

June, 2006

Recall Campaign No. 06V-327: Rear Shock Absorbers

Dear Mr. Carlton,

This notice is sent to you in accordance with the requirements of 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 2006 Model Year Rolls-Royce Phantom models. Our records indicate that your car may be affected.

We sincerely apologize for any inconvenience this may cause you.

Description of Defect

The defect involves the lower rubber mount of the rear shock absorbers of your car. Specifically, this rubber mount (bushing) may not have been manufactured to specifications and therefore may not adhere correctly to its housing within the shock absorber.

Depending on vehicle operation and temperature conditions, the bushing could loosen. If this condition is not corrected, over time, the bushing could separate from its housing. This could eventually result in a situation that impairs the handling and control of your car.

You may continue to drive your car; however, you should have the problem corrected promptly. We urge you to observe the following precautions, and be extra mindful of traffic and driving conditions until the repairs have been completed. Rolls-Royce is not aware of any accidents or injuries as a result of this condition.

Precautions

- 1. Contact your Rolls-Royce Dealer immediately to have the necessary repair performed as soon as possible.**
- 2. If you notice a change in handling/control of your car, or hear an unusual noise coming from the area of the rear axle, your car may be experiencing this problem. In that case, you should pull over carefully to a safe location, and away from traffic. Do not continue to drive the car. Please contact Rolls-Royce Roadside Assistance immediately at 1-800-731-4488 to have your car brought to the nearest Rolls-Royce Dealer.**
- 3. Rolls-Royce recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.**
- 4. If you are not the only driver of this car, please advise all other drivers and passengers of this important information.**

Description of Repair

Rolls-Royce will conduct a recall campaign to remedy the affected vehicles. Specifically, the rear shock absorbers will be replaced.

The actual repair will require approximately 8 hours; however additional time will be required to prepare and process your car, and consequently, this work may require approximately 2 days to complete. Please note that this work will be performed *free of charge* by your Rolls-Royce Dealer.

Other Information

If you are no longer the owner of this car, we would appreciate your furnishing us with the name and address of the new owner, using the enclosed postage-paid card.

If you lease this car, Federal Regulations require you to forward this notice to your lessee.

Should you have any questions about this campaign, please contact your Rolls-Royce Dealer.

Again, we sincerely apologize for any inconvenience this may cause you.

We appreciate your confidence in our product, and we wish to do everything we can to retain your confidence. Should you need additional assistance, you may contact Rolls-Royce Customer Relations at 1-877-877-3735, or via email at customer.relations@rolls-roycemotorcarsna.com.

If the Rolls-Royce 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, 400 Seventh St., S.W., 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>.

Rolls-Royce Motor Cars NA, LLC