



# WARRANTY & MAINTENANCE

MODEL YEAR 2027

ROLLS-ROYCE  
MOTOR CARS



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## DISPUTE SETTLEMENT PROGRAMS – OVERVIEW

### CALIFORNIA

**NOTICE:** CALIFORNIA LAW REQUIRES YOU TO USE A QUALIFIED ARBITRATION PROGRAM BEFORE SUING THE MANUFACTURER OVER NEW CAR WARRANTY DISPUTES. FAILURE TO FIRST ARBITRATE YOUR CLAIM MAY PRECLUDE YOU FROM MAINTAINING A LAWSUIT.

If you have a dispute relating to your vehicle's warranty coverage, based on the Lemon Law of CALIFORNIA, or the FEDERAL MAGNUSON-MOSS WARRANTY ACT, ROLLS-ROYCE MOTOR CARS NA offers a Dispute Settlement Program through the California Dispute Settlement Program (CDSP). CDSP is certified by the California Department of Consumer Affairs' Arbitration Certification Program.

#### California – CDSP

P.O. Box 515315, Dallas, TX 75251-5315 / (866) 906-3380 (Toll Free) / eFile a Claim: [www.ncdsusa.org](http://www.ncdsusa.org) / Email: [info@ncdsusa.org](mailto:info@ncdsusa.org)

For detailed process information for this California-resident impartial third-party arbitration service, see page 32.

### OTHER PARTICIPATING STATES

If you have a dispute relating to your vehicle's warranty coverage

based on the Lemon Law of ARKANSAS, GEORGIA, IDAHO, IOWA, KENTUCKY, MARYLAND, MASSACHUSETTS, MINNESOTA, PENNSYLVANIA, AND VIRGINIA, or the FEDERAL MAGNUSON-MOSS WARRANTY ACT, ROLLS-ROYCE MOTOR CARS NA offers an Arbitration Dispute Settlement Program through the National Center for Dispute Settlement (NCDS).

#### NCDS

P.O. Box 515315, Dallas, TX 75251-5315 / (866) 906-3380 (Toll Free) / eFile a Claim: [www.ncdsusa.org](http://www.ncdsusa.org) / Email: [info@ncdsusa.org](mailto:info@ncdsusa.org)

For detailed process information for this state-specific impartial third-party arbitration service, see page 31.

**Important:** You must use the Dispute Settlement Program before asserting in court any rights or remedies created by the Magnuson-Moss Warranty Act (15 U.S.C. Sec. 2301, et seq.). You may also be required to use the Dispute Settlement Program before seeking remedies under your state's Lemon Law provisions. If your state law does not require it, and/or if you choose to seek redress by pursuing rights and remedies not created by Title 1 of Magnuson-Moss Warranty Act, prior resort through the Dispute Settlement Program is not required by any provision of the Magnuson-Moss Warranty Act.

## ROLLS-ROYCE MOTOR CARS COVERED IN THIS BOOKLET

Phantom

Phantom EWB

Ghost

Ghost Extended

Ghost Black Badge

Cullinan

Cullinan Black Badge

Spectre (Battery Electric Vehicle – BEV)

Spectre Black Badge

## ROLLS-ROYCE MOTOR CARS SERVICE

Rolls-Royce Motor Cars Service leads the industry in providing owners with incredible value and peace of mind. This service includes:

- **The Rolls-Royce Maintenance Program:** No-cost factory-recommended maintenance for 4 years/Unlimited miles from the original In-service date.\*\*
- **Rolls-Royce Motor Cars Roadside Assistance:** No-cost 24/7 on-the-road assistance for 4 years/unlimited miles from the original in-service date. Also includes trip-interruption benefits as well as trip routing services.
- **New Vehicle Limited Warranty:**\* Limited coverage for defects in materials and workmanship for 4 years/Unlimited miles from the original in-service date.\*\* Coverage begins on the date of first retail sale or the date the vehicle is first placed into service as a demonstrator, Service Loaner, or company vehicle, whichever is earlier. Repairs under the Warranty will only be made at an authorized Rolls-Royce Motor Cars dealer using new or remanufactured Rolls Royce Motor Cars parts.

Please Note: Your vehicle is technically configured for the operating conditions and registration requirements applying in the country of first delivery (“homologation”). If your vehicle is to be operated in a different country, it might be necessary to adapt your vehicle to potentially differing operating conditions and permit requirements. If your vehicle does not comply with the homologation requirements in a certain country, you may not be able to lodge warranty claims for your vehicle there. Further information can be obtained from your Authorized Rolls-Royce Motor Cars Dealer.

\*All new vehicles purchased from an authorized Rolls-Royce dealer in the United States are covered by the New Vehicle Limited Warranty. Further information can be obtained from your Authorized Rolls-Royce Dealer.

\*\*If the motor car is used for commercial purposes (chauffeur service, limo service, hire car, hotels, etc.), the warranty and maintenance period is 48 months or 100,000 miles (160,000 km), whichever occurs first.

## THE ROLLS-ROYCE MOTOR CARS MAINTENANCE PROGRAM

The Rolls-Royce Motor Cars Maintenance Program is a benefit designed to help reduce the cost of ownership. The program has been devised with the following objectives: to maximize vehicle safety, reliability, and resale value by minimizing breakdowns resulting from wear, and minimizing cost and inconvenience by computing maintenance intervals based upon the specific way each individual vehicle is driven.

Rolls-Royce Motor Cars originally purchased from an authorized Rolls-Royce Motor Cars dealer in the United States are covered by the Rolls-Royce Motor Cars Maintenance Program for 48 months/ unlimited miles.\* Coverage begins on the date of first retail sale or the date the vehicle is first placed into service as a sales demonstrator, Service Loaner, or company vehicle, whichever is earlier.

Any authorized Rolls-Royce Motor Cars dealer in the United States will perform the scheduled maintenance services on your vehicle at no expense to you. \*If the motor car is used for commercial purposes (chauffeur service, limo service, hire car, hotels, etc.), the maintenance period is 48 months or 100,000 miles (160,000 km), whichever occurs first.

## COVERAGE

The Rolls-Royce Motor Cars Maintenance Program covers all factory-recommended maintenance. Additional specific items that need replacement due to normal wear and tear, and that are not covered by the original New Vehicle Limited Warranty – such as brake pads, brake rotors, and wiper blade inserts – are included, provided wear and tear exceeds Rolls-Royce Motor Cars wear limits. Any adjustments required due to normal operating conditions are also included. See the Maintenance Summary of this Booklet for additional information.

Exclusions from coverage include the following:

- Items reimbursable under your New Vehicle Limited Warranty
- Gasoline and gasoline additive
- Windshield washer additive (except when in conjunction with scheduled maintenance)
- Tires, wheel alignment, tire balance and rotation
- Wear and tear of soft trim items, such as: seats, carpets, moldings, headliner, door panels and all chrome trim
- Damage caused by negligence, improper operation of the vehicle, improper repair, environmental influences, flood, accident or fire damage, road salt corrosion, alteration, installation of non-genuine Rolls-Royce Motor Cars accessories, or use of improper, poor-quality, or contaminated fuel
- Wear and tear or deterioration due to driving habits or conditions.
- Altered or unreadable Vehicle Identification Number (VIN), or odometer irregularities or vehicles where the true mileage cannot be determined
- Maintenance or repair after the vehicle is deemed a total loss
- Vehicles used in competitive events
- Oil changes performed more than the recommended maintenance intervals as indicated by the Condition Based Service

## CONDITION BASED SERVICE (CBS)

Driving conditions have a major influence on routine maintenance; distance traveled is only one of the significant factors. The advanced technologies at Rolls-Royce Motor Cars have led to the development of the unique Rolls-Royce Motor Cars Condition Based Service (CBS) system which computes service intervals based not only upon the accumulated mileage but considering important factors such as high or low engine speeds, and short or long trip driving. Sensors and sophisticated algorithms take even more detailed account of the various conditions of vehicle use.

Rolls Royce Motor Cars recommends that you follow the maintenance intervals starting on page 12 or as indicated by the Rolls-Royce Motor Cars Condition Based Service system.

The remaining times for selected maintenance tasks as well as any legally prescribed dates are displayed to you individually:

- Engine oil
- Brakes – front and rear separately
- Brake fluid
- Vehicle check

Required State Inspection(s) CBS thus determines the recommended maintenance schedule. This data can also be read from the vehicle key by your Rolls-Royce Motor Cars Service Advisor and used to propose the time for recommended maintenance.

### WARNING

**Disconnecting the battery during periods of long-term storage will interrupt the calculation of time-based services. Rolls-Royce Motor Cars recommends that you have all items requiring time-based maintenance, such as brake fluid, and possibly also the engine oil and microfilter, brought up to date by your Rolls-Royce Motor Cars dealer. Also see the section on battery care on page 19 of this Booklet.**

## SERVICE

The current service status is automatically saved in the vehicle's ignition key. The Service Advisor at your authorized Rolls-Royce Motor Cars dealer has a device called a key reader. When your Service Advisor inserts your key into the key reader, all pertinent vehicle and servicing data will be available, and a customized maintenance checklist is printed out based on the specific operations called for by the Condition Based Service.

### SPECIAL NOTE – MAINTENANCE INTERVALS

Recommended maintenance intervals for your vehicle are determined primarily by the Condition Based Service (CBS) system. The maintenance items stated herein reflect the latest information available at the time of the printing of this Booklet and are subject to change. The most current maintenance recommendations are available from your authorized Rolls-Royce Motor Cars dealer.

The performance of certain subsequent maintenance items or services, as recommended to properly maintain your vehicle, will be specified at intervals computed by the Rolls-Royce Motor Cars Condition Based Service system as follows:

- Oil Service: Engine oil should be changed with the engine at operating temperature.

All Rolls-Royce Motor Cars are factory-filled with Rolls-Royce Motor Cars High Performance Synthetic oils.

