



Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
Date: November 15, 2021		Source: Aftersales			Replaces: A 11 2021 03	
Bulletin #: A 11 2021 04 U		Name:			Supersedes: n/a	
		Title:			Group: n/a	
		Phone #:	-			
		Email:	-			

## Aftersales Bulletin

### 00 51 36 05 00 – Recall, Central Information Display (CID) Mechanism Programming

**USA** - TECHNICAL CAMPAIGN (**SAFETY RECALL 21V.855**) – 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 FOR YOU TO SELL, LEASE OR DELIVER ANY VEHICLE COVERED BY THIS NOTIFICATION UNTIL THE DELIVERY STOP REPAIR HAS BEEN PERFORMED. THIS MEANS THAT DEALERS MAY NOT LEGALLY DELIVER NEW MOTOR VEHICLES TO A CONSUMER UNTIL IT IS FIXED OR USE/SELL REPLACEMENT EQUIPMENT/PARTS SUBJECT TO A DELIVERY STOP. NOTE ALSO THAT SUBSTANTIAL CIVIL PENALTIES APPLY TO VIOLATIONS OF THIS LAW.**

**ALSO, YOU SHOULD NOT SELL, LEASE OR DELIVER ANY PROVENANCE (CPO) OR USED VEHICLES SUBJECT TO A DELIVERY STOP UNTIL THE REPAIR IS COMPLETED.**

#### Affected Vehicles

This technical campaign affects Phantom (RR11/RR12) models produced from built between 07/07/2017 and 09/23/2021.

#### Situation

The vehicles have been identified as having a potential issue concerning the Central Information Display (CID) mechanism. In some circumstances the CID mechanism may not operate correctly, leading to the CID not raising to the correct position. This could result in the rear-view camera image not being visible.

The condition has been rectified with vehicle software version S15A-21-11-530, which is included in ISTA 4.32.3x available from November 12<sup>th</sup> 2021.

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## Procedure

A technical campaign has been launched to ensure that all vehicles have the check/repair completed. Dealer personnel should use ISPA (Integrated Service Processes Application), S-Gate “Campaigns for Vehicle” or via Aftersales Information Research (AIR) to check whether a vehicle requires this technical campaign. Please see bulletin A10 2016 (Recall / Technical Campaign Check) for details.

Check the current vehicle integration level using AIR:

<b>Vehicle</b>	<b>Vehicle</b>
Technical campaigns	<b>ROLLS ROYCE Phantom, 420KW</b>
VIN-based goodwill	
Special information	
Service contracts	
Information on faults workshop/S...	
Navigation map	
Vehicle details	
Optional equipment	
Control unit software version	
Vehicle histories	

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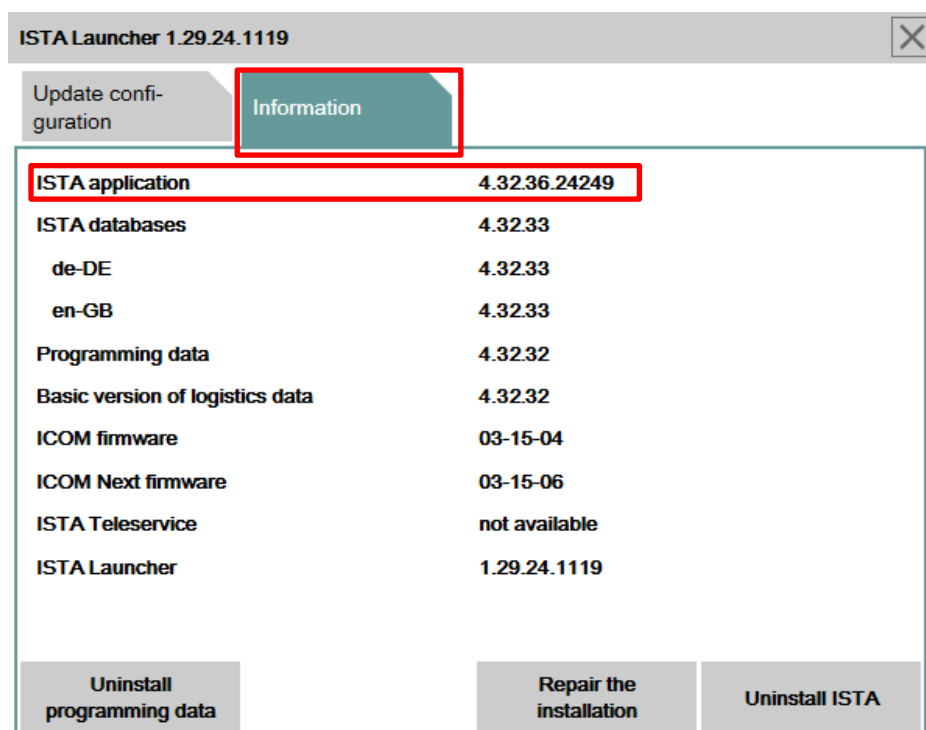
	<b>Development code</b> RR11
	<b>Colour</b> black
	<b>Actual integration level</b> S15A-21-11-530
	<b>Start of warranty</b> 19 July 2019

Vehicle I-stage at or greater than S15A-21-11-530: **No further action is required.**

Vehicle I-stage at version below S15A-21-11-530: Update vehicle using the latest version of ISTA programming data (4.32.3x or higher):

1. Check that ISTA is at the correct version BEFORE programming the vehicle, the ISTA application should be 4.32.3x or higher. This information can be seen on the information tab of ISTA launcher.

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2. Connect the battery charger/power supply 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-21-11-530** 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 **S15A-21-11-530** or later.
9. Check all fault memories and perform all necessary initializations and calibrations after programming and clear down any remaining fault entries.

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Parts Information

No parts required

Warranty Information

Claims are subject to current Warranty terms.

Defect Code 00 51 36 05 00

<u>Labor Code</u>	<u>Description</u>	<u>Labor</u>	<u>Notes</u>
00 62 784*	Program/code the control units	8 FRU	Use as program 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 **one** of the above codes.

Contact

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