

LIMITED EDITION

NEED FOR SPEED
HOT PURSUIT



EPILEPSY WARNING

Please read before using this game or allowing your children to use it.

Some people are susceptible to epileptic seizures or loss of consciousness when exposed to certain flashing lights or light patterns in everyday life. Such people may have a seizure while watching television images or playing certain video games. This may happen even if the person has no medical history of epilepsy or has never had any epileptic seizures. If you or anyone in your family has ever had symptoms related to epilepsy (seizures or loss of consciousness) when exposed to flashing lights, consult your doctor prior to playing.

We advise that parents should monitor the use of video games by their children. If you or your child experience any of the following symptoms: dizziness, blurred vision, eye or muscle twitches, loss of consciousness, disorientation, any involuntary movement or convulsion, while playing a video game, discontinue use IMMEDIATELY and consult your doctor.

PRECAUTIONS TO TAKE DURING USE

- ▶ Do not stand too close to the screen. Sit a good distance away from the screen, as far away as the length of the cable allows.
- ▶ Preferably play the game on a small screen.
- ▶ Avoid playing if you are tired or have not had much sleep.
- ▶ Make sure that the room in which you are playing is well lit.
- ▶ Rest for at least 10 to 15 minutes per hour while playing a video game.

CONTENTS

INSTALLING THE GAME	02
STARTING THE GAME	02
<i>NEED FOR SPEED™ HOT PURSUIT</i>	03
COMPLETE CONTROLS	03
BEHIND THE WHEEL	04
THE CARS	04
BOUNTY	05
PURSUIT EQUIPMENT	06
AUTOLOG	07
CAREER	08
RACER EVENTS	09
COP EVENTS	10
EVENTS	10
PAUSE MENU	11
DRIVER DETAILS	12
PLAY ONLINE	12
ONLINE EVENTS	13
PERFORMANCE TIPS	14
TECHNICAL SUPPORT	15
LIMITED 90-DAY WARRANTY	16



WWW.NEEDFORSPEED.COM

INSTALLING THE GAME

NOTE: For system requirements, see the readme file.

To install (disc users):

Insert the disc into your disc drive and follow the on-screen instructions.

If the Autorun menu does not automatically appear, launch the installer manually in Windows® 7, Windows Vista®, or Windows® XP by opening **Start > Run**, typing **D:\AutoRun.exe** in the text box, then clicking OK (substitute the correct letter of your CD/DVD-ROM drive if other than 'D:').

Once the game has installed you can launch it from the game's AutoRun menu or by locating the game through the **START** menu.

To install (EA Store users):

NOTE: If you'd like more information about purchasing direct downloads from EA, visit www.ea.com and click **MORE ABOUT DIRECT DOWNLOADS**.

Once the game has been downloaded by EA Download Manager, click the install icon that appears and follow the on-screen instructions.

NOTE: If you've already purchased a title and would like to install it on another PC, first download and install the EA Download Manager on the other PC, then launch the application and log in with your EA account. Select the appropriate title from the list that appears and click the start button to download the game.

To install (third party online users):

Please contact the digital retailer through whom you purchased this game for instructions on how to install the game or how to download and reinstall another copy.

STARTING THE GAME

To start the game:

Games on Windows Vista or Windows 7 are located in the **Start > Games** menu and on earlier versions of Windows in the **Start > Programs** (or **All Programs**) menu. (EA Store users must have the EA Download Manager running.)

NOTE: In Windows Vista Classic Start menu style, games are located in the **Start > Programs > Games > Games Explorer** menu.

NEED FOR SPEED™ HOT PURSUIT

Welcome to Seacrest County, the ultimate place to speed and a playground for the most exotic cars and drivers in the world. But this is not a lawless place—constant competition has led to the creation of the world's fastest speed enforcers—The Seacrest County Police Department (SCPD). The SCPD spares no expense to redline it all the way and make you pay. Every day new drivers show up and attempt to tame Seacrest County. The pursuit for the ultimate drive starts here. Which side are you on?

COMPLETE CONTROLS

Buckle up, check your mirrors, and put your pedal to the metal. To be the best, you need to be a master behind the wheel of any sports car. Before you take to the roads of Seacrest County, take note of the full set of controls available to you.

SCPD INTEL: The default controls are listed below. Create your own control layout by selecting **CONTROLS** in the Gameplay section of the settings menu.