Rolls-Royce Motor Cars recommends that you check your engine oil level whenever you add fuel to your vehicle. For information on checking your engine oil level, we recommend that you refer to your vehicle's Owner's Manual or consult your authorized Rolls-Royce Motor Cars dealer.

If an engine oil service is being performed outside the authorized Rolls-Royce Motor Car dealership network or you need to add oil between oil changes, we recommend that you refer to the Owner's Manual or consult with your authorized Rolls-Royce Motor Cars dealer for the engine oil recommended for your particular Rolls-Royce vehicle.

It is recommended that the following maintenance services be performed at the mileage/time stated (time intervals begin from the vehicle's production date):

- Oil Service: 12 months or 10,000 miles or when specified by CBS.

- Brake Fluid Service: First brake fluid change is at 36 months, then every 24 months afterwards, or when specified by CBS.
- Oxygen Sensor Service: The oxygen sensor deteriorates strictly on a mileage basis and must therefore be replaced every 150,000 miles to maximize vehicle fuel economy and minimize exhaust pollution.
- Spark Plug Service (not shown in CBS): Replace at every 60,000 miles.
- the engine coolant has a long-term rating and does not need to be changed except for system repairs.
- the automatic transmission fluid has a long-term rating and does not need to be changed except for repairs.

Rolls-Royce Motor Cars has undertaken to provide the most modern technological advances not only to the design and production of your vehicle, but also to computing of the recommended service schedule based on your vehicle use and driving style. Should you request more frequent maintenance service, the cost of these services will not be covered by the Maintenance Program. Your authorized Rolls-Royce Motor Cars dealer will be pleased to provide these maintenance services.

Your authorized Rolls-Royce Motor Cars dealer has made a substantial investment in special Rolls-Royce service tools to enable Rolls-Royce Motor Cars Trained Technicians to perform quality repairs on your Rolls-Royce. Your authorized Rolls-Royce Motor Cars dealer will be glad to assist you in servicing, maintaining, and repairing your Rolls-Royce.

#### FUEL QUALITY – GASOLINE

Please refer to your Owner's Manual for important information on the fuel recommended for use in your vehicle. Use fuels advertised to have adequate detergency and low alcohol (such as ethanol) content. Use of fuels with insufficient detergent and/or excess alcohol can cause drivability problems that necessitate cleaning intake valves and fuel injection valves, and, when applicable, adjusting the engine idle. Your authorized Rolls-Royce Motor Cars dealer can also recommend a gasoline additive that will provide sufficient detergency. Cleaning of intake valves or, when applicable, fuel injection valves, or adjustment of engine idle, necessitated by use of inappropriate fuel, is not covered under the Maintenance Program. For additional information, see the Warranty Section of this Booklet.

## MAINTENANCE SUMMARY

The Condition Based Service (CBS) system will determine the recommended intervals for the performance of the maintenance services described on this and the following page. These services may be identified either individually or in conjunction with other maintenance services.

### STANDARD OPERATIONS

Maintenance work:

- Verify Check Control messages.
- Check indicator and warning lights.
- Reset CBS display.

### ENGINE OIL

Maintenance Work:

- Change the engine oil and oil filter. For the recommended engine oil for your Rolls-Royce vehicle, please refer to the Owner's Manual or consult your authorized Rolls-Royce Motor Cars dealer.

- Approximately every 50,000 miles: Intake air cleaner: Replace air filter element (reduce replacement interval in dusty operating conditions).

### MICROFILTER (NOT SHOWN IN CBS)

Maintenance work:

- Replace ventilation microfilter every 2 years based on the vehicle production date.

### FRONT BRAKE

Maintenance work:

- Replace brake pads, clean brake pad contact points in calipers.
- Brake discs: Check surface and thickness; if necessary, replace at extra charge.\*

## REAR BRAKE

### Maintenance work:

- Replace brake pads, clean brake pad contact points in calipers.
- Brake discs: Check surface and thickness; if necessary, replace at extra charge.\*
- Parking brake: Check condition, brake lining thickness and function; if necessary, replace at extra charge.\*

\*Unless covered by Maintenance Program.

## BRAKE FLUID

### Maintenance work:

- Replace brake fluid at 36 months, then every 24 months thereafter.

## SPARK PLUGS (NOT SHOWN IN CBS)

### Maintenance work:

- Replace spark plugs.

## ADVANCED TELEMATICS MODULE (ATM) BATTERY

### Maintenance work:

- Replace Telematics Control Unit Battery.

## KEY BATTERY

### Maintenance work:

- Replace Key Battery.

## VEHICLE CHECK

### Maintenance work:

- Performing vehicle test
- Check operation of horn, headlight flasher and hazard warning flashers.
- Check instrument and control lighting and heater/air-conditioning blower.
- Check lighting system: Turn signals, back-up, license plate, interior (incl. map, reading lights), glovebox, luggage area lights.
- Safety belts: Check condition and function.
- Check windshield wiper and washer jet positions.
- Tires: Check tread depth, wear pattern, outer condition, inflation pressure. If necessary, correct pressure.
- Reset tire pressure monitor.
- 12V Battery: Check state of charge and charge if required.
- Power steering reservoir: Check fluid level.
- Coolant: Check fluid level and concentration.
- Windscreen washer system: Check washer fluid level and top up, if necessary, with Antifreeze additive at extra charge
- Brake system connections and lines: Check for leaks, damage and correct positioning.
- Underbody, incl. all visible parts (i.e., transmission, rear axle, fuel lines, exhaust system): Check for damage, leaks, and corrosion.
- Steering components: Check for clearance, leaks, damage, and wear.
- Checking function of lowering Spirit of Ecstasy
- Body: Checking for corrosion (except cavities).
- Final Inspection: Road test with check of:
  - Brakes
  - Steering
  - Shock absorbers (visual)
  - Gearbox

## ROLLS-ROYCE SPECTRE (RR25)

- Service standard scope => carry out for every service.
- Brake fluid service => after the wear indicator appears after 36 months, then every 24 months carry out.
- Front brake service => after the wear indicator appears.
- Rear brake service => after the wear indicator appears.
- Time [months]
- Vehicle check – 12 months
- Microfilter – 12 months
- Brake fluid – 24 months
- Battery telematics control unit 60,000 miles/72 months/every 6th vehicle check
- Rear lamp drying agent 12 months

## EMISSION CONTROL MAINTENANCE SCHEDULE

The recommended maintenance schedule as shown is designed for the proper functioning of the emission control systems for optimum vehicle performance and fuel economy.

### BASIC ENGINE

Engine oil                    approximately every 12 months or 10,000 miles or as specified by CBS

Engine oil filter            approximately every 12 months or 10,000 miles or as specified by CBS

### FUEL SYSTEM

Air filter                    Replace approximately every 50,000 miles

### IGNITION SYSTEM

Spark plugs                approximately every 60,000 miles

### EMISSION CONTROL COMPONENTS

Oxygen sensor            Replace at intervals of 150,000 miles

Oxygen Sensor Service: The oxygen sensor deteriorates strictly on a mileage basis and must therefore be replaced to maximize vehicle fuel economy and minimize exhaust pollution.

## 12 VOLT BATTERY CARE

### WARNING

**Battery posts, terminals and related accessories contain lead and lead compounds; chemicals known to the State of California to cause cancer.**

If your car is driven only for short distances of less than 10 miles over a prolonged period, without an occasional drive at highway speeds, the engine's charging system will not maintain the battery. Insufficient use of the vehicle could result in short-term starting problems and in the long term could damage the battery.

In case your car will not be operated for several weeks, it is advisable to:

- consider using a proper trickle charger, following the charger manufacturer's instructions, to maintain the battery's state of charge; or
- consult your authorized Rolls-Royce Motor Cars dealer regarding battery removal. Once removed, the battery must be charged and stored in a cool, dry place where it can be protected from freezing. If the battery will be stored for over 3 months, it must be recharged every 3 months, or else it will become damaged and useless.

It is recommended that you consult with your authorized Rolls-Royce Motor Cars dealer for further guidance and information.

## CORROSION PROTECTION

Extensive corrosion protection measures implemented by Rolls-Royce Motor Cars now make it possible to offer a 12-year unlimited mileage anti-corrosion warranty against rust perforation on your vehicle, provided that the vehicle is properly maintained as more fully discussed in the Warranty Section of this Booklet (page 40).

The major degree of corrosion protection is due to the electrophoretic dip painting process which catholically deposits paint particles on all body parts, attracting paint particles into the minutest cavities or seams. Body parts are designed to provide optimum corrosion protection.

During manufacture, exterior body parts receive an additional corrosion protection coat. Hood, trunk, doors, and other body parts are coated with PVC and sealed from the outside.

All floor panels receive a resilient coating of PVC for maximum protection against damage due to stones, etc.

Corrosion protection materials tested over many years are applied to the surfaces of cavities and to the entire underside of the vehicle during and after assembly.

For additional information on the 12-year unlimited mileage anti-corrosion warranty, see the Warranty Section of this Booklet (page 40).

### RESTORING CORROSION PROTECTION

Please take care that anti-corrosion material is replaced when your car is repaired after body or chassis damage.

### CLEANING

To help protect the long-term quality of the soft top cover, we recommend that it be regularly cleaned using the recommended vehicle care products.

We recommend that all teak decking, open pore wood, interior leather trim and exterior bright work be regularly cleaned using the recommended vehicle products.

## CLEANERS

At your authorized Rolls-Royce Motor Cars dealer, you can obtain the special cleaners and care products formulated for your Rolls-Royce. Rolls-Royce Motor Cars recommends that you use these cleaners and care products. They are factory-approved, laboratory-tested for the care and protection of the materials used in your Rolls-Royce. Do not use solvents such as nitro thinner, cleaning solvents, fuel, or the like, and do not use cleaners that contain alcohol, as they can cause damage.

