



Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
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Aftersales Bulletin

Ghost (RR4) Left front seat belt replacement – Safety Recall 16V-747

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.

1. Situation

A small number of Rolls-Royce Ghost models have been identified as having a potential issue with the left hand front seat belt which may result in it not functioning correctly.

To maintain our high level of quality and customer satisfaction, Rolls-Royce Motor Cars will carry out the following replacement on all affected vehicles.

Dealers should check for vehicles which are subject to this Technical Campaign using ISPA (Integrated Service Processes Application) or S-Gate.

2. Procedure

In order to replace the left front seat belt, ISTA repair instructions must be followed to ensure the correct removal and installation of interior trim components. While completing repairs in the vehicle, interior sufficient protection of trim components is required to prevent unnecessary damage.

Note: The vehicle battery must be disconnected before removal of the front seat

- 61 20 900 Disconnecting and connecting the vehicle battery.
- 72 11 033 Removing and installing replacing front left or right seat belt (Left seat only in this case)

Preliminary tasks;

- 51 43 150 Removing and installing or replacing trim for left or right door pillar (bottom)
 - 51 47 ... Removing and installing front door sill cover strip
 - 51 47 ... Removing and installing rear door sill cover strip
 - 52 14 001 Removing and installing front seat

- 51 43 148 Removing and installing or replacing trim for left or right door post (top)
 - 54 43 201 Removing and installing roof A-pillar trim (front)
 - 51 43 259 Removing and installing roof D-pillar trim (rear)

Installation tightening torques must be observed.

3. Parts Information

Parts must be ordered by VIN to ensure the correct part is received. We are expecting parts to be available for order beginning on or about June 10, 2019.

Please order the relevant color seat belt for each affected vehicle.

Description	Part Number	Qty
Upper seat belt REMA, front left (Slate)	72 11 7 382 689	1
Upper seat belt REMA, front left (Sandstone)	72 11 7 382 691	1

4. Warranty Information

Claims are subject to current warranty terms.

Defect Code 00 72 74 01 00

Labour Code	Description	Labour	Notes
72 11 033	Removing installing or replacing left front seat belt	20 FRU	Main time
72 11 533	Removing installing or replacing left front seat belt	18 FRU	Plus Position

Contact Information:

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