



Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
Date: November 19, 2019		Source: Name: Title: Phone #: Email:			Replaces: n/a Supersedes: n/a Group: 00 00	

Aftersales Bulletin

Phantom (RR11/ RR12) Cullinan (RR31) Reversing Camera Programming - Safety Recall – 19V-684

TECHNICAL CAMPAIGN (RECALL) - Complete as soon as possible, using all available means to recall the vehicle for correction

Please be reminded that it is a violation of Federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the delivery stop / safety recall repair has been performed. This means that dealers may not legally deliver a new motor vehicle to a consumer until it is fixed or use/sell replacement equipment/parts subject to a delivery stop / safety recall. Note also that substantial civil penalties apply to violations of this law (The Safety Act). Also, you should not sell, lease or deliver any Provenance (CPO) or used vehicles subject to a delivery stop / safety recall until the repair is completed. Please follow any special instructions that we provide to you for the return or disposition of recall parts.

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, then at the "next backing event", the image may not conform to a Federal requirement.

- The problem has been rectified with vehicle software version S15A-19-07-539, which is included in ISTA 4.18.3x.
- Dealers should check for automobiles 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:

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Vehicle	Vehicle
Technical campaigns	ROLLS ROYCE Cullinan, 420KW
Service contracts	SLA689x51KU113967
Information on faults workshop/S...	
Navigation map	
Vehicle details	
Optional equipment	
Histories	

	Development code RR31
	Colour andalusian white metallic
	Actual integration level S15A-19-07-539
	Start of warranty 28 February 2019

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

Automobiles I-stage at version below S15A-19-07-539: Update automobiles 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 automobile, the ISTA application should be 4.18.3x or higher. This information can be seen on the information tab of ISTA launcher.

Update configuration	Information
ISTA application	4.18.32.18637
ISTA databases	4.18.30
de-DE	4.18.30
en-GB	4.18.30
Programming data	not available
Basic version of logistics data	4.18.33
ICOM firmware	03-15-02
ICOM Next firmware	03-15-00
ISTA Teleservice	not available
ISTA Launcher	1.20.0.802
Install programming data	Repair the installation

2. Connect the battery charger to the automobile.
3. Connect ICOM and carry out an ISTA/D session and make sure the automobile 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 automobile will be updated to I-Level **S15A-19-07-539** or later.
7. Accept and fully work through the measures plan for the automobile control units to be processed.

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8. Check the final report to make sure the automobile I-Level has been updated to **S15A-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

No parts required

4. Warranty Information

Claims are subject to current warranty terms.

Defect Code 00 66 36 01 00

Labour Code	Description	Labour	Notes
00 62 784*	Programme/code the control units	8 FRU	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)

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— *Only use one of the above codes.

Contact Information:

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