## ROLLS-ROYCE MOTOR CARS ROADSIDE ASSISTANCE

The Rolls-Royce Motor Cars Roadside Assistance Program reflects Rolls-Royce Motor Cars commitment to your complete satisfaction with the Rolls-Royce Motor Cars ownership experience.

It's available for U.S. version Rolls-Royce Motor Cars in all 50 states and Canada 24 hours a day, 365 days a year.

It's a valuable benefit provided to you at no additional cost. (Subject to certain limitations and exclusions noted on page 26.)

The Rolls-Royce Motor Cars Roadside Assistance Program is not a warranty and does not affect your rights under the New Vehicle Limited Warranty.

Services provided by a third-party business partner.

### OWNER'S ELIGIBILITY

You are covered if your vehicle is:

- A new Rolls-Royce, distributed by Rolls-Royce Motor Cars North America, and purchased at an authorized Rolls-Royce Motor Cars dealer; OR,
- A new, U.S. version, Rolls-Royce Motor Car purchased under the Diplomatic or Military Sales programs, operated in any of the 50 states and Canada.

The vehicle itself is covered when driven by any authorized driver.

Protection:

New Rolls-Royce Motor Cars – Protection is provided for 4 years/unlimited miles.

Provenance Certified Pre-Owned Rolls-Royce Motor Cars – is provided for length of Provenance coverage. (Based on Pre-Owned program purchased).

## CALLING FOR ROADSIDE ASSISTANCE

The toll-free Rolls-Royce Motor Cars Roadside Assistance number (1 877 671-3039) is answered by a Rolls-Royce Motor Cars Roadside Assistance service representative. In order for you to receive quick and reliable services, it is essential that you provide detailed and accurate information to the service representative.

Be prepared to give:

- Your name
- Your complete Vehicle Identification Number (found on your vehicle registration, or on the bottom driver's side of your windshield)
- Model description of your vehicle
- License plate number of your vehicle
- Vehicle location (including nearby crossroads/intersections, highway mile markers, street numbers, landmarks, etc.)
- Location you are calling from (including a telephone number where you can be reached).

- A description of your vehicle's problem. Specific and accurate information will enable the Roadside Assistance service representative to provide the proper help.

## CONCIERGE SERVICE

Should there be a need beyond Rolls-Royce Motor Cars Roadside Assistance, Concierge service will provide a personal assistant who will help in every way to get you to your destination. Concierge service will help you locate a rental car or taxi agency, hotel or even help procure airline reservations.

From the information you provide, the Rolls-Royce Motor Cars Roadside Assistance service representative will determine the type of help required.

## SERVICES

### DISPATCH SERVICE

A service provider will be dispatched to the site of your disabled vehicle.

### LOCK-OUT

Your Rolls-Royce motor car is equipped with an advanced entry system, which cannot be bypassed by traditional locksmith methods without significant damage to your vehicle. However, Remote Door Unlock is available on certain vehicles. The customer must be enrolled in the Rolls-Royce Motor Cars Assist program. In the event the remote door unlock service is not possible a representative will help you find transportation to the nearest authorized Rolls-Royce Motor Cars dealer, home, or office. You, or the person driving your vehicle, are responsible for any expenses related to replacement keys.

### TOWING SERVICE

In the event of a mechanical breakdown normally covered under the New Vehicle Limited Warranty, an accident, or collision, your vehicle will be transported (at no cost) to the nearest authorized Rolls-Royce Motor Cars dealer.

If a breakdown occurs after normal business hours, your vehicle will be transported to a secure location, as determined by the tow provider, and transported to the nearest authorized Rolls-Royce Motor Cars dealer on the next business day.

If you request that the vehicle, be taken to a location other than the nearest authorized Rolls-Royce Motor Cars dealer, any additional expense will be your responsibility.

However, you may request (at no cost) to be taken to a different authorized Rolls-Royce Motor Cars dealer as long as it is within 100 additional miles of the “nearest” authorized Rolls-Royce Motor Cars dealer.

Towing requests for vehicles disabled because of casualty, fire, act of God, or violation of law (federal, state or local) are provided at the expense of the owner/driver.

If it is necessary for you to have your vehicle towed through your own arrangements, **you must contact Rolls-Royce Motor Cars Roadside Assistance for prior authorization and instructions on claim procedures.** All claims must be submitted within sixty (60) days of the disablement or occurrence, accompanied by the original receipts. Claims received after that time period may not be honored and are subject to the full discretion of Rolls-Royce Motor Cars Roadside Assistance. Costs incurred for towing services secured without first contacting your dealer or Rolls-Royce Motor Cars Assist and obtaining a roadside case number will be reimbursed at the sole discretion of Rolls-Royce Motor Cars North America.

#### SIGN-AND-DRIVE

Typically, if you are within the terms of your warranty, the services you receive under the Rolls-Royce Motor Cars Roadside Assistance program will not require payment. In most cases, you will simply sign a receipt from the provider of services.

#### TRIP INTERRUPTION BENEFITS

Trip interruption benefits are provided for mechanical breakdowns as follows:

- Breakdowns that are warranty related; and,
- Must occur more than 100 miles from the driver's primary residence; and,
- Repairs cannot be completed during normal business hours on the same day of breakdown.

Reimbursements will be made for meals, lodging, car rentals, and alternate transportation to bring the driver and the Rolls-Royce Motor Car together after the vehicle has been repaired by an authorized Rolls-Royce Motor Cars dealer. Original receipts must accompany all reimbursement requests.

Trip interruption benefits are limited to \$2,500.00 per incident, for expenses incurred a maximum of five days after the breakdown and roadside service date.

Always contact Rolls-Royce Motor Cars Roadside Assistance for trip interruption benefits. They will assist in making all the necessary arrangements.

## EXCLUSIONS

Specifically excluded from coverage are:

- Fines, taxes, or impound towing fees caused by a violation of federal, local, or state law.
- Expenses related to extreme adverse weather conditions, including, but not limited to, floods, hurricanes, and tornadoes (removal from water, snow, ice, etc.).
- Expenses for the removal of snow tires and mounting or removal of snow chains.

## REUNITE SERVICES

Reunite benefit is available for any warrantable disablements/ failures to proceed that are towed into an authorized Rolls-Royce Motor Cars dealer. Vehicles are permitted to be reunited to the owner's primary residence and the authorized Rolls-Royce Motor Cars dealer will make the arrangements for you.

## CUSTOMER ASSISTANCE INFORMATION

Your satisfaction with our product and the services provided by an authorized Rolls-Royce Motor Cars dealer is of great importance to us. We take pride in our product, as does the authorized Rolls-Royce Motor Cars dealer who services it. If you should ever have a question regarding your authorized Rolls-Royce Motor Cars dealer's service or your Rolls-Royce's performance, we recommend that you contact your authorized Rolls-Royce Motor Cars dealer.

When contacting an authorized Rolls-Royce Motor Cars dealer, we suggest that depending upon the nature of your contact, you discuss it with either the Sales, Service, or Parts Manager.

As all matters should be resolved at the authorized Rolls-Royce Motor Cars dealer level, it is important that they be given the opportunity to provide a solution. Should you feel that you were not provided with the proper response, we urge you to contact the General Manager or Rolls-Royce Motor Cars Dealer Operator.

Despite the best intentions of all parties, a misunderstanding may occur between you and your authorized Rolls-Royce Motor Cars dealer. Should this occur and you require further assistance, please contact the Rolls-Royce Motor Cars NA Customer Relations and Services Department at:

Telephone: 1 877 877-3735 or 1 833 RollsCR (765 5727)

Email: [customer.relations@rolls-roycemotorcarsna.com](mailto:customer.relations@rolls-roycemotorcarsna.com)

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

When contacting us, we ask that you provide the following information:

- Your name, address, and telephone number
- Vehicle Identification Number (last seven digits)
- Vehicle delivery date
- Vehicle mileage
- Selling Rolls-Royce Motor Cars dealer's name
- Servicing Rolls-Royce Motor Cars dealer's name
- Description of the problem

A Rolls-Royce Motor Cars NA Customer Relations and Services Representative will carefully review all the facts involved and let you know what further action will be taken in conjunction with your authorized Rolls-Royce Motor Cars dealer. Please remember: the first step in resolving a complaint is to contact the authorized Rolls-Royce Motor Cars dealer that performed the work on your vehicle. They should have the necessary equipment and the personnel to achieve this goal. We are confident that every effort will be made to ensure your satisfaction.

#### CUSTOMER ASSISTANCE – NOTIFICATION

During a specific period (for example, the earlier of 12 months or 12,000 miles, though this period varies by state), some states require us or our authorized Rolls-Royce Motor Cars dealer to repair in a reasonable number of attempts, any defect or condition which substantially impairs the use, value, or safety of a new vehicle sold, leased, or registered in that state.

A reasonable number of attempts is generally defined as (i) four or more attempts to repair the same defect (the number of attempts vary by state) or (ii) the vehicle is out of service by reason of one or more repair(s) for more than a cumulative total of 30 days (this period varies by state), except for delays created by conditions beyond our control. If we are unable to correct a defect or condition covered by these statutes in a reasonable number of attempts, we may be obligated either to replace the vehicle or reimburse the owner/lessee in an amount equal to the purchase price or lease payments paid by the owner/lessee, less the amount directly attributable to use of the vehicle by the owner/lessee.

You should send written notification directly to Rolls-Royce Motor Cars North America, LLC of the existence of an alleged defect.

Send written communication to the Customer Relations and Services Department address listed below.

Rolls-Royce Motor Cars North America, LLC.  
Customer Relations and Services Department:

P.O. Box 1227

Westwood, NJ 07675-1227

Telephone: 1 877 877-3735 or 1 833 RollsCR (765 5727)

Email: [customer.relations@rolls-roycemotorcarsna.com](mailto:customer.relations@rolls-roycemotorcarsna.com)

## WARRANTY STATUTES – LEMON LAWS

Most states have enacted their own Warranty statutes (Lemon Laws) in addition to the Federal Magnuson-Moss Warranty Act. The provisions of these statutes differ from state to state, and from the Federal statute.

