



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle,  
Recall Campaign No. 21V-855: Central Information Display Mechanism

Remedy is  
Available

December 2021

Dear Rolls-Royce Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Rolls-Royce Motor Cars Ltd. has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2018-2022 Rolls-Royce Phantom motor cars. Our records indicate that you are the owner of a potentially affected motor car.

### Why are we contacting you?

We are pleased to inform you that we are ready to perform this recall. We kindly request that you contact your authorized Rolls-Royce Motor Cars dealer to arrange an appointment to have this important update performed as soon as possible.

### What could happen?

When unlocking and/or entering your motor car, the Central Information Display (CID) may not raise to the upmost position. As a result, when placing the transmission in reverse, the rear-view camera image may not be completely visible, which could increase the risk of injury for persons behind your motor car. When reversing, please visually check, without the rear-view camera, for persons behind your motor car. If your motor car is equipped with a Park Distance Control (PDC) system, it may audibly alert you to persons behind your motor car when reversing.

If you are not the only driver of this motor car, please advise all other drivers and passengers of this important information.

### What will Rolls-Royce do?

Your motor car will receive a software update free of charge which could take several hours.

There may be some options to help overcome the inconvenience of bringing your motor car in for service, if needed. Please contact your local Rolls-Royce Motor Cars dealer to check what may be available.

### What if I am not the current owner of this motor car?

If you are no longer the owner of this motor car, please use the enclosed postage-paid postcard to provide us with the name and address of the new owner. If you are a motor car lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

### What if I have additional questions?

Should you have any questions about this recall, please contact your authorized Rolls-Royce Motor Cars dealer. If you need additional assistance, please contact Rolls-Royce Motor Cars Customer Relations and Services at 1-866-230-4956 or at [customer.relations@rolls-roycemotorcarsna.com](mailto:customer.relations@rolls-roycemotorcarsna.com).

If your Rolls-Royce Motor Cars dealer is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Please be assured that your safety is important to us, and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your safety belt at all times.

Sincerely,

Rolls-Royce Motor Cars NA, LLC

ROLLS-ROYCE  
MOTOR CARS