BASIC RACING CONTROLS		
	GAMEPAD	KEYBOARD
Steer		Left arrow/Right arrow
Accelerate		A
Brake/Reverse		Z
Nitrous		Left SHIFT
Handbrake		SPACEBAR
Cycle camera position		C
Rotate camera		DELETE/PgDn/HOME/END
Headlights		Up arrow
Take Snapshot		P
Music (skip track)	Tap	M
Music (pause track)	Press and hold	Press and hold M
Pause		ESC

SCPD INTEL: All vehicles in Seacrest County are fitted with auto-illuminating, darkness-sensitive headlights which activate when required. However, you can override the system and go dark—perfect for eluding the SCPD.

COP-SPECIFIC CONTROLS		
	GAMEPAD	KEYBOARD
Roadblock		Num-pad 6
Spike strip		Num-pad 2
EMP		Num-pad 4
Helicopter		Num-pad 8
Blip/Cycle sirens	Tap	Tap down arrow
Toggle sirens ON/OFF	Press and hold	Press and hold down arrow

RACER-SPECIFIC CONTROLS

	GAMEPAD	KEYBOARD
Jammer	↻	Num-pad 6
Spike strip	↻	Num-pad 2
EMP	↻	Num-pad 4
Turbo	↻	Num-pad 8

SCPD INTEL: As a newcomer to Seacrest County, you do not have access to all of the latest technology right away. Equipment and upgrades become available to you over the course of your career.

BEHIND THE WHEEL



SCPD INTEL: Equipment is only available when you are in a pursuit.

SAVING AND LOADING

Need for Speed Hot Pursuit autosaves your progress at certain points during the game.

NOTE: Do not switch off the PC when the arrow autosave icon appears in the top left-hand corner of the screen.

THE CARS

Need for Speed Hot Pursuit features the most high-performance production cars in the world today. As a Racer, you experience thrills from driving the Porsche Boxster Spyder along the coast to test-driving the Zonda Cinque Roadster on the desert straights. As a Cop, you get to field-test the most exclusive Interceptor units the world has ever seen from the Ford Crown Victoria to the Bugatti Veyron Interceptor.

The cars in *Need for Speed Hot Pursuit* are classified in Race Series and Cop Units. As you move up, the cars become faster and the available events become much more intense.

SCPD INTEL: Not every car is available to drive right from the start. You need to earn Bounty in order to gain access to the more elite vehicles. However, many events let you test-drive more exotic vehicles, so look out for Preview events...

NITROUS

Every car in Seacrest County comes standard-equipped with nitrous. Use the nitrous system to give your car a short but powerful burst of acceleration.

RACER NITROUS

As a Racer, the nitrous system only charges when you drive dangerously. Drive into oncoming traffic, have a near-miss with other cars, and drift around corners to get instant nitrous boosts. For the ultimate nitrous re-charge, wreck an SCPD patrol car.

COP NITROUS

In an SCPD Interceptor vehicle, the nitrous system only charges when you travel at high speed. You also earn nitrous for slipstreaming and drifting. For an optimum nitrous re-charge, you need to Bust a Racer.

SCPD INTEL: Use nitrous as a Cop or Racer at any time. However, the more you have in the tank, the more powerful the effect is when used.

BOUNTY

WHICH SIDE ARE YOU ON?

There are two unique career paths in *Need for Speed Hot Pursuit*, each with their own set of exotic cars competing in dramatic events across Seacrest County. To progress in either career, you need to earn Bounty. Everything you do in Seacrest County earns you Bounty; the more you earn, the faster you increase your Wanted Level or SCPD Rank and gain access to more exotic cars.

COP RANK

Your career as a Cop is measured on your rank in the SCPD. You begin as a Rank 1: Cadet with minimum access to facilities in the force. The most effective and powerful officer is a Rank 20: Ultimate Enforcer, with access to multiple high-performance Interceptor vehicles and the most dangerous missions.

RACER WANTED LEVELS

As a Racer, your reputation is measured in Wanted Levels. Since you're a new arrival in Seacrest County, you are not registering any activity on the SCPD grid and are classified as a Wanted Level 1: Speeder. The greatest drivers win races and outrun the law with style and are classified as Level 20: Most Wanted. To increase your Wanted Level, you need to earn Bounty.