For the vehicles sold, leased, or registered in these states, these statutes affirm the specific rights you have when your new Rolls-Royce Motor Cars vehicle has certain problems that, for example, substantially impairs the vehicle's use and/or safety.

In general, if your new Rolls-Royce Motor Cars vehicle has a problem that cannot be repaired after reasonable number of attempts by ROLLS-ROYCE MOTOR CARS NA and/or an authorized Rolls-Royce Motor Cars dealer, or the vehicle has one or more problems keeping it out of service for a prolonged period, you may qualify for the relief that is specified by provisions of your state's statutes that applies.

Some of these statute's require you to notify ROLLS-ROYCE MOTOR CARS NA about your Rolls-Royce Motor Cars vehicle's problems/issue(s) through direct written notification (See ROLLS-ROYCE MOTOR CARS NA Customer Assistance on page 27), and/or allow ROLLS-ROYCE MOTOR CARS NA

and/or an authorized Rolls-Royce Motor Cars dealer, an opportunity to correct/resolve the vehicle's problems/issues.

You may also be required to first submit your issue/complaint through the dispute resolution program that applies (see the New Jersey Lemon Law on page 31, Dispute Settlement Programs on page 31, and page 32 for California residents) before proceeding to the other available resolution options.

ROLLS-ROYCE MOTOR CARS NA recommends that you determine what statutes are available in your state, and that you review your state-specific provisions and requirements.

## DISPUTE SETTLEMENT PROGRAMS

If your concern is still not resolved to your satisfaction, Rolls-Royce Motor Cars North America, LLC (RRMC NA) offers additional assistance through the National Center for Dispute Settlement (NCDS), in ARKANSAS, GEORGIA, IDAHO, IOWA, KENTUCKY, MARYLAND, MASSACHUSETTS, MINNESOTA, PENNSYLVANIA, AND VIRGINIA.

New Jersey residents – New Jersey Lemon Law, refer to page 37

California residents – California Dispute Settlement Program (CDSP), refer to page 32–36.

The National Center for Dispute Settlement (NCDS) resolves disputes through arbitration. Arbitration is an informal proceeding where both parties have an opportunity to be heard, after which, this impartial third-party arbitration service makes a binding decision to resolve the dispute. This program is free of charge to you, a ROLLS-ROYCE MOTOR CARS NA vehicle owner, but there are some minimum requirements for participation in the program. For NCDS program details, you may contact NCDS at the following:

### NCDS

P.O. Box 515315

Dallas, TX 75251-5315

(866) 906-3380 (Toll Free)

eFile a Claim: [www.ncdsusa.org](http://www.ncdsusa.org)

Email: [info@ncdsusa.org](mailto:info@ncdsusa.org)

If you wish to use this program, and you qualify for participation, you will be required to provide the following information:

- Your name and address,
- The Vehicle Identification Number (VIN),
- The make, model, and year of your vehicle,
- A description of the problem with your vehicle.

The NCDS will also ask you for other information that may help resolve your concerns, such as the purchase price of your vehicle, any mileage at the time of purchase, the current mileage, and copies of repair orders.

The NCDS will notify you when your claim has been filed. If you decide to arbitrate, you may attend the hearing in person or by telephone. You may bring witnesses and give supporting evidence. You may also submit your claim in writing and ask for a decision on the documents you submit, without attending a hearing.

The NCDS will usually render a decision within 40 days from the time you file your complaint. The decision is binding on ROLLS-ROYCE MOTOR CARS NA if you decide to accept it. ROLLS-ROYCE MOTOR CARS NA must comply with the decision within the time frame specified by the arbitrator.

Important: You must use the NCDS before asserting in court any rights or remedies created by the Magnuson-Moss Warranty Act, (The Act) 15 U.S.C. Sec. 2301, et seq.

You may also be required to use the NCDS before seeking remedies under your state's Lemon Law. If you choose to seek redress by pursuing rights and remedies not created by Title 1 of Magnuson-Moss Warranty Act, prior resort to the NCDS is not required by any provision of the Act.

#### NOTICE – CALIFORNIA RETAIL BUYERS AND LESSEES

Under the provision of the California law, if ROLLS-ROYCE MOTOR CARS NA and/or its authorized Rolls-Royce Motor Cars centers' repair facilities are unable to repair a new Rolls-Royce Motor Cars vehicle for it to conform to the applicable express warranties after a reasonable number of attempts, and the

nonconformity substantially impairs the use, value, or safety of your vehicle, you may be entitled to a comparable replacement vehicle, or a refund of the purchase price, less a reduction for use (accumulated mileage), upon the return of your vehicle to ROLLS-ROYCE MOTOR CARS NA.

California Civil Code Section 1793.2(d) requires that, ROLLS-ROYCE MOTOR CARS NA and/or its authorized Rolls-Royce Motor Cars centers' repair facilities are unable to repair a new motor vehicle to conform to the vehicle's applicable express warranty after a reasonable number of attempts, ROLLS-ROYCE MOTOR CARS NA may be required to replace or repurchase the vehicle. California Civil Code Section 1793.22(b) creates a presumption that ROLLS-ROYCE MOTOR CARS NA has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

- The same nonconformity [a failure to conform to the written warranty that substantially impairs the use, value, or safety of the vehicle] results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times

by ROLLS-ROYCE MOTOR CARS NA, or its agents AND the buyer or lessee has directly notified ROLLS-ROYCE MOTOR CARS NA of the need for the repair of the nonconformity;  
OR

- The same nonconformity has been subject to repair 4 or more times by ROLLS-ROYCE MOTOR CARS NA, or its agents AND the buyer has notified ROLLS-ROYCE MOTOR CARS NA of the need for the repair of the nonconformity, OR
- The vehicle is out of service by reason of repair of nonconformities by ROLLS-ROYCE MOTOR CARS NA or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

**Direct Notice to Rolls-Royce Motor Cars of North America, LLC (ROLLS-ROYCE MOTOR CARS NA), as required above by the statute, is to be sent to the ROLLS-ROYCE MOTOR CARS NA Customer Relations and Services Department, refer to the ROLLS-ROYCE MOTOR CARS NA Customer Assistance section on page 27.**

## CALIFORNIA RESIDENTS

**IMPORTANT:** IF YOUR VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED TO RELIEF UNDER CALIFORNIA STATE LAW.

**NOTICE:** CALIFORNIA LAW REQUIRES YOU TO USE AQUALIFIED ARBITRATION PROGRAM BEFORE SUING THE MANUFACTURER OVER NEW VEHICLE WARRANTY DISPUTES. FAILURE TO ARBITRATE YOUR CLAIM MAY PRECLUDE YOU FROM MAINTAINING A LAWSUIT.

1. ROLLS-ROYCE MOTOR CARS NA of North America, LLC (ROLLS-ROYCE MOTOR CARS NA) participates in the California Dispute Settlement Program (CDSP), an impartial third-party arbitration service. The CDSP is certified under the California Department of Consumer Affairs' Arbitration Certification Program.
2. If you have a problem arising under a ROLLS-ROYCE MOTOR CARS NA written warranty, we encourage you to bring it to our attention. If we are unable to resolve it, you may file a claim with the CDSP. Claims must be filed with CDSP within six (6) months after the expiration of the warranty.

3. To file a claim with the CDSP, either call (866) 906-3380 (Toll Free), eFile a Claim: [www.ncdsusa.org](http://www.ncdsusa.org), or Email: [info@ncdsusa.org](mailto:info@ncdsusa.org).
4. In order to file a claim with the CDSP, you will have to provide your name and address, the brand name and Vehicle Identification Number (VIN) of your vehicle, and a statement of the nature of your problem or complaint. You will also be asked to provide: the approximate date of your acquisition of the vehicle, the vehicle's current mileage, the approximate date and mileage at the time any problem(s) were first brought to the attention of ROLLS-ROYCE MOTOR CARS NA or one of our or one of our authorized centers, and a statement of the relief you are seeking. There is no charge to the customer in bringing this claim.
5. Claims within the program's jurisdiction are presented to an arbitrator at an informal hearing. The arbitrator's decision should ordinarily be issued within 40 days from the time your complaint is filed; there may be a delay of 7 days if you did not first contact ROLLS-ROYCE MOTOR CARS NA about your problem, or a delay of up to 30 days if the arbitrator requests an inspection/report by an impartial

technical expert or further investigation and report by the CDSP. You are required to use the CDSP before asserting in court any rights or remedies conferred by California Civil Code Section 1793.22. You are not required to use the CDSP before pursuing rights and remedies under any other state or federal law. You are also required to use the CDSP before exercising rights or seeking remedies created by Title I of the Magnuson-Moss Warranty Act, 15 U.S.C. sec. 2301 et seq. If you choose to seek redress by pursuing rights and remedies not created by California Civil Code Section 1793.22 or Title I of the Magnuson-Moss Warranty Act, resort to the CDSP is not required by those statutes.

