



路虎道路救援手册

Land Rover Assistance



GO BEYOND

路虎救援 - 免费的救援服务

拥有路虎道路救援，让您驾驶信心在握。

路虎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道路救援，针对您的问题提供最佳的解决方案。

全年365天，全天24小时，您只需拨通24小时免费服务热线：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 Assistance - Free Emergency Service

Drive with confidence with "Land Rover Assistance".

"Land Rover 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 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 toll-free number: 400-650-9558, Land Rover Assistance will be there to help. We will not only help you with breakdowns, or recover your vehicle to the nearest Land Rover authorized dealership; we will also organise 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道路救援。

服务涵盖地区——中国大陆地区路虎汽车指定授权经销商周边半径500公里内的所有地区。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

无论您身处何处（比如家中、路旁、高速公路上或停车场等各种场所），只要您的车辆未达到路虎汽车指定授权经销商处，如果您在我们的服务涵盖范围内，即可享受我们为您提供的路虎道路救援。





Land Rover Assistance Definitions

Covered Vehicle - New Imported Land Rover vehicles sold by Land Rover China authorized dealership in mainland China on or after May 1st 2006, will be entitled to receive 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 dealership in mainland China. Even if your vehicle is immobilised outside of the covered area do not hesitate to call Land Rover 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

Assistance will be provided within the coverage area wherever you are (i.e. at home, at roadside, on the highway, in a parking lot, etc) as long as you are not already at an Authorized Land Rover Dealer.

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，请首先拨打我们24小时免费救援服务热线，我们会针对您的情况为您提供相关救援服务。（请记住，不要自行安排救援）

我们24小时免费服务热线电话为：

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

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。
- 如果您的车辆需要拖车服务，请确保在拖车之前，从您的车上取走所有私人物品。如有丢失或损坏，路虎道路救援概不负责。





What to do when you need assistance

In the situation that your vehicle is immobilized, please always contact Land Rover Assistance first (please do not make your own arrangements).

24hr Assistance Number:

400-650-9558

Please have the following information in hand when calling Land Rover Assistance:

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

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 Assistance service, you must contact or seek assistance only from Land Rover 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 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优惠服务：

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，路虎道路救援中心会派出一名路虎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

路虎道路救援会为您提供备用燃油，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（燃油费需要客户自己支付）。

车钥匙

路虎道路救援会为您代取备用钥匙；或其他妥善的解决方法。

轮胎问题

路虎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 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 Land Rover technician will be dispatched to provide assistance and try to get your vehicle mobile again.

Battery problems

Land Rover Assistance will provide jump start.

Fuel problems

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

Key problems

Land Rover Assistance will provide spare keys pick up and delivery to you, or any appropriate solutions to solve the problem

Tyre problems

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



拖车

如果您的爱车因为机器故障或发生事故而不能继续安全行驶时，路虎道路救援会派出专用拖车将您的爱车拖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道路救援拖运送修时，我们会为驾驶员和车上乘客提供出租车服务，将您免费送到故障地点50公里内的任何地方。

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 dealership

Taxi

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





口讯代递

当您的爱车发生了机器故障或交通事故，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。我们只会给出对最初事故处理的口头法律建议，任何进一步的建议或代理（口头或书面上的），您都将要承担相应的经济责任。

医疗建议

路虎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。





Urgent message relay

As a result of breakdown or road accident, Land Rover 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 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 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 they 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，此时需要路虎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事故或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高级备用车，最多可供您使用3天（具体情况取决于当时备用车的数量）。

※ **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，比如说每日行使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 Assistance had to organized 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 of a premium class category for a maximum of 3 days [Subject to availability]

*It is important that you comply with the conditions of 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事故或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，路虎道路救援会根据您的情况为您安排最妥当的交通方式。该优惠服务涵盖人员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，则提供免费出租车服务。
- 在车票或机票购买过程中发生的费用也一应由路虎道路救援负责。

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，路虎道路救援会为您预定旅店并只支付住宿费用（房费），其他费用则需您自行支付。该优惠服务涵盖人员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。
- 入住最高可达4星级酒店。

Onward journey / Hotel accommodation

If Land Rover Assistance had 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 immobilisation, 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 Assistance shall organise 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 tickers (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 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
- 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。我们将会为您支付相关的用以取回车辆所花费的交通费用，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 recovered to an Authorized Land Rover dealer for repairs following a mechanical or electrical breakdown, and onward journey benefits were provided, then Land Rover Assistance is responsible to arrange for the Customer to get his or her vehicle back. Upon completion of repairs, we will pay for the Customer to travel to collect his vehicle, according to the same onward journey benefits [ticketing, taxi, etc].





路虎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 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 authorised 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 immobilised 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

The above list is inclusive.

由于路虎道路救援提供的是无偿服务，我们希望向客户说明，我们对下述情况下使用所发生的相应问题概不负责：

- 车辆参与赛车、拉力赛、速度和耐久性测试、试驾以及在非公路上驾驶；
- 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；
- 车辆未保持在适合于在道路上行驶的状况或者未根据车辆制造商的建议保养车辆；
- 车辆用于出租车用途。





Whilst the services rendered by Land Rover Assistance are intended to be at no cost to you, we wish to clarify that we will not be responsible for the following:

- Vehicle is involved in motor racing, rallies, speed or duration tests, practice runs, or operated outside official roads
- 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



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道路救援才能为我提供援助？

路虎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 Assistance comes to my aid?

Land Rover 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、我可以要求路虎道路救援把车辆拖至我指定的维修厂吗？

路虎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 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 tow, you are required to sign a release from 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 Assistance is not responsible for any loss or damage to personal belongs left in the vehicle.

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

Land Rover 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 a non authorized 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，然后向路虎道路救援中心报销吗？

为了保证最高的服务水准，所有的救援事宜必须由路虎道路救援中心安排。路虎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道路救援吗？

虽然路虎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 Assistance?

In order to maintain the highest level of service, all arrangements must be made by Land Rover 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 Assistance if I want to make an appointment with a Land Rover Centre?

Land Rover 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、如果我的后备厢无法关闭，我可以打电话给路虎道路救援吗？

可以。路虎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、我享有备用车的权益，备用车是怎么样？

只要可能，路虎道路救援将会为您安排一辆带司机的中高级备用车。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？

路虎道路救援免费提供3天的租赁车使用，但是3天之后的租车费用您需要自己支付。

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800—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 Assistance if my boot can not close?

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

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

Whenever possible, Land Rover Assistance will arrange for a replacement car that is an intermediate/mid-sized car, 1600cc to 2000cc. However, this is subject to the availability of the car hire facility and therefore cannot be guaranteed.

10. Land Rover Assistance has arranged a hire car for me but the repairs to my vehicle will take longer than 3 days. Am I responsible for the additional rental days?

Land Rover Assistance will provide a hire 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 800-820-0187 or get more information from local Authorized dealer.



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