SCPD INTEL: You have two separate Bounty totals—one total for your Racer career, and the other for your career in the SCPD as a Cop. By choosing an event location, you are also choosing which side you are on.

PURSUIT EQUIPMENT

As you progress in your career and prove your skills, equipment becomes available to help you evade the Cops and other Racers. In each event, you only have access to a limited number of each piece of equipment. Once activated, each piece of equipment takes time to use and re-charge for a potential repeat use. Local technology manufacturers are constantly developing their products and making new ones available. As you master each piece of equipment, upgrades become available to give you the edge in high-speed pursuits.

RACER EQUIPMENT

JAMMER

Using sophisticated repeater technology, the HudsonTech Jammer is the perfect choice to leave the cops in the dark. The Jammer effectively blocks Cop weapon systems, scrambles Interceptor navigation units, and disrupts deployed Spike Strips, rendering them useless.

SCPD INTEL: The Jammer is the perfect counter to a Cop EMP. Activate your Jammer when the Cops are locking onto you to block their communications and cancel their EMP.

SPIKE STRIP

Reverse-engineered from the SPCD's standard-issue spike strip deployment system, use one of these to drop a deadly tire shredder directly behind your car—perfect for taking care of persistent Cops.

EMP

Developed in conjunction with the Seacrest Airforce, the EMP is a dangerous experimental weapon which remotely delivers an electronic payload to the target, overloading their systems and causing significant internal damage.

TURBO

If you're in a tight spot and need some space to breathe, HudsonTech has the solution for you. Engage turbo and within seconds your engine experiences a power-injection unlike any other. However, maintaining this acceleration introduces a significant strain on your car's infrastructure so the system disengages automatically.

COP EQUIPMENT

ROADBLOCK

Central command has authorized the use of local units to form on-demand roadblocks during many events. Calling in a roadblock results in the deployment of a line of Cop vehicles ahead of any suspects on the road and you. If a suspect hits the block they sustain heavy damage.

SPIKE STRIP

The Official SCPD Stop Stick, this equipment drops a deadly tire shredder from the back of your car. Position your vehicle ahead of your target and deploy to cause instant damage and slow your target down.

EMP

The EMP is a long range weapon designed to reign in fleeing racers. Successful delivery is achieved by locking onto your target. Once locked, the EMP delivers an electronic payload to the target, overloading their systems and causing significant internal damage.

HELICOPTER

The helicopter provides the ultimate in pursuit support. As your personal "eye-in-the-sky," the SCPD chopper ensures that any elusive targets remain firmly on the grid.

AUTOLOG

Autolog is the connected heart of *Need for Speed Hot Pursuit*. It is a suite of online features that allow you to connect, compare, and compete with your *Need for Speed Hot Pursuit* friends, while making it easy for you to make new friends with friend suggestions and simple access to worldwide online play.

SCPD INTEL: Autolog is also available outside of *Need for Speed Hot Pursuit* via a website. Login with your account details to check your wall and manage your photos at www.NeedForSpeed.com.

CAREER

Select CAREER to begin your journey in Seacrest County. Your personal times are automatically compared with those of your friends to set up and create continued competition and Bounty rewards.

HOT PURSUIT ONLINE

Enter the world of live head-to-head hot pursuits. Take your favorite car online against your friends or the world to earn Bounty and increase your Wanted Level or SCPD Rank.

AUTOLOG RECOMMENDS

With Autolog Recommends, get personalized gameplay recommendations automatically generated for you based on how well your friends have been playing. Everything you do in *Need for Speed Hot Pursuit* is tracked and continuously compared against your friends. Set a new Personal Best and Autolog alerts your friends, putting your performance directly into their game. Similarly, your friends' performances are broadcasted directly into your game giving you instant comparisons wherever you are in your Cop or Racer career.

Autolog also makes it easy for you to make new friends with Friend Suggestions and simple access to worldwide online play.

ADD FRIENDS

To further enable social competition, Autolog helps you make and add friends to your game. Autolog looks at your existing *Need for Speed Hot Pursuit* friends and suggests friends of friends who you may know. You can also make new friends by playing online and using your recently-met list to remember players that you have been competing against.

Whenever you see a player in Autolog, press **TAB** to view their profile. If they are not a friend, simply send a request directly from this page.

