试驾以及在非官方道路上（如沙漠、河床、沼泽、山地等）驾驶
- 由于战争、暴乱、叛乱、政治示威、抢劫、罢工、军事或反恐行动、地震、气候反常、大气现象、核裂变现象以及人工操作原子粒子加速引起的辐射；
- 故障是由故意损坏、破坏或者参与违法犯罪行为引起的；
- 车辆的抛锚是直接或间接的因警方或其他有关部门介入而引起的；
- 车辆的操作违反该车使用说明而引起的损坏；
- 车辆故障后引发的任何相关费用或财产损失；
- 车辆未保持在适于行驶的状况下或者未根据车辆制造商的建议保养车辆；
- 车辆用于出租车、租赁用车以及其它商业用途。

***. 恶劣天气条件: 在遭遇洪水、强烈雨雪等恶劣天气而缺少必要的外部资源的情况下，有些救援操作可能无法进行。在这种情况下，我们将在天气情况改善以后才能实施拖车等救援服务。





Land Rover Roadside Assistance is not applicable for below conditions:

- Vehicle is involved in motor racing, rallies, speed or duration tests, practice runs, or operated outside official roads (desert, riverbed, mountain area, marshes, etc)
- Assistance is required as a result of wars, riots, uprising, mass political demonstrations, pillage, strike, use for military purposes or acts of terrorism, earthquake damage, freak weather conditions, atmospheric phenomena, nuclear transformation phenomena or radiation caused by artificial acceleration of atomic particles
- Breakdown is caused by deliberate damage, vandalism or participation in a criminal act or offence
- The immobilization is resulting from damage caused by intervention of the police or other authorities
- Any damage resulting from the use of the vehicle against the recommendations of the owner manual
- Any consequential costs and/or damage to property as a result of a breakdown
- Vehicles kept in a non-roadworthy condition or not serviced in accordance with the manufacturer ' s recommendations
- Vehicles being used as taxis, rental or other commercial purpose

***- Adverse weather conditions: On those occasions when adverse weather conditions such as floods, heavy rain and snow challenge external resources, some operations may become physically impossible until the weather improves. Under such situation, our tow truck will reach you until weather conditions permit.

我们的权利

- 如果客户提供的资料或申明有误，路虎紧急道路救援保留拒绝任何权益诉求的权利
- 在极端的情况下，如果因为没有满意的解决方案而导致双方的争议，路虎紧急道路救援保留指定独立的第三方作为仲裁人而解决问题的权利
- 路虎保留在不预先通知的情况下更改紧急道路救援计划的权益项目

Rights

- In the case of false statement, Land Rover Roadside Assistance shall have the right to refuse any or all the benefits
- In the unlikely event of a dispute arising for which a satisfactory solution can not be found, Land Rover Roadside Assistance reserves the right to appoint an independent third party to act as an arbitrator to resolve the matter
- Land Rover reserves the right to change the benefits, pricing, terms and conditions to the Land Rover Roadside Assistance program without any prior notice to you







常见问题：

1、我是否需要支付更换零配件的费用？

是的。你需要支付更换零配件和所有车间工时的费用。只有在符合生产厂商的保修条款时才可以获得免费修理。

2、我需要等待多长时间路虎紧急道路救援才能为我提供援助？

路虎紧急道路救援充分理解车主在车辆发生故障时所经历的窘境和不便，我们的目标是保证将您的不便降到最低限度。因此，在接到您的求救电话后，我们接受过全面专业训练的救援中心员工会立即安排最近和最合适的服务供应商前往救援。等待时间的长短取决于可利用的救援供应商、您抛锚的地点、交通和天气情况。在救援过程中，我们会保持与您的联络，随时向您提供救援供应商预计到达的时间。

Frequently asked questions

1. Do I have to pay for replacement parts?

Yes. Replacement parts and any workshop labour costs would be your responsibility, unless covered under the manufacturer ' s warranty conditions apply.

2. How long will I have to wait before Land Rover Roadside Assistance comes to my aid?

Land Rover Roadside Assistance understands the frustration and inconvenience experienced by a vehicle owner in the event of a breakdown. Our aim is to ensure that any inconvenience is kept to a minimum. Therefore, on receipt of your call, our fully trained call centre staff will immediately arrange for the nearest and most appropriate service provider to assist you. The duration of wait will depend on the availability of assistance provider, your breakdown location, traffic and weather conditions. During the course of the assistance, we will maintain contact with you and provide updates of the estimated time of arrival of the service provider.



