



Date	12/2007	LROSC075v4
<b>POLICY LETTER</b>		
Subject	Models	All
<b>Shortage/Misbuild Claims for Vehicle Literature Packs</b>		

**To:** All National Sales Companies and Importers  
**For the Attention of:** The Managing Director  
**Copies to:** The Service/After-Sales Director/Manager  
The Parts Director/Manager

*It is the responsibility of the National Sales Company or Importer to translate this Policy Letter (as/where appropriate) and cascade to their dealer networks within ten working days of publishing by Land Rover.*

This Policy Letter is a replacement for the letter issued in March 2007 (LROSC075v3).

Dear Colleagues,

### Shortage/Misbuild Claims for Vehicle Literature Packs

#### Literature Pack Shortages

From the 16th April 2007, there was a change to the process for submitting claims for Land Rover vehicle literature pack shortages. This change was to improve the response times to provide a more efficient service and enable the numbers of shortages to be reduced.

1. Place your shortages requirements using the link 'GTR Webshop' from the Owners Information main menu, or go directly to the '**Webshop**' at <http://www.hindsononline.com/gtr/>
2. For dealerships who have not registered to use this website please click '**Register Dealer**' first, and complete the form. You will need your CI Code to complete the registration. When you have completed the registration process you will be emailed instructions to activate your account.
3. If you have already registered please click '**Dealer Webshop**' and enter your CI Code and password.
4. When you have logged in you will come to the '**Dealer Homepage**'. Please select '**Add Shortages**'.
5. Enter '**VIN Number**'. From the drop-down menus enter '**Model**' and '**Model Year**'. When this is completed, new drop-down menus will appear for you to select '**Language**', '**Pack Type**' and '**Reason**'.
6. Tick the checkbox and click '**Place Order**' to complete the transaction. You will then be directed to a confirmation page and an email confirming your order will be sent to your registered email address. Your literature pack will be dispatched within 48 hours.
7. Your confirmation email will contain a web-link to help direct you to the '**View Invoice**' page within the dealer homepage. You will need your log-in details to view invoices from this link.
8. From the '**Dealer Homepage**' you are able to order replacements (see below) & other documents, track orders, view invoices, contact us, and view your account details and frequently asked questions (FAQs).

There will be an invoice raised to charge for the transaction. Cost incurred for ordering shortages should be claimed back through the standard warranty process.

Please click '**Contact Us**' if you require assistance with the following:-

- Registering for the first time/logging in
- Re-registering a new password against your CI Code
- Forgotten passwords
- General enquiries/technical problems in using the Webshop

*Owner Information Webshop Contact Details:*

Contact name Louise Corbishley  
Telephone Number +44 191 280 0400  
Fax Number +44 191 280 0401  
Email Address [GTRHelpdesk@elandershindson.co.uk](mailto:GTRHelpdesk@elandershindson.co.uk)

Please supply dealership name and CI Code when contacting the Customer Service team.

**PLEASE NOTE THAT THE LAND ROVER OWNER INFORMATION WEBSITE (GTR) IS THE ONLY WAY TO ORDER YOUR SHORTAGES/REQUESTS.**



### **Literature Pack Replacements**

Replacement orders can also be placed via the Webshop for pre-owned vehicles and new vehicles where the owner literature has been lost or damaged.

To order replacements please log-in as mentioned above and click '**Replacements**' from the Dealer Homepage:

- Select a Model, Model Year & Language.
- Add pack or individual components and press continue.
- Select quantity or remove items.
- Select '**Pay On Account**' to be invoiced or '**Checkout**' for credit card payments through PayPal.

The cost of replacements cannot be recovered through the warranty process.

### **Reminders for all Shortage / Misbuild claims**

**Time Limit:** Land Rover will accept claims up to two months from retail delivery. Claims submitted more than two months from retail delivery will not be accepted.

**Electronic Claims:** Claims should be submitted on DDW2 using the following Program Codes:

- MVC – Shortages;
- MVCS – Misbuilds;

Please ensure that these program codes are used accurately; shortage and misbuild claims are sent to the Vehicle Specifications department, whereas all others are directed to the Warranty department.

**Appeals:** Appeals against rejected claims must be submitted in writing, providing a full explanation of why the appeal should be considered. Full VIN and order specification details of the shortage/misbuilds claim must be stated, including what was ordered on the system.

All appeals should be forwarded by e-mail to [short2@landrover.com](mailto:short2@landrover.com)

**Audit:** All claims are subject to normal audit procedures.

Yours faithfully

K Phelps  
Director – Service Operations