PHOTOS

Within the Photos section of Autolog, view, share, and comment on images captured by you and your friends. Take and share either:

- Snapshots** Quickly grab snapshots of action taken directly as you are driving. When driving, take a Snapshot by pressing **P**.
- Dreamshots** These are hi-def images to share with your friends. When in an event, access the menu by pressing **ESC** and select PHOTO MODE.

WALL

The Wall is the place to go for the latest messages, photos, and event performances shared by you and your friends. Create or comment on your friends' events by pressing right **CTRL**.

See all of the replies to messages on your Wall. Another great way to add friends to your game is to view their profile and send a friend request.

SCPD INTEL: If you see an event message, play it straight from the Wall by selecting it and then pressing **Z**.

NEWS

Stay connected with *Need for Speed Hot Pursuit* and Criterion Games with the latest news updates directly from the source.

SETTINGS

From here, adjust video, audio, and gameplay settings. Account Management allows you to review *Need for Speed Hot Pursuit's* Terms & Conditions, as well as your EA Account. Use your web camera to change your profile picture, and earn extra Bounty with the *Need for Speed Hot Pursuit* loyalty offers.

LOYALTY PROGRAM

Played one of our best racing games? Use this option to get your EA account checked to see if you can claim a Bounty reward. For full information check www.CriterionGames.com or www.NeedforSpeed.com.

CAREER

Your career as an officer in the SCPD or a Racer begins here. Choose a location and event type and start earning Bounty across Seacrest County.

SEACREST COUNTY MAP

The map shows all the currently available event hotspots around Seacrest County. Blue badges for the SCPD incidents and orange signs for the Racer events.

Selecting a location determines your side for the following event. Events you have recently unlocked are marked as new so you can always find an event you haven't tried. To unlock new events, try to earn medals in the ones you have available.

SCPD INTEL: Autolog Recommends also marks some events on the map that your friends have recently played. To challenge a friend, select the event marked with the recommendation.

GAMEPAD

KEYBOARD

	GAMEPAD	KEYBOARD
Navigate map		Up/down/left/right arrows
WITH EVENT HIGHLIGHTED:		
Cycle event details/Speedwall/friends compare		Right SHIFT
View wall posts/post result to wall		Right CTRL
WITH EVENT HIGHLIGHTED AND SPEEDWALL SHOWING:		
Navigate Speedwall		Num-pad 8 and 2
View player profile		TAB
Enter Freedrive		Right CTRL
Driver details		BACKSPACE
Start Autolog Recommendation		A

SPEEDWALL

Every event has a Speedwall unique to you. This is a personalized leaderboard of your friend's best times on this event. The Speedwalls are connected and are updated as your friends complete events. Use Autolog Recommends to track recent challenges to your times.

During each event, the Speedwall snapshot updates you on the Speedwall times and your closest rival.

RACER EVENTS

HOT PURSUIT

The SCPD are trying to shut down the race. There are two types of challengers you need to watch out for in this event. When you're fighting for the lead against the other Racers, Cops are trying their best to stop the race and take you out. Win the race and avoid getting busted to earn the most Bounty.

SCPD INTEL: Wrecking a Cop gives you an instant nitrous re-fill.

RACE

Fight to be first across the finish line to earn the most Bounty. The Cops never show up to these organized race events. The drivers of Seacrest County take their racing seriously and often limit the entry requirements for an event. Your garage always makes eligible cars available to select first.

SCPD INTEL: If you just want to drive your favorite car head into Freedrive by pressing right **CTRL** on the Seacrest County Map. In Freedrive and Online all of your unlocked cars are always available.

TIME TRIAL

Race against the clock and achieve the fastest time possible. This is just you, your ultimate drive, and the road. Take note of the shortcuts and beat the clock to earn the most Bounty.

DUEL

Get into a head-to-head race across the county. Put your pure driving skills to the test in this one-on-one challenge with some of Seacrest County's finest drivers. Cars are restricted to provide an even match. Do you have what it takes?

GAUNTLET

The SCPD are on the lookout for lone drivers out to break the rules. In this solo event, you are racing against the clock and the Cops. Can you survive to set a personal best time?

COP EVENTS

HOT PURSUIT

The Racers in Seacrest County are getting out of hand, and you have been tasked with shutting them down. Take on multiple Racers as you attempt to shut down the entire race before they manage to reach the line.