7. California Civil Code Section 1793.2(d) requires that, if ROLLS-ROYCE MOTOR CARS NA and/or its authorized Rolls-Royce Motor Cars centers' repair facilities are unable to repair a new motor vehicle to conform to the vehicle's applicable express warranty after a reasonable number of attempts, ROLLS-ROYCE MOTOR CARS NA may be required to replace or repurchase the vehicle. California Civil Code Section 1793.22(b) creates a presumption that ROLLS-ROYCE MOTOR CARS NA has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if,

within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

- The same nonconformity [a failure to conform to the written warranty that substantially impairs the use, value or safety of the vehicle] results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times by ROLLS-ROYCE MOTOR CARS NA or its agents AND the buyer or lessee has directly notified ROLLS-ROYCE MOTOR CARS NA of the need for the repair of the nonconformity; OR
- The same nonconformity has been subject to repair 4 or more times by ROLLS-ROYCE MOTOR CARS NA, or its agents AND the buyer has notified ROLLS-ROYCE MOTOR CARS NA of the need for the repair of the nonconformity, OR
- The vehicle is out of service by reason of repair of nonconformities by ROLLS-ROYCE MOTOR CARS NA or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

**Direct Notice to ROLLS-ROYCE MOTOR CARS NA as required above is to be sent to the following address:**

Rolls-Royce Motor Cars of North America, LLC  
Customer Relations and Services Department  
P.O. Box 1227  
Westwood, NJ 07675-1227  
Telephone: 1 877 877-3735 or 1 833 RollsCR (765 5727)  
Email: customer.relations@rolls-roycemotorcarsna.com

8. The following remedies may be sought through the CDSP:  
Repairs, reimbursement for money paid to repair a vehicle or other expenses incurred as a result of a vehicle nonconformity, repurchase or replacement of your vehicle and compensation for damages and remedies available under ROLLS-ROYCE MOTOR CARS NA's written warranty or applicable law.
9. The following remedies may not be sought through the CDSP: Punitive or multiple damages, attorney's fees, or consequential damages other than as provided in California Civil Code Section 1794(a) and (b).

10. You may reject the decision issued by a the CDSP arbitrator.

If you reject the decision, you will be free to pursue further legal action. The arbitrator's decision and any findings will be admissible in a court action.

11. If you accept the arbitrator's decision, ROLLS-ROYCE MOTOR CARS NA will be bound by the decision and will comply with the decision within a reasonable time not to exceed 30 days after we receive notice of your acceptance of the decision.

12. For CDSP program details, you may contact CDSP at the following:

CALIFORNIA DISPUTE SETTLEMENT PROGRAM (CDSP)

P.O. Box 515315

Dallas, TX 75251-5315

(866) 906-3380 (Toll Free)

eFile a Claim: [www.ncdsusa.org](http://www.ncdsusa.org)

Email: [info@ncdsusa.org](mailto:info@ncdsusa.org)

#### IDAHO RESIDENTS – IMPORTANT NOTICE

IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER THE STATE'S LEMON LAW TO REPLACEMENT OF IT OR A REFUND OF ITS PURCHASE PRICE OR YOUR LEASE-PAYMENTS. HOWEVER, TO BE ENTITLED TO REFUND OR REPLACEMENT, YOU MUST FIRST NOTIFY THE MANUFACTURER, ITS AGENT, OR ITS AUTHORIZED DEALER OF THE PROBLEM IN WRITING AND GIVE THEM AN OPPORTUNITY TO REPAIR THE VEHICLE. YOU ALSO HAVE A RIGHT TO SUBMIT YOUR CASE TO THE CONSUMER ARBITRATION PROGRAM WHICH THE MANUFACTURER MUST OFFER IN THIS STATE.

## NEW JERSEY RESIDENTS – NEW JERSEY LEMON LAW

IMPORTANT: IF THIS VEHICLE HAS A DEFECT THAT SUBSTANTIALLY AFFECTS ITS USE, VALUE OR SECURITY, OR THAT MAY CAUSE DEATH OR SERIOUS BODILY INJURY IF DRIVEN, AND WAS PURCHASED, LEASED OR REGISTERED IN NEW JERSEY, YOU MAY HAVE THE RIGHT UNDER THE LEMON LAW IN THE STATE OF NEW JERSEY TO A REFUND OF THE PRICE OF PURCHASE OR TO YOUR LEASE PAYMENTS.

Here is a summary of your rights:

1. To qualify for compensation under the New Jersey lemon law, you must give the manufacturer or your dealer opportunity to repair or correct the defect of the vehicle within the terms of protection under the lemon law, which are the first 24,000 miles of operation or two years after the date of original date of delivery or whichever comes first.
2. If the manufacturer or your dealer cannot fix or correct the defect within a reasonable amount of time, you may have the right to return the vehicle and receive a full refund, less a discount for the use of the vehicle.
3. If it is assumed that the manufacturer or your dealer cannot repair or correct the defect and if the same defect continues to substantially exist after that the manufacturer has received a notice of the defect, sent by certified mail with return receipt, and has had a final chance to correct the defect or condition within 10 days of receiving the notice. This notice must be received by the manufacturer within the terms of protection and can only be given after (i) the manufacturer or your dealer has attempted two or more times to correct the defect; (ii) the manufacturer or your dealer has attempted, at least once, to correct the defect if the defect is one which can cause death or serious bodily injury if the vehicle is operated; or (iii) the vehicle has been out of service for repairs by a total of 20 calendar days accumulation or more, or in the case of a rolling motorized house (motor home) 45 days or more.
4. If the same defect substantially continues to exist after the manufacturer has had the last opportunity to repair or correct the defect, you may file a claim for compensation under the New Jersey lemon law.

FOR COMPLETE INFORMATION ABOUT YOUR RIGHTS AND RESOURCES UNDER THIS LAW, INCLUDING THE MANUFACTURER'S ADDRESS FOR NOTIFICATION OF THE DEFECT, PLEASE CONTACT: NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT, POST OFFICE BOX 45026, NEWARK, NEW JERSEY 07101, PHONE NUMBER: 1 973 504-6226.

IMPORTANTE: SI EL VEHICULO TIENE UN DEFECTO QUE AFECTE DE MANERA SUSTANCIAL SU USO, VALOR O SEGURIDAD, O QUE PUEDA CAUSAR LA MUERTE O LESIONES CORPORALES GRAVES SI SE MANEJA, Y SE COMPRA, ARRENDA O REGISTRA EN NUEVA JERSEY, PUEDE TENER DERECHO EN LOS TERMINOS DE LA LEY SOBRE DEFECTOS CONOCIDA COMO "LEMON LAW" DEL ESTADO DE NUEVA JERSEY A UN REEMBOLSO DEL PRECIO DE COMPRA O DEL PAGO DEL ARRENDAMIENTO.

Aqui le damos un resumen de sus derechos:

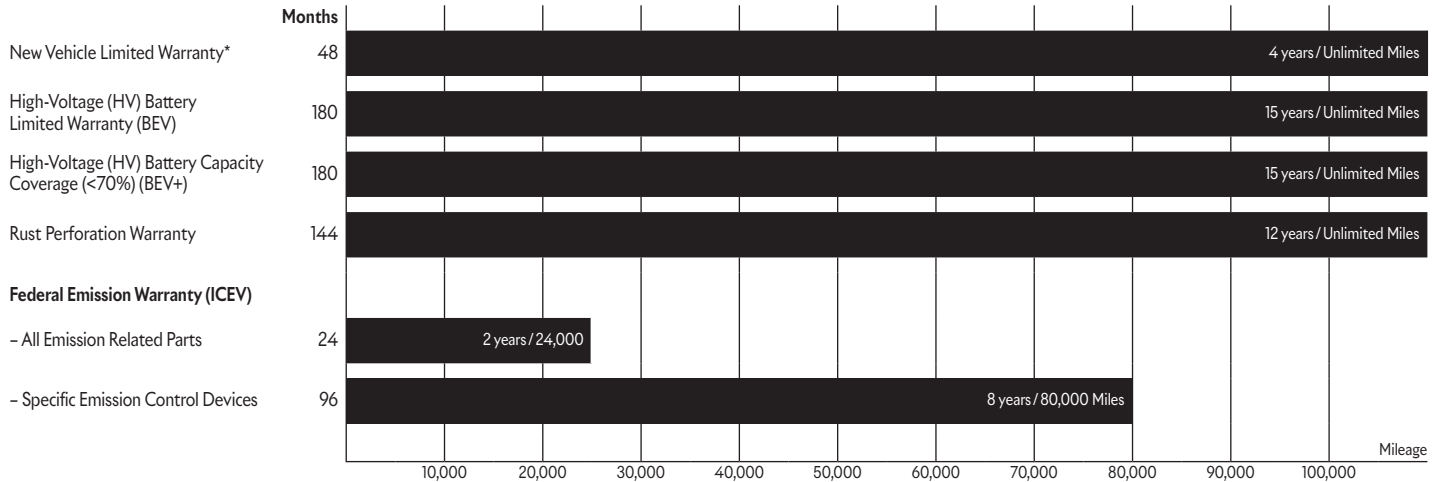
1. Para tener derecho a una indemnización en los términos de la "Lemon Law" de Nueva Jersey, debe dar el fabricante a su concesionaria la oportunidad de reparar o corregir el defecto del vehículo dentro de los plazos de protección que establece esta ley, que son las primeras 24,000 millas de operación o dos años a partir de la fecha de entrega original, lo que ocurra primero.
2. Si el fabricante o su concesionaria no pueden arreglar o corregir el defecto en un plazo razonable, puede tener derecho a devolver el vehículo y recibir un reembolso integral, menos un descuento por el uso del vehículo.
3. Se da por sentado que el fabricante o su concesionaria no pueden reparar o corregir el defecto si el mismo defecto continúa existiendo de manera sustancial después de que el fabricante ha recibido una notificación del defecto enviada por correo certificado con acuse de recibo, y ha tenido una última oportunidad de corregir el defecto o problema en los 10 días posteriores a la recepción de la notificación. Esta notificación debe ser recibida por el fabricante dentro de los plazos de protección y solo se puede dar después de que (i) el

fabricante o su concesionaria han intentado dos o mas veces corregir el defecto, (ii) el fabricante o su concesionaria han intentado, al menos una vez, corregir el defecto si este puede causar la muerte o lesiones corporales graves si se maneja el vehiculo, o (iii) el vehiculo ha estado fuera de servicio por reparaciones un total de 20 dias calendario o mas, o en el caso de una casa rodante motorizada (casa rodante), 45 dias o mas.

4. Si el mismo defecto sigue existiendo de manera sustancial despues de que el fabricante ha tenido la Ultima oportunidad de reparar o corregir dicho defecto, puede presentar una reclamacion de indemnizacion en los terminos de la "Lemon Law" de Nueva Jersey.

