



## Ownership Services Bulletin

Area **Service Information**  
Subject RR6 Side Airbag Replacement Recall  
Group 00 72  
Reference STOP111931 / STOP211931  
Published date 22 December 2016  
Version 1  
Department Service Operations / RB  
Recipients Aftersales Managers, All Service Managers, Parts Managers and Service Technicians of Rolls-Royce Motor Cars Dealers



Dear Dealer,

### 1. Situation

A small number of Rolls-Royce Dawn models have been identified as having an internal fault in either one or both front seat mounted side air bag(s).

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 carry out the following replacement for vehicles which are subject to this Technical Campaign using ISPA (Integrated Service Processes Application) or S-Gate.

Once the repair has been completed, the vehicle can be released to the customer.

### 2. Procedure

2.1 Replace side airbag (front seat) following the replacement instruction within ISTA (Integrated Service Technical Application).

61 20 900 - Disconnecting and connecting battery earth lead

52 14 001 - Removing and installing front seat, driver's side (Note: only one side maybe required)

52 17 002 - Removing and installing front seat, passenger's side (Note: only one side maybe required)

52 17 198 - Removing and refitting/replacing rear panel on front seat backrest

72 12 050 - Removing and installing side airbag (front seat)



### Warning!

Note airbag safety instructions!

- Incorrect handling can lead to airbag deployment and cause physical injury

## Rolls-Royce Motor Cars

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Installation note:

- Microencapsulated screws (Loctite) must be replaced and may not be reused
- Screw connection must be completed within 20 minutes (start of curing)
- Microencapsulated screws must not be retightened
- Clean thread of nut beforehand in event of repeated use

Care points:

- Take care when working around leather covered parts and use protection where possible
- Tightening torques must be strictly adhered to when carrying out the repair
- Seat retaining bolts and backrest retaining clips **MUST** be replaced as per the instructions in ISTA

Tightening torques:

Airbag to seat mechanism	8 Nm
Seat runner to floor pan	42Nm
Negative battery terminal	5Nm

2.2 Please take a photo of all removed front seat mounted side air bag(s) showing the following information. This must be attached to the warranty claim before it can be processed for payment.

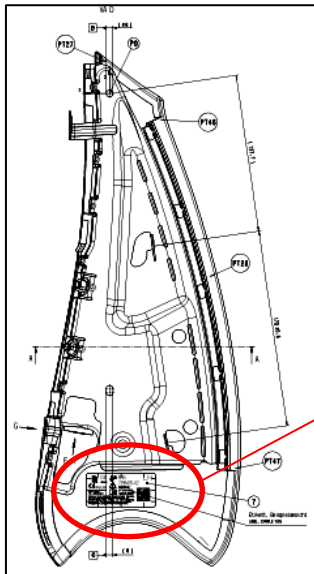
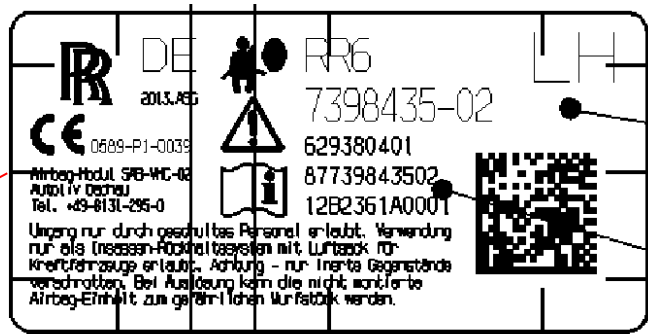


Photo Required





### 3. Parts Information

Any additional parts requirement, outside of the auto issued deliveries, will be available to order from 9<sup>th</sup> January 2017 via email to your regional Dealer Ordering Executive.

Please ensure the applicable VIN is included in your email order request.

Part if required:

**NOTE: These quantities are for replacing one front seat mounted side air bag only.**

Description	Part Number	Qty
Airbag to seat screw	07 14 7 131 792	2
Blind nut for air bag screw	07 14 7 132 311	2
Clips for seat back	52 10 7 375 084	8
Seat to floor pan Retaining bolts	07 14 9 156 953 11 11 7 676 886	4 1

### 4. Warranty Information

Claims are subject to current warranty terms.

**Defect Code** Defect Code(s) to follow at later date

Labour Code	Description	Labour	Notes
00 64 275	Remove and installing or replacing side airbag front left or right seat	11 FRU	Main Time (For one replacement part)
00 64 822	Remove and installing or replacing side airbag front left or right seat	9 FRU	Associated time (To include when replacing the 2nd part)