INTERCEPTOR

As a member of the elite Interceptor Unit, you are called to end extreme pursuits when the local units just can't keep up. Each Interceptor is a unique mission with no set route but one simple goal—but the suspect as quickly as possible by any means necessary.

RAPID RESPONSE

Emergency calls are an everyday occurrence in Seacrest County. In Rapid Response, you compete to get to the situation faster than any other officers. Command penalizes you for any damage to public or department property so drive cleanly and safely.

EVENTS

EVENT INTRODUCTION

The event starts with a summary of the event conditions and Bounty rewards along with a reminder of your friends' best times.

EVENT RESULTS

At the end of every event, you are presented with any medals you have won and your time is instantly compared to your friends' times. If you manage to beat your personal best or friends' times, you earn a Bounty bonus.

CAREER PROGRESS

At the conclusion of every event, the Bounty you earned is added to your career total and you can see how close you are to achieving the next available rank. As you hit Bounty milestones, you unlock new cars, equipment, events, and ranks.

SCPD INTEL: Don't like your performance on the last event? Select CONTINUE and press **BACKSPACE** to give it another try.

FREEDRIVE

The driving dream: miles and miles of open road in your favorite car with no worries about the Cops or damaging your car. From any location on the Seacrest County Map, press right **CTRL** to enter Freedrive. Pick your car from any you have available and get driving.

SCPD INTEL: In Freedrive, you cannot damage your car or get busted so it's the perfect place to take some Dreamshots. Remember to share them with your friends in the photos area of Autolog.

PAUSE MENU

Press **ESC** during an event to stop time and open the pause menu to enter Photo mode, change options, or check your time on the Speedwall.

Resume	Resume play.
Restart	Restart the current event.
Photo Mode	Take a posed photo of the action.
Audio Settings	Adjust your audio settings.
Display Settings	Adjust screen calibration.
Gameplay Settings	Adjust game specific options.
Quit to Autolog	Return to the Autolog.

DREAMSHOT MODE CONTROLS

Once taken, your Dreamshot is sent to the Photos section of Autolog.

	GAMEPAD	KEYBOARD
Move camera		Keypad
Rotate camera		DELETE/PgDn
Zoom in/out		Num-pad 8/Num-pad 2
Camera up/down		A/Z
Tilt left/right		INSERT/PgUp
Show/Hide controls		BACKSPACE
Show/Hide effects		Right CTRL
Navigate/Change effects		Up/down/left/right arrows

DRIVER DETAILS

From the Seacrest County Map, press **BACKSPACE** to open the Driver Details pages. Access data on your total play time and medals awarded, and see a breakdown of your progress through your *Need for Speed Hot Pursuit* careers. Compare your stats with friends online at www.NeedForSpeed.com.

DRIVING MILESTONES

On the Cop and Racer page of the Driver Details you can see your progress towards the Driving Milestones. These milestones track your use of equipment and your skills behind the wheel in Seacrest County.

PLAY ONLINE

INTERNET CONNECTION, ONLINE AUTHENTICATION AND ACCEPTANCE OF END USER LICENSE AGREEMENT REQUIRED TO PLAY. ACCESS TO ONLINE SERVICES AND OR FEATURES REQUIRES AN EA ACCOUNT AND GAME REGISTRATION WITH THE ENCLOSED ONE-TIME USE SERIAL CODE. REGISTRATION IS LIMITED TO ONE EA ACCOUNT PER SERIAL CODE AND IS NON-TRANSFERABLE. EA ONLINE PRIVACY POLICY AND TERMS OF SERVICE CAN BE FOUND AT WWW.EA.COM. YOU MUST BE 13+ TO REGISTER FOR AN EA ACCOUNT. GAME USES SOLIDSHIELD CONTENT PROTECTION TECHNOLOGY. (WWW.SOLIDSHIELD.COM). GAME CAN BE PLAYED ON UP TO FIVE COMPUTERS AT THE SAME TIME; USERS CAN MANAGE WHICH COMPUTERS ARE AUTHORIZED OR DE-AUTHORIZED TO PLAY GAME. VISIT [HTTP://ACTIVATE.EA.COM/DEAUTHORIZE/](http://ACTIVATE.EA.COM/DEAUTHORIZE/) FOR MORE INFORMATION ON DE-AUTHORIZATION. EA MAY PROVIDE CERTAIN INCREMENTAL CONTENT AND/OR UPDATES FOR NO ADDITIONAL CHARGE, IF AND WHEN AVAILABLE.