SI DESEA MAS INFORMACION ACERCA DE SUS DERECHOS Y RECURSOS EN LOS TERMINOS DE ESTA LEY, INCLUIDA LA DIRECCION DEL FABRICANTE PARA NOTIFICACION ES DE DEFECTOS, ESTOS SON LOS DATOS DE CONTACTO:  
NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY,  
DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT,  
POST OFFICE BOX 45026, NEWARK, NEW JERSEY 07101,  
TELEFONO: 1 973 504-622

## OVERVIEW OF ROLLS-ROYCE LIMITED WARRANTIES



\*If the motor car is used for commercial purposes (chauffeur service, limo service, hire car, hotels, etc.), the warranty period is 48 months or 100,000 miles (160,000 km), whichever occurs first.

The Rolls-Royce limited warranties apply only to U.S. specification Rolls-Royce Motor Cars and cover eligible warranty repair or replacement work when the warranty service is performed at an authorized U.S. Rolls-Royce Motor Cars dealer, subject to all applicable exclusions and/or limitations. All other U.S. specification programs such as Roadside Assistance and the Maintenance Programs are also valid only in the U.S.

## NEW VEHICLE LIMITED WARRANTY (VALID ONLY IN THE U.S.A.)

### WARRANTOR

Rolls-Royce Motor Cars North America, LLC (Rolls-Royce Motor Cars NA) warrants U.S.-specification vehicles distributed by Rolls-Royce Motor Cars NA against defects in materials or workmanship to the first retail purchaser, and each subsequent purchaser.

### WARRANTY PERIOD

The warranty period is 48 months/Unlimited miles.\*

\*If the motor car is used for commercial purposes (chauffeur service, limo service, hire car, hotels, etc.), the warranty period is 48 months or 100,000 miles (160,000 km), whichever occurs first.

### WARRANTY BEGINS

Coverage begins on the date of first retail sale or the date the vehicle is first placed into service as a sales demonstrator, Service Loaner, or company vehicle, whichever is earlier.

### WARRANTY COVERAGE

To obtain service under this warranty, the vehicle must be brought, upon discovery of a defect in material or workmanship, to the workshop of an authorized Rolls-Royce Motor Cars dealer in the United States (including Puerto Rico), during normal business hours. The authorized Rolls-Royce Motor Cars dealer will, without charge for parts or labor, either repair or replace the defective part(s) using new or authorized remanufactured parts. The decision whether to repair or replace said part(s) is solely the prerogative of Rolls-Royce Motor Cars NA. Parts for which replacements are made become the property of Rolls-Royce Motor Cars NA.

In all cases, a reasonable time must be allowed for warranty repairs to be completed after the vehicle is received by the authorized Rolls-Royce Motor Cars dealer.

Delays in performing covered repairs may occur because of back-ordered parts, and/or awaiting the release of a specific software update, and/or any other circumstances that are beyond Rolls-Royce Motor Cars NA's control. Delays occurring from these type circumstances are not considered unreasonable relative to performing the corresponding repairs.

Warranty repairs do not constitute an extension of the original limited warranty period for the vehicle or a part thereof.

#### OTHER ITEMS

Wheel alignment and balancing are covered up to 2,000 miles. Wiper blades/inserts are included in routine servicing as and when required.

**Items which are subject to wear and tear or deterioration due to driving habits or conditions, such as brake pads/linings, brake discs, filters, upholstery, trim and chrome items, paint finish, drive belts, glass, and similar items, are specifically limited to defects in material or workmanship.**

#### THIS WARRANTY DOES NOT APPLY TO THE FOLLOWING:

Damage which results from negligence, improper operation of the vehicle, improper repair, lack of or improper maintenance, environmental influences, flood, accident or fire damage, road salt corrosion, or use of improper or contaminated fuel.

Damage to the engine, transmission or any related component caused by improper shifting of the transmission.

Maintenance services and parts when replaced during maintenance such as spark plugs, lubricants, fluids, engine tune-up parts, replacement of filters, coolant, and refrigerant.

Damage caused by modification of the vehicle or installation of any performance accessories or components attached to the vehicle which alters the original engineering and/or operating specifications or causes damage to the other original components, including electrical interference, electrical short, radio static, water leaks and wind noise.

Tires are warranted by their respective manufacturer. See the Tire Warranty Statement on page 74.

Non-genuine Rolls-Royce Motor Cars Parts – while you may elect to use non-genuine Rolls-Royce Motor Cars parts for maintenance or repair services, Rolls-Royce Motor Cars NA is not obligated to pay for repairs of non-genuine Rolls-Royce Motor Cars parts or for repairs of any damage resulting from the use of non-genuine parts.

**This warranty shall be null and void if the Vehicle Identification Number (VIN) has been altered or cannot be read, if the odometer has been replaced or altered and the true mileage cannot be determined, if the vehicle has been declared a total loss or sold for salvage purposes, or if the vehicle has been used in any competitive event.**

## HIGH-VOLTAGE BATTERY SAFETY AND CARE

Battery Electric Vehicle (BEV) models' are partially powered by a high-voltage battery enclosed in a self-contained system. Opening or removing the self-contained system creates a genuine risk of severe damage to the high-voltage battery assembly, as well as personal injury, including fatal electrocution.

The vehicle's high-voltage battery requires no maintenance except for keeping it charged to the proper specifications; please refer to the Owner's Manual for more information.

Rolls-Royce Motor Cars recommends that you take your BEV model to an authorized Rolls-Royce Motor Cars dealer to have high-voltage battery-related repairs performed by their specially trained personnel.

This specifically applies to covered repairs performed under the terms of the Rolls-Royce Motor Cars high-voltage battery's limited warranty coverage that applies.

## GENERAL

These warranties give you specific legal rights, and you may also have other rights which vary from state to state.

THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES HEREIN. ROLLS-ROYCE MOTORCARS NA HEREBY EXCLUDES INCIDENTAL AND CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF TIME, INCONVENIENCE, OR LOSS OF USE OF THE VEHICLE, FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, APPLICABLE TO THIS PRODUCT.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you. Additionally, if your vehicle is registered in California or any state that has adopted California emission warranty provisions, your vehicle is eligible for California Emissions Warranty coverage. Currently, the following states have adopted California emission warranty provisions: Colorado, Connecticut, Delaware, Maine, Maryland, Massachusetts, Mexico, Minnesota, Nevada, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, Virginia and Washington.

## LIMITED WARRANTY – HIGH-VOLTAGE BATTERY

Rolls-Royce Motor Cars warrants the high-voltage (traction) battery (“**HV** Battery”) assembly in the Battery Electric Vehicles (BEV) against defects in materials or workmanship for a period of 15 years / unlimited miles, or 10 years / 100,000 miles for commercially used vehicles, for example, limousine or rental cars.

### BATTERY ELECTRIC VEHICLE (BEV) MODEL – HIGH-VOLTAGE (HV) BATTERY CAPACITY COVERAGE

In addition to the High Voltage (HV) Battery Coverage for defects in materials or workmanship, the High Voltage battery is separately warranted against capacity loss, as described below.

NOTE: HV Battery capacity/state of health (SoH) is not a defect in manufacturing.

This BEV HV (traction) battery capacity coverage can only be confirmed by an authorized Rolls-Royce dealer. If an authorized Rolls-Royce dealer performs the applicable approved off or on-board HV battery capacity measurement certified by Rolls-Royce Motor Cars NA during the warranty coverage period, and the measurement result shows that your BEV model’s net HV

battery’s State of Health (SoH)/usable (net) capacity has fallen below:

- 80 % (up to 10 years from the start date of the Warranty); or
- 70 % (from 10 to 15 years from the start date of the Warranty) of the original value when the new vehicle was delivered.

Although not a defect, any loss in excess of the SOH capacities outlined above will be eliminated free of charge for the end customer.

As with all batteries, battery performance and durability, including the BEV models’ high-voltage propulsion battery is temperature dependent. A battery will experience a gradual loss of stored energy/ capacity over time and the miles driven. The extent of this capacity loss depends, for example, on charging and driving behaviors, as well as outside temperature. While battery capacity increases in higher temperatures, colder temperatures will lower the battery’s capacity. Extreme high and/or low temperatures may impact the battery’s service life and performance.

## HIGH-VOLTAGE (HV) BATTERY REPAIR

In the event of a necessary repair of the high-voltage battery under the coverage that applies, the appropriate HV battery components will be repaired, or replaced with either new, refurbished, and/or remanufactured parts.

The decision whether to repair, replace said part(s), and/or perform an applicable software update is solely at the discretion of Rolls-Royce Motor Cars NA. Rolls-Royce Motor Cars NA ensures that the minimum net HV Battery capacity (SOH) will be at least 70% to 80%, depending on the HV Battery age. Parts for which replacements are made become the property of Rolls-Royce Motor Cars NA.

Warranty repairs do not constitute an extension of the original limited warranty period for the vehicle or a part thereof.

## WHAT IS NOT COVERED

The HV Battery Warranty as well as the SOH capacity coverage detailed above does not apply to damage or conditions caused by certain events, including but not limited to:

- Failure to complete vehicle maintenance in accordance with CBS maintenance requirements.
- Violation of the end customer's obligation to comply with the regulations on treatment, maintenance, and care of the vehicle (in particular in accordance with the vehicle manual).
- Not charging the vehicle within 14 days after the charge level indicator has shown 0%/0 km range.
- Charging infrastructure (excluding charging equipment sold by RRMC NA).
- Intentional intervention or programming to extend or shorten the life of the high-voltage battery (contrary to official RRMC NA recommendation).
- Intervention in or programming one of the vehicle's control units or installing harmful software or software to improve performance.
- Modification of the vehicle in a manner not approved by RRMC NA e.g., as a result of repair at a workshop not authorized by RRMC NA.

