Aftersales Bulletin

Area	Warranty Information
Subject	Regional Warranty Dealer Guide
Group	All
Reference	03 06 2014 - 01
Published date	03 June 2014
Version	1
Department	Warranty/CR
Recipients	All Sales Managers, Service Managers, Aftersales Managers. Warranty Administrators of Rolls-Royce Motor Cars Dealers

1. Situation

All vehicles produced from 1 August 2014 will be subjected to a new Regional Warranty. It is your responsibility to notify all customers of the new Regional Warranty policy and explain how this may affect them should they transfer their vehicle out of its designated Warranty Region. Please note, any repairs completed outside the Warranty Region of the vehicle cannot be lodged as warranty claims.

The Regional Warranty Dealer Guide outlines the details of the new Regional Warranty. It explains how the Regional Warranty affects you and your customers and clarifies exactly what you need to do to ensure an optimised customer experience. The guide explains how to check the Warranty Region of a vehicle and the steps you should take if a vehicle arrives at your Dealership/Service Workshop and is outside of its Warranty Region.

Rolls-Royce Motor Cars

Rolls-Royce Motor Cars Limited
The Drive, Westhampnett, Chichester, West Sussex PO18 0SH
Telephone +44 (0)1243 384000 Fax +44 (0)1243 384100
enquiries@rolls-roycemotorcars.com www.rolls-roycemotorcars.com

Registered in England, No. 3522604. Registered Office: Ellesfield Avenue, Bracknell, Berkshire, RG12 8TA. A BMW Group Company.

2. Procedure

Please click here to view the electronic English Dealer Guide. The guide will be uploaded to the Warranty section of DealerNet/ServiceNet and can also be downloaded from the Aftersales > Marketing Materials > 'Brochures' section of the Online Marketing Toolkit.

A box of 20 printed copies of the English Dealer Guide will be sent to your Dealership in July, please ensure all Sales and Aftersales staff read the guide and fully understand the new Regional Warranty and its implication for customers.

The Regional Warranty Dealer Guide will be translated in the following languages and will be available electronically in July:

- German
- Japanese
- Russian
- Simplified Chinese

The Dealer Guide has been produced for internal use only and should not be given to customers.

Online Marketing Toolkit

If you require access to this Toolkit then please go to the Online Marketing Toolkit and click the "Need Access" link. Simply fill in your user details into the pop up window and then click the "submit" button. This will send the details to the Dealer Marketing Support Team. They will then either create access or request further information.

We hope this Dealer Guide supports your endeavours in offering an effortless ownership experience.

If you have any further questions please contact your Aftersales Regional Manager or email service.warranty@rolls-roycemotorcars.com.