EA MAY RETIRE ONLINE SERVICES AFTER 30 DAYS NOTICE POSTED ON WWW.EA.COM/2/SERVICE-UPDATES.

This suite of game modes allows you to take your favorite ride online and test your skills head-to-head against your friends or the world. Compete online in events to earn Bounty towards your Cop or Racer Careers.

QUICK MATCH

Jump into an event with anyone in the world through Quick Match. Choose the type of game you'd like to play and Autolog will match you with like minded players for a quick-to-setup game.

SCPD INTEL: To keep things fair, Autolog will automatically try to keep the teams even.

CREATE FRIENDS GAME

Create a game and invite your friends for full control over your driving. Select your game type, car restrictions, and location before you start the game. In a friends game, set the odds any way you like with un-even teams.

SCPD INTEL: All events online are restricted by race car series and Cop unit. To gain access to higher performance events, you need to unlock more exotic cars by increasing you Bounty.

FRIEND RECOMMENDATIONS

Need for Speed Hot Pursuit comes alive when you are competing against your friends either head-to-head or challenging their personal bests. We've made it easy to make more friends (and rivals) with the Friend Recommendations pages. Search for and invite people you know from your existing friends network.

ONLINE EVENTS

ONLINE HOT PURSUIT

The chase is on. The play is split into two teams. Racers must battle to be first across the line while the Cops pull out all the stops to shut down the race. The Cops win if all the Racers are busted before the line.

ONLINE INTERCEPTOR

One Cop and one Racer in the ultimate live chase. Use your knowledge of Seacrest County and your driving skills to outsmart the other player in a thrilling game of cat and mouse across the entire county.

ONLINE RACE

Up to eight racers take to the roads of Seacrest County in this classic race event. All that counts is crossing the line first, with no weapons or cops. Second place means nothing!

SCPD INTEL: Remember that everything you do online earns you Bounty. Keep playing to increase your Cop Rank or Wanted Level and gain access to new cars and upgrades.

PERFORMANCE TIPS

PROBLEMS RUNNING THE GAME

- ▶ Make sure you meet the minimum system requirements for this game and that you have the latest drivers for your video card and sound card installed:
For NVIDIA video cards, visit www.nvidia.com to locate and download them.
For ATI video cards, visit www.ati.amd.com to locate and download them.
- ▶ If you are running the disc version of this game, try reinstalling DirectX from the disc. This is typically found in the DirectX folder on the root of the disc. If you have Internet access, you can visit www.microsoft.com to download the latest version of DirectX.

GENERAL TROUBLESHOOTING TIPS

- ▶ If you have the disc version of this game and the AutoPlay screen does not automatically appear for installation/playing, right-click the disc drive icon found in My Computer and select AutoPlay.
- ▶ If the game is running slowly, try reducing the quality of some of the video and sound settings from the game's options menu. Reducing the screen resolution can often improve performance.
- ▶ For optimum performance when playing, you may like to disable other background tasks (except the EADM application, if applicable) running in Windows.

INTERNET PERFORMANCE ISSUES

To avoid poor performance during Internet play, be sure that you close any file sharing, streaming audio, or chat programs prior to entering gameplay. These applications can monopolize your connection's bandwidth, causing lag or other undesirable effects.

This game uses the following TCP and UDP port(s) for Internet play:

TCP ports: 80, 443, 5223, 13212, 45022, 43554, 42120-42130, 13200-13230

UDP ports: 3478, 3479, 3658, 1000, 3659, 6000

Please consult your router or personal firewall documentation for information on how to allow game related traffic on these ports. If you are attempting to play on a corporate Internet connection, contact your network administrator.

TECHNICAL SUPPORT

If you have trouble with this game, EA Technical Support can help.

The *EA Help* file provides solutions and answers to the most common difficulties and questions about how to properly use this product.

To access the EA Help file (with the game already installed):

Windows Vista and Windows 7 users, go to **Start > Games**, right-click the game icon, and select the appropriate support link from the drop-down menu.

For users on earlier versions of Windows, click the **Technical Support** link in the game's directory located in the **Start > Programs** (or **All Programs**) menu.