- Use of add-on components not approved by RRMC NA (inside and outside).
- Opening or removal of the HV Battery or service of the HV Battery not in accordance with RRMC requirements.
- Improper repair of the vehicle and its high-voltage electrical system, including its components (electric motor, power electronics, charging unit, heating, air conditioning, cabling, or HV Battery).
- Failure to report or repair a material defect in a reasonable period of time after discovery.
- Violation of the buyer's obligation to have the prescribed maintenance/service work on the vehicle properly carried out in accordance with RRMC NA specifications within the specified deadlines.
- Exposure of the HV Battery or another component of the high-voltage electrical system to a direct flame or other external heat source.
- Immersion of the battery or parts of it in water or other liquids.

- Physical damage to the vehicle or HV Battery (intentional, vandalism or accident).
- Damage due to act of God (e.g., fire, storm, flood, lightning).
- Failure to comply with the vehicle or trailer load limits defined by RRMC NA.
- Using the vehicle as an energy source for functions other than factory-fitted equipment.
- Overuse of the HV Battery, e.g., during motor sports activities or vehicle tuning.

In addition, the HV Battery is subject to the general exclusions and restrictions described within the new vehicle limited warranty.

## LIMITED WARRANTY – RUST PERFORATION

Rolls-Royce Motor Cars North America, LLC (Rolls-Royce Motor Cars NA) warrants this original vehicle against defects in materials or workmanship which will result in rust perforation of the vehicle body for a period of 12 years, unlimited mileage. Coverage begins on the date of first retail sale or the date the vehicle is first placed into service as a sales demonstrator, Service Loaner, or company vehicle, whichever is earlier.

To obtain service under this warranty, the vehicle must be brought, upon discovery of any rust perforation, to the workshop of any authorized Rolls-Royce Motor Cars dealer. This authorized Rolls-Royce Motor Cars dealer will, without charge for parts or labor, either repair or replace the defective part(s).

The decision whether to repair or replace said part(s) is solely the prerogative of Rolls-Royce Motor Cars NA. Parts for which replacements are made become the property of Rolls-Royce Motor Cars NA.

Warranty repairs do not constitute an extension of the original limited warranty period for the vehicle or a part thereof.

THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES HEREIN.

ROLLS-ROYCE MOTORCARS NORTH AMERICA, LLC (ROLLS-ROYCE MOTORCARS NA) HEREBY EXCLUDES INCIDENTAL AND CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF TIME, INCONVENIENCE, OR LOSS OF USE OF THE VEHICLE, FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, APPLICABLE TO THIS PRODUCT.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Any legal claim or action arising from any express or implied warranty contained herein must be brought within 12 months of the date it arises.

## WHAT IS NOT COVERED

This warranty does not apply to damage, including consequential, which results from negligence, misuse/improper operation of the vehicle, improper repair, lack of or improper maintenance, environmental influences, flood, accident or fire damage and road salt corrosion.

Non genuine Rolls-Royce Parts – While you may elect to use non genuine Rolls-Royce parts for repair services, Rolls-Royce Motor Cars NA is not obligated to pay for repairs of the non-genuine Rolls-Royce parts or for repairs of any damage resulting from the use of non-genuine parts.

This warranty shall be null and void for specific vehicle components that were previously replaced with used or salvaged automobile parts, including repairs of any damage resulting from the use of these parts.

This warranty shall be null and void if the odometer has been replaced or altered and the true mileage on the vehicle cannot be determined, and/or the Vehicle Identification Number (VIN) is altered and/or cannot be determined.

This warranty shall be null and void if the vehicle has been declared a total loss, sold for salvage purposes, or if the vehicle has been used in any competitive event.

## FEDERAL EMISSIONS SYSTEM DEFECT WARRANTY (VALID ONLY IN THE U.S.A.)

This warranty applies only to U.S.-specification vehicles distributed by Rolls-Royce Motor Cars North America, LLC (Rolls-Royce Motor Cars NA).

In accordance with the defect warranty provisions of section 207(b) of the Clean Air Act, Rolls-Royce Motor Cars NA warrants to the first retail purchaser, and each subsequent purchaser, that the car (a) was designed, built and equipped so as to conform, at the time of sale, with all regulations of the U.S. Environmental Protection Agency applicable at the time of manufacture and (b) is free from defects in materials and workmanship which would cause it to fail to conform with applicable regulations for a period of 2 years or 24,000 miles, whichever occurs first, except for specific emission control components (as listed on page 62-72), for which the warranty period is 8 years or 80,000 miles, whichever occurs first.

Coverage begins on the date of first retail sale or the date the vehicle is first placed into service as a sales demonstrator, Service Loaner, or company vehicle, whichever is earlier.

Warranty claims must be made as soon as reasonably possible after a defect is discovered. To make a claim, the car must be brought to any authorized Rolls-Royce Motor Cars dealer during normal business hours.

The authorized Rolls-Royce Motor Cars dealer will, without charge for parts or labor (including diagnosis), either repair or replace the defective part, if any. The decision whether to repair or replace said parts is solely the prerogative of Rolls-Royce Motor Cars NA and must be expected to correct the failure of the warranted part. Parts for which replacements are made become the property of Rolls-Royce Motor Cars NA. In all cases, a reasonable time must be allowed for warranty repairs to be completed after the car is received by the authorized Rolls-Royce Motor Cars dealer. For assistance in determining which specific parts or components of your vehicle are covered under this warranty, please contact your authorized Rolls-Royce Motor Cars dealer.

Warranty repairs do not constitute an extension of the original limited warranty period for the vehicle or a part thereof.

For assistance in determining which specific parts or components of your vehicle are covered under this warranty, please contact your authorized Rolls-Royce Motor Cars dealer.

It is the owner's responsibility to have all scheduled inspection and maintenance services performed (at the owner's expense when applicable), as prescribed in the maintenance schedule for the Rolls-Royce Motor Cars Emission Control System. Service intervals are computed by the onboard Rolls-Royce Motor Cars Condition Based Service system and displayed on the instrument panel. The instructions for proper maintenance and use can be found in the Owner's Manual. It is strongly recommended that any replacement parts used for maintenance, repair or replacement of emission control systems be certified Rolls-Royce Motor Cars Service Parts or Rolls-Royce Motor Cars Authorized Remanufactured Parts.

Without invalidating this warranty, the owner may elect to have maintenance, repair or replacement of the emission control systems performed by any automotive repair establishment or elect to use parts other than certified Rolls-Royce Motor Cars

Service Parts. However, the cost of such service or parts will not be covered under this warranty, except in emergency situations. In an emergency situation, where an authorized Rolls-Royce Motor Cars dealer or a warranty replacement part is not reasonably available (within 30 days), repairs may be performed at any available service establishment using any equivalent part. Rolls-Royce Motor Cars NA will reimburse the owner for such emergency repairs (including labor, parts, and diagnosis not to exceed Rolls-Royce Motor Cars NA rates for labor, parts, and diagnosis in said area) that are covered under this warranty. Replaced parts and paid invoices must be presented at an authorized Rolls-Royce Motor Cars dealer as a condition of reimbursement for emergency repairs not performed by an authorized Rolls-Royce Motor Cars dealer.

The use of replacement parts, which are not of equivalent quality, may impair the effectiveness of the emission control system. If other than certified Rolls-Royce Motor Cars Service Parts or Authorized Remanufactured Parts are used for maintenance, repair or replacement of components affecting emission control, the owner should obtain assurances that such parts are warranted by their manufacturer to be equivalent to genuine Rolls-Royce Motor Cars parts in performance and durability.

Rolls-Royce Motor Cars NA assumes no liability under this warranty with respect to parts other than genuine Rolls-Royce Motor Cars parts.

However, the use of non-genuine Rolls-Royce Motor Cars replacement parts or non-EPA certified parts does not invalidate the warranty on other components, unless non-genuine Rolls-Royce Motor Cars parts or non-EPA certified parts cause damage to warranted parts.

#### WHAT IS NOT COVERED

The car or any part of the car unless the failure causes the car to fail to conform to the applicable emission regulations.

Malfunctions, including consequential, caused by negligence, misuse/ improper operation of the vehicle, environmental influences, flood, accident, or fire damage.

Malfunctions, including consequential, caused by improper adjustment/repair, modification, alteration, tampering, disconnection, improper or inadequate maintenance except if one or more of these occurred as a result of repair work that was performed by an authorized Rolls-Royce Motor Cars dealer under warranty.

For gasoline engines, malfunctions caused by the use of leaded fuel or fuels containing more than 10% ethanol, or other oxygenates with more than 2.8% oxygen by weight (i.e., more than 15% MTBE or more than 3% methanol plus an equivalent amount of co solvent and/or as specified in the Owner's Manual).

Spark plugs, filters, and similar maintenance items are not covered under this warranty at or beyond the first replacement interval, or if the part has been replaced earlier for reasons other than it being defective.

Any car on which the odometer has been replaced or altered and the true mileage cannot be determined.

The car or any part of the car unless a failure causes the car to fail to conform to applicable emission regulations.

Any car on which the Vehicle Identification Number (VIN) is altered and/or cannot be determined, declared a total loss and/or sold for salvage purposes.

## GENERAL

These warranties give you specific legal rights, and you may also have other rights which vary from state to state.

THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES HEREIN.

ROLLS-ROYCE MOTORCARS NA HEREBY EXCLUDES INCIDENTAL AND CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF TIME, INCONVENIENCE, OR LOSS OF USE OF THE VEHICLE, FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, APPLICABLE TO THIS PRODUCT.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Additionally, if your vehicle is registered in California or any state that has adopted California emission warranty provisions, your vehicle is eligible for California Emissions Warranty coverage. Currently, the following states have adopted California emission warranty provisions: Colorado, Connecticut, Delaware, Maine, Maryland, Massachusetts, Mexico, Minnesota, Nevada, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, Virginia and Washington.

These federal warranty provisions also apply to all vehicles sold in all U.S. states and territories regardless of whether a state has enacted state warranty provisions that differ from the federal provisions.

