

Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
'	mber 24, 2019 2019 05	Source: After Name: Title: Phone #: Email:	sales		Replaces: n. Supersedes n. Group: 0	

Aftersales Bulletin Phantom/PhantomEWB (RR11/RR12) Cullinan (RR31) Reversing Camera - Programming

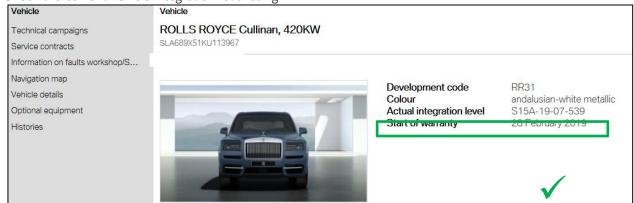
DELIVERY STOP – Do not allow vehicles to leave VDC, be retailed or handed over to the customer

1. Situation

- A number of Rolls-Royce Phantom/PhantomEWB (RR11/RR12) and Cullinan (RR31) vehicles have been identified as having an issue concerning the Reversing Camera. If the brightness of the main monitor is adjusted to a very low level, and the contrast is adjusted to a very high level, the image that is viewed via the Reversing Camera is also affected. This would therefore reduce the visual image of obstacles seen on the monitor.
- The problem has been rectified with vehicle software version S15A-19-07-539, which is included in ISTA 4.18.3x.
- Vehicles can only be released from the Delivery Stop if the following action is taken:-
- Dealers should check for vehicles which are subject to this Technical Campaign using ISPA (Integrated Service Processes Application) or S-Gate/AIR.

2. Procedure

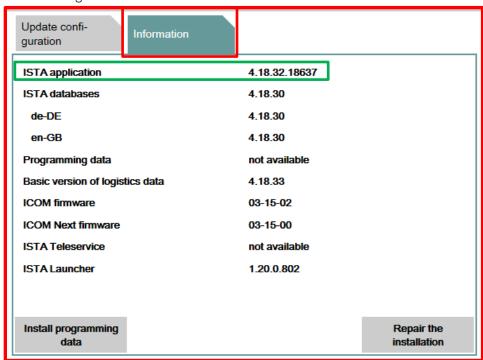
Check the current vehicle integration level using AIR:-



Vehicle I-stage at or greater than S15A-19-07-539: No further action is required.

Vehicle I-stage at version below S15A-19-07-539: Update vehicle using the latest version of ISTA programming data (4.18.3x or higher):-

1. Check that ISTA is at the correct version BEFORE programming the vehicle, the ISTA application should be 4.18.3x or higher. This information can been seen on the information tab of ISTA launcher.



- 2. Connect the battery charger to the vehicle.
- 3. Connect ICOM and carry out an ISTA/D session and make sure the vehicle is fault free and ready for programming.
- 4. Select vehicle management -> software update.
- 5. Determine measures plan.
- 6. Check the measures plan to be sure that the vehicle will be updated to I-Level S15A-19-07-539 or later.
- 7. Accept and fully work through the measures plan for the vehicle control units to be processed.
- 8. Check the final report to make sure the vehicle I-Level has been updated to \$15A-19-07-539 or later.
- 9. Check all fault memories and perform all necessary initialisations and calibrations after programming and clear down any remaining fault entries.

3. Parts Information

4. Warranty Information

Claims are subject to current warranty terms.

Defect Code	00 66 36 01 00		
Labour Code 00 62 784*	Description Programme/code the control units	Labour 8 FRU	Notes Use as programme flat rate
00 62 782*	Programming and encoding charged through a different campaign or repair	1 FRU	Use as associated repair time only to close off the Campaign
00 99 000*	Job time without allowance for /maintenance	1 FRU	Use to close off Campaign (for vehicles that already have the correct I-Step)

- *Only use <u>one</u> of the above codes.

Contact Information:

If you have further questions please contact your Regional Aftersales Manager (RAM).