To access the EA Help file (without the game already installed):

1. Insert the game disc into your DVD-ROM drive.
2. Double-click the My Computer icon on the Desktop. (If the My Computer icon is not visible on your desktop, you may need to click the **Start** button and then click the My Computer icon).
3. Right-click the DVD-ROM drive that has the game disc and then select OPEN.
4. Open the **Support > EA Help > Electronic_Arts_Technical_Support.htm** file.

If you are still experiencing difficulty after utilizing the information in the EA Help file you can contact EA Technical Support.

EA TECHNICAL SUPPORT ON THE INTERNET

If you have Internet access, be sure to check our EA Technical Support website at:

<http://support.ea.com>

Here you will find a wealth of information on DirectX, game controllers, modems, and networks, as well as information on regular system maintenance and performance. Our website contains up-to-date information on the most common difficulties, game-specific help, and frequently asked questions (FAQs). This is the same information our support technicians use to troubleshoot your performance issues. We keep the support website updated on a daily basis, so please check here first for no-wait solutions.

TECHNICAL SUPPORT CONTACT INFO

If you need to talk to someone immediately, call our Technical Support team (Monday through Friday 8 AM – 5 PM PST):

Telephone: US 1 (650) 628-1001.

NOTE: No hints or codes are available from Technical Support.

Website: <http://support.ea.com>

Mailing Address: EA Technical Support
9001 N I-35 Suite 110
Austin, TX 78753

LIMITED 90-DAY WARRANTY

NOTE: The following warranties only apply to products sold at retail. These warranties do not apply to products sold online via EA Store or third parties.

Electronic Arts Limited Warranty

Electronic Arts warrants to the original purchaser of this product that the recording medium on which the software program(s) are recorded (the "Recording Medium") and the documentation that is included with this product (the "Manual") are free from defects in materials and workmanship for a period of 90 days from the date of purchase. If the Recording Medium or the Manual is found to be defective within 90 days from the date of purchase, Electronic Arts agrees to replace the Recording Medium or Manual free of charge upon receipt of the Recording Medium or Manual at its service center, postage paid, with proof of purchase. This warranty is limited to the Recording Medium containing the software program and the Manual that were originally provided by Electronic Arts. This warranty shall not be applicable and shall be void if, in the judgment of Electronic Arts, the defect has arisen through abuse, mistreatment or neglect.

This limited warranty is in lieu of all other warranties, whether oral or written, express or implied, including any warranty of merchantability or fitness for a particular purpose, and no other representation of any nature shall be binding on or obligate Electronic Arts. If any such warranties are incapable of exclusion, then such warranties applicable to this product, including implied warranties of merchantability and fitness for a particular purpose, are limited to the 90-day period described above. In no event will Electronic Arts be liable for any special, incidental, or consequential damages resulting from possession, use or malfunction of this Electronic Arts product, including damage to property, and to the extent permitted by law, damages for personal injury even if Electronic Arts has been advised of the possibility of such damages. Some states do not allow limitation as to how long an implied warranty lasts and/or exclusions or limitation of incidental or consequential damages so the above limitations and/or exclusion of liability may not apply to you. In such jurisdictions, the Electronic Arts' liability shall be limited to the fullest extent permitted by law. This warranty gives you specific rights. You may also have other rights that vary from state to state.

Returns Within the 90-Day Warranty Period

Please return the product along with (1) a copy of the original sales receipt showing the date of purchase, (2) a brief description of the difficulty you are experiencing, and (3) your name, address and phone number to the address below and Electronic Arts will mail a replacement Recording Medium and/or Manual to you. If the product was damaged through misuse or accident, this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period. We strongly recommend that you send your products using a traceable delivery method. Electronic Arts is not responsible for products not in its possession.

EA Warranty Information

If the defect in the Recording Medium or Manual resulted from abuse, mistreatment or neglect, or if the Recording Medium or Manual is found to be defective after 90 days from the date of purchase, choose one of the following options to receive our replacement instructions:

Online: <http://warrantyinfo.ea.com>

Automated Warranty Information: You can contact our automated phone system 24 hours a day for any and all warranty questions:

US 1 (650) 628-1001

EA Warranty Mailing Address

Electronic Arts Customer Warranty
9001 N I-35 Suite 110
Austin, TX 78753

Notice

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