FEDERAL EMISSIONS PERFORMANCE WARRANTY  
(VALID ONLY IN THE U.S.A. INCLUDING PUERTO RICO)

In those states and jurisdictions that have established periodic vehicle emissions tests to encourage proper vehicle maintenance and require the car to pass an emissions test approved by the U.S. Environmental Protection Agency and:

1. The car was distributed by Rolls-Royce Motor Cars North America, LLC (Rolls-Royce Motor Cars NA); and
2. The car has been maintained and operated in accordance with the instructions for proper maintenance and use set forth in the Owner's Manual supplied with the car; and
3. The car fails to conform to the applicable emissions standards of the EPA as judged by an EPA-approved emissions test; and
4. The failure to conform results or will result in the owner of the car having to bear a penalty or other sanction (including the denial of the right to use the car) under local state or federal law if the non-conformity is not remedied within a specified period of time.

Then, in accordance with the provisions of section 207(b) of the Clean Air Act, Rolls-Royce Motor Cars NA warrants that if the car is eligible for coverage under this warranty, any non-conformities in the car, which cause it to fail an EPA-approved emissions test will, without charge for parts or labor (Including diagnosis), be adjusted, repaired, or replaced, at the option of Rolls-Royce Motor Cars NA to proper specifications, in order to make the car comply with applicable emissions standards. The decision whether to adjust, repair or replace parts is solely the prerogative of Rolls-Royce Motor Cars NA and must reasonably be expected to correct the failure of the warranted part.

Coverage begins on the date of first retail sale or the date the vehicle is first placed into service as a sales demonstrator, Service Loaner, or company vehicle, whichever is earlier. This warranty continues for a period of 2 years or 24,000 miles, whichever occurs first, except for specific emissions control components (as listed on page 57), for which the warranty period is 8 years or 80,000 miles whichever occurs first.

This warranty is made subject to the terms and conditions that apply to the Emission Control System Warranty and the New Vehicle Limited Warranty.

Warranty repairs do not constitute an extension of the original limited warranty period for the vehicle or a part thereof.

No claim under this warranty will be denied on the basis of use of a properly installed EPA certified emission part for maintenance and repair.

No claim under this warranty will be denied on the basis of use of a properly installed EPA certified emission part for maintenance and repair.

A vehicle manufacturer may deny an emission performance warranty claim on the basis of an uncertified replacement part used in the maintenance or repair of a vehicle only if the vehicle manufacturer presents evidence that the uncertified replacement part is either defective in materials or workmanship or not equivalent from an emission standpoint to the original equipment part.

**Maintenance, replacement, or repair of emission control devices and systems may be performed by any automotive repair establishment or individual using any part that is certified to satisfy the applicable U.S. federal and state emissions requirements.**

Immediately after the car has failed an EPA-approved emission short test, your claim can be made at any authorized Rolls-Royce Motor Cars dealer. The authorized Rolls-Royce Motor Cars dealer will honor or deny your claim within the time period specified by local or state laws (not to exceed 30 days), to avoid further penalties or sanctions. If the claim is denied, the authorized Rolls-Royce Motor Cars dealer will notify you in writing of the reason(s). The authorized Rolls-Royce Motor Cars dealer is required by law to honor the claim if notice of denial is not received by the owner within the specified time period.

You may obtain further information concerning the emission warranties, or report violations of warranty terms, by contacting:

U.S. Environmental Protection Agency Office of  
Transportation and Air Quality  
Compliance Division, Light-Duty Vehicle Group Attn:  
Warranty Complaints  
2000 Traverwood Drive  
Ann Arbor, MI 48105  
Email: [complianceinfo@epa.gov](mailto:complianceinfo@epa.gov)

The following systems are covered by the Federal Emission Performance Warranty for a period of 2 years or 24,000 miles, whichever occurs first. The specific systems may vary according to model, therefore, all the systems listed may not be used on your vehicle. For assistance in determining which systems and specific components within these systems apply to your vehicle, please contact your authorized Rolls-Royce Motor Cars dealer.

AIR INDUCTION SYSTEM

FUEL METERING SYSTEM

IGNITION SYSTEM

POSITIVE CRANKCASE VENTILATION SYSTEM (PCV)

FUEL EVAPORATIVE CONTROL SYSTEM EXHAUST SYSTEM

ENGINE EMISSION CONTROL SYSTEM SENSORS/DEVICES

ONBOARD DIAGNOSTIC SYSTEM (OBD)

RELATED PARTS ASSOCIATED WITH THE ABOVE SYSTEMS

The following components and systems are covered under the Federal Emissions Warranty for a period of 8 years or 80,000 miles, whichever occurs first.

BRAKE SYSTEM CONTROL MODULE

CATALYTIC CONVERTER

DRIVE MOTOR CONTROL MODULE

ENGINE CONTROL MODULE (INCLUDING ONBOARD DIAGNOSTIC SYSTEM

MALFUNCTION INDICATOR LAMP (MIL)

OBD/DIAGNOSTIC CONNECTOR

TRANSMISSION CONTROL MODULE

GENERAL

These warranties give you specific legal rights, and you may also have other rights which vary from state to state.

THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES HEREIN.

ROLLS-ROYCE MOTOR CARS NA HEREBY EXCLUDES INCIDENTAL AND CONSEQUENTIAL DAMAGES, INCLUDING

LOSS OF TIME, INCONVENIENCE, OR LOSS OF USE OF THE VEHICLE, FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, APPLICABLE TO THIS PRODUCT.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you. Additionally, if your vehicle is either registered in the State of California, Colorado, Connecticut, Delaware, Maine, Maryland, Massachusetts, Mexico, Minnesota, Nevada, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, Virginia or Washington. Your vehicle is also eligible for the California Emissions Warranty coverage beginning on page 62.

These federal warranty provisions also apply to all vehicles sold in all U.S. states and territories regardless of whether a state has enacted state warranty provisions that differ from the federal provisions.

## TIRE WARRANTY STATEMENT

Original equipment tires on new vehicles are warranted by their respective manufacturer. More information on tire manufacturer's warranty statement is available at below link under "Your Motor Car" section.

[https://www.rolls-roycemotorcars.com/en\\_US/ownership/your-motor-car.html](https://www.rolls-roycemotorcars.com/en_US/ownership/your-motor-car.html)

or by scanning the following QR code:



Alternatively, you may request a printed copy of the tire manufacturers' warranties using the contact information listed below.

Rolls Royce Motor Cars North America, LLC  
Customer Relations and Services Department

300 Chestnut Ridge Road  
Woodcliff Lake, NJ 07677

Telephone: 1 (800) 877 3725

Email: [customerrelations@rolls-roycemotorcarsna.com](mailto:customerrelations@rolls-roycemotorcarsna.com)

The terms and conditions of the tire manufacturer's warranties are independently determined by the tire manufactures without input from Rolls-Royce Motor Cars NA. We recommend either contacting or visiting the specific tire manufacturer's website to ensure that you have the most current tire warranty information that applies to your tires. Should you have difficulty in obtaining the applicable warranty service from a tire manufacturer, your authorized Rolls-Royce Motor Cars dealer will assist you in resolving the saturation.

## SEAT BELT WARRANTY (KANSAS ONLY)

RRMC NA warrants safety belts against defects in materials or workmanship for a period of 10 years/unlimited mileage from the date of purchase. In order to be eligible for this coverage the vehicle must be a new vehicle retailed in the State of Kansas and the repair performed by an authorized RRMC NA Dealer.

### PARTS & ACCESSORY WARRANTY

Parts replaced within 48-months are covered only by the remaining balance of the New Vehicle Limited Warranty period.

Rolls-Royce Motor Cars Parts Warranty is 24 months / Unlimited Mileage from the date of purchase.

Rolls-Royce Motor Cars Accessory Warranty is 24 months / Unlimited Mileage from the date of purchase\*.

\* Unique Bespoke products may need to be returned to RRMC NA for repair or replacement

Rolls-Royce Motor Cars Retrofit Kits purchased by the Customer are covered for the remainder of the New Vehicle Limited Warranty or for two years, whichever is longer.

Retrofit kits fitted to the vehicle or purchased at the time of sale of a new vehicle are covered under the 48-month new-car Warranty period.

If a part was fitted under Goodwill, it has a 24 month / Unlimited Mileage Warranty ONLY when the Customer has contributed 50% or more towards the total repair cost. The Warranty Start Date should be the Customer's date of purchase of the item.

All Parts replaced under Warranty and included Servicing package are owned by RRMC NA.

## EXPORTING YOUR VEHICLE

Your vehicle has been specifically adapted and designed to meet the particular operating conditions and homologation requirements in your country and continental region in order to deliver the full. Rolls-Royce Motor Cars driving pleasure while the vehicle is operated under those conditions. If you wish to operate your vehicle in another country or region, you may be required to adapt your vehicle to meet different prevailing conditions and homologation requirements. You should also be aware of any applicable warranty limitations or exclusions for such country or region. In such case, please contact the Customer Relations and Services Department for further information.

## CORRECTING / UPDATING PERSONAL INFORMATION OR OWNERSHIP RECORDS

The “National Traffic & Motor Vehicle Safety Act of 1966” requires manufacturers to be in a position to contact the vehicle owners when a correction of a product defect becomes necessary.

When an owner’s or user’s personal information or the vehicle ownership changes, personal information should be updated by contacting:

Rolls-Royce Motor Cars North America, LLC.  
Customer Relations and Services Department  
P.O. Box 1227  
Westwood, NJ 07675-1227

Telephone: 1 877 877-3735 or 1 833 RollsCR (765 5727)

Email: [customer.relations@rolls-roycemotorcarsna.com](mailto:customer.relations@rolls-roycemotorcarsna.com)





[WWW.ROLLS-ROYCEMOTORCARS.COM](http://WWW.ROLLS-ROYCEMOTORCARS.COM)

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