



November 19, 2010

**Recall Campaign No. 10V-447: Brake Vacuum Pump**

Dear Rolls-Royce Owner:

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 Model Year 2003-10 Phantom, Phantom Coupe, and Phantom Drophead Coupe models. Our records indicate that you are the owner of a potentially affected vehicle.

We sincerely apologize for any inconvenience this may cause you.

**DESCRIPTION OF PROBLEM**

The issue involves the power assist braking function. A small amount of oil could leak from the brake vacuum pump into the brake vacuum hose. Over time, contamination of the brake booster could occur. This could affect the power assist braking function. In an extreme case, loss of power brake assist could occur.

The service brake control would still be available to slow and stop the vehicle, although this would require greater brake pedal force.

**Do not leave this problem unattended. Depending on traffic and road conditions and the driver's reactions, this could increase the risk of a crash.**

**PRECAUTIONS FOR YOUR SAFETY**

- 1. CONTACT YOUR AUTHORIZED ROLLS-ROYCE DEALER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
- 2. IN THE EVENT YOU NOTICE A DECREASE OF POWER BRAKE ASSIST, DO NOT CONTINUE TO DRIVE YOUR VEHICLE. Immediately contact Rolls-Royce Roadside Assistance at 1-877-671-3039, or your nearest authorized Rolls-Royce dealer, to have your vehicle brought to an authorized Rolls-Royce dealer.**
- 3. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

**DESCRIPTION OF REPAIR**

The repair will consist of replacing the brake vacuum line on your vehicle. If oil has entered the brake booster, then the brake booster and brake master cylinder will be replaced. The actual repair will require approximately four hours; however additional time may be required depending on the Rolls-Royce dealer's scheduling and processing. This work will be performed free of charge by your Authorized Rolls-Royce dealer.

## **OTHER INFORMATION**

**Should you need Rolls-Royce Roadside Assistance, they can be contacted at 1-877-671-3039.**

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

If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee.

If you have already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

**Should you have any questions about this campaign, please contact your Authorized 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 and Services at 1-877-877-3735, or via email at [customer.relations@rolls-roycemotorcarsna.com](mailto: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, 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>.

Yours sincerely,



**Richard Hart**  
National Operations Manager  
Rolls-Royce Motor Cars NA, LLC