3、路虎紧急道路救援安排服务时，我是否需要与车辆一起？

是的。您必须在汽车抛锚现场，以便我们可以对您的车辆实施救援。在我们把车辆拖至最近的路虎服务中心之前，您需要签署一份委托书。请在车辆被拖前确保您所有的私人物品都已经从车里取出，路虎紧急道路救援对任何遗留在车内的私人物品的丢失和损伤不承担责任。

4、我可以要求路虎紧急道路救援把车辆拖至我指定的维修厂吗？

不可以。路虎紧急道路救援只负责将您的车辆从事故现场或抛锚现场拖至最近的路虎服务中心。如果您要求把车辆拖至非路虎授权服务中心，你不但需要自己支付所有拖车有关费用，同时不再享受本政策中规定的任何其他权益。

3. Do I have to be with the vehicle to receive service arranged by Land Rover Roadside Assistance?

Yes. You must be present at the breakdown location in order for assistance services to be rendered to your vehicle. In the event of a towing, you are required to sign a release form before your vehicle can be towed to the nearest Land Rover centre. Please ensure that you remove all your belongings from your vehicle prior to towing. Land Rover Roadside Assistance is not responsible for any loss or damage to personal belongings left in the vehicle.

4. Can I request for my vehicle to be towed to a workshop of my choice?

No. Land Rover Roadside Assistance will tow your vehicle from the accident or breakdown location to the nearest Land Rover centre. If you request to have your vehicle towed to an unauthorized service centre, you will be responsible for all costs associated with the towing, and you will not be eligible for any other benefits detailed in this policy.



5、我可以自行安排拖车，然后向路虎紧急道路救援中心报销吗？

不可以。为了保证最高的服务水准，所有的救援事宜必须由路虎紧急道路救援中心安排。路虎紧急道路救援中心拥有指定的服务供应商网络和救援设施，为您提供该政策中所承诺的服务。

6、有关交通事故索赔事宜我应该与谁联系？

有关交通事故保险索赔事宜，您应该与离您最近的路虎授权服务中心和车辆保险公司联系。

7、如果我想与一个路虎服务中心安排预约，我可以打电话给路虎紧急道路救援吗？

可以。虽然路虎紧急道路救援旨在提供紧急救援，但是，我们乐于向您提供你所选择的路虎服务中心的详细联系方式。

5. Can I make my own arrangements for roadside assistance and obtain reimbursement from Land Rover Roadside Assistance?

No. In order to maintain the highest level of service, all arrangements must be made by Land Rover Roadside Assistance. Land Rover Assistance has an appointed network of service providers and facilities to provide the services as described in this policy.

6. Who should I be contacting for road traffic accident insurance claims?

You should contact your nearest authorized Land Rover centre and vehicle insurer for vehicle accident insurance claims.

7. Do I call Land Rover Roadside Assistance if I want to make an appointment with a Land Rover centre?

Land Rover Roadside Assistance is designed to provide emergency assistance. However, we will gladly provide you with the contact details of the Land Rover centre of your choice.



8、如果我的后备箱无法关闭，我可以打电话给路虎紧急道路救援吗？

可以。路虎紧急道路救援将为您安排救援，因为在这种情况下，您驾车时可能会有潜在的危险。

9、在特定情况下，我享有备用车的权益，备用车是怎么样的？

只要可能，路虎紧急道路救援将会为您安排一辆带司机的专属备用车。但是这项服务要取决于实际操作中是否能获得所需的车辆。

10、路虎紧急道路救援已经为我安排了一辆备用车，但是我的车辆维修需要超过3天时间，是否要支付其余天数的车费？

是的。路虎紧急道路救援免费提供3天的备用车使用，但是3天之后的租车费用需要您自己承担。

如果您想进一步了解关于路虎汽车的其他方面的服务信息，您可以拨打400-820-0187或咨询当地的授权经销商了解更多的信息。

8. Do I call Land Rover Roadside Assistance if my boot can not be closed?

Yes. Land Rover Roadside Assistance will arrange assistance for you since this situation could be potential hazard if you attempt to drive your vehicle.

9. I am entitled to the car hire benefit. What will the replacement vehicle be?

Whenever possible, Land Rover Roadside Assistance will arrange for a chauffeur-driven replacement car. However, this is subject to the availability of the car hire facility and therefore cannot be guaranteed.

10. Land Rover Roadside Assistance has arranged to rent a replacement car for me, but the repair to my vehicle will take longer than 3 days. Am I responsible for the cost of additional days?

Yes. Land Rover Roadside Assistance will provide a replacement car for 3 days, after which time the cost of additional days will be your responsibility.

If you are interested in the general information of the Land Rover services, you can dial 400-820-0187 or get more information from local authorized dealer.



全国范围24小时服务电话
24hr Nationwide Service

400-650-9558