

Rolls-Royce Motor Cars
Enhanced Ownership



Complete peace of mind

Owning a Rolls-Royce is a unique experience, one of unrivalled quality and pleasure. Now, in keeping with our time-honoured tradition of engineering innovation and excellence, we introduce our Enhanced Ownership program.

An extension of the unique Rolls-Royce ownership experience, the Enhanced Ownership program encompasses:

1. Rolls-Royce TeleServices – the direct communication of maintenance information from your motor car to your authorised Rolls-Royce Dealer.
2. Rolls-Royce Assist – the connection of the vehicle to the nearest emergency services call centre in the case of an emergency.

Rolls-Royce TeleServices and Rolls-Royce Assist are available in an exclusive number of countries and models. Please contact your authorised Rolls-Royce Dealer for information regarding the compatibility of your vehicle.





KREMS IN KÄRNTEN, NOCKALMSTRASSE

Nationalpark Nockberge

200 m AN

GHOST



Rolls-Royce TeleServices

An unparalleled level of service

Rolls-Royce TeleServices is an advanced system which enables your motor car to seamlessly transmit important maintenance information to your authorised Rolls-Royce Dealer:

As you would expect, the accuracy of the data transmitted is exceptional, enabling the service team to quickly obtain information regarding the status of your vehicle. So whether there is an oil replacement or battery charge required, your authorised Rolls-Royce Dealer can swiftly inform you and arrange for the necessary work to be completed efficiently, at a time that is convenient to you.

Effortless by design

Rolls-Royce TeleServices works in one of three ways:

1. Every time the engine is started, advanced sensors monitor specific areas of the vehicle, identifying where there may be wear and tear or servicing requirements. Relevant, highly-specialised data is then transmitted to your authorised Rolls-Royce Dealer; who will review the information and make contact with you to offer tailored advice or to book a convenient appointment.
2. Should you need to contact your authorised Rolls-Royce Dealer for any reason, perhaps to arrange an early service, you can simply select 'Applications', 'Teleservice Call', 'Start service' in your Control Centre Display. This will immediately trigger the transmission of all the relevant servicing data to your authorised Rolls-Royce Dealer who will be prompted to make contact with you.
3. If your battery reaches a low charge status, for example if the vehicle has been parked for a long period of time, your authorised Rolls-Royce Dealer will be notified. You will then be contacted and advised how the situation can be rectified so that any unnecessary inconvenience can be avoided.







Rolls-Royce TeleServices benefits

1. No longer having to remember to book your service appointment as the motor car will automatically transmit the servicing data when required.
2. Service relevant data is transmitted to your authorised Rolls-Royce Dealer long before your vehicle arrives.
3. Fast and efficient appointments when work is necessary.
4. Convenient method of contacting your authorised Rolls-Royce Dealer using the Spirit of Ecstasy Rotary Controller.
5. Unnecessary inconveniences avoided with proactive monitoring of the vehicle battery condition.



Rolls-Royce Assist

Reassurance when you need it most

Rolls-Royce Assist is an unparalleled system that connects your motor car with an emergency services call centre.

The system can be activated in two ways:

1. In the event of the activation of the airbag or crash sensors, the vehicle will automatically trigger a call to the nearest emergency services call centre. Already aware of your location, the emergency services call centre will then attempt to make contact with the driver or passenger and dispatch the emergency services if no response is received.
2. If you find yourself in an emergency situation, you can manually activate Rolls-Royce Assist simply by pressing the SOS button in the roof light console. This will connect you directly to the emergency services call centre and enable you to explain your situation to them.

Rolls-Royce Assist is designed to offer you reassurance, so that nothing detracts from your pleasure when driving your Rolls-Royce motor car.

Rolls-Royce Assist benefits

1. Peace of mind from knowing that you can contact the nearest emergency services call centre directly from the vehicle if an emergency situation arises.
2. Reassurance that the system is triggered automatically by the crash or airbag sensors.
3. Any necessary police, fire or ambulance assistance can be dispatched to your exact location.
4. Comfort in Rolls-Royce's unparalleled commitment to your safety.



Get connected

Our Enhanced Ownership program is designed to offer you peace of mind that your motor car is equipped with our latest communications technology free of charge.

All compatible Ghost or Wraith models are initially activated at the Home of Rolls-Royce, Goodwood. To continue benefiting from these services, please complete a Get Connected form either at the point of purchase or when you first receive your new Rolls-Royce Ghost or Wraith.

Should you wish to opt out of the Enhanced Ownership program, your authorised Rolls-Royce Dealer will ask you to sign a waiver. Please be aware that once the waiver has been signed, your motor car will no longer benefit from Rolls-Royce TeleServices or Rolls-Royce Assist, but can be reactivated at any time by completing a Get Connected form.

There is an opportunity to change your servicing Dealer at any point during ownership by completing a Change of Dealer form at your authorised Rolls-Royce Dealer.

Should you have any questions with regards to the Enhanced Ownership program, please contact your authorised Rolls-Royce Dealer:



Availability

Ghost and Wraith models dependent on motor car production specification and production date. Please contact your authorised Rolls-Royce Dealer for information regarding the compatibility of your motor car:

Terms and Conditions

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 check-control 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 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 July 2014. 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.

© Copyright Rolls-Royce Motor Cars Limited 2014. Not to be reproduced or transmitted. The Rolls-Royce name and logo are registered trade marks and are owned by Rolls-Royce Motor Cars Limited.

Phase 2/v2

www.rolls-roycemotorcars.com/ownership