



Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
Date: February 15, 2018		Source: Aftersales			Replaces: n/a	
Bulletin #: A 02 2018 08		Name:			Supersedes: n/a	
		Title:			Group: n/a	
		Phone #:				
		Email:				

Aftersales Bulletin

Safety Recall 18V-097: Ghost (RR4) Side Curtain Airbag

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. Affected Vehicles

Ghost (RR4) production between December 11, 2017 to January 15, 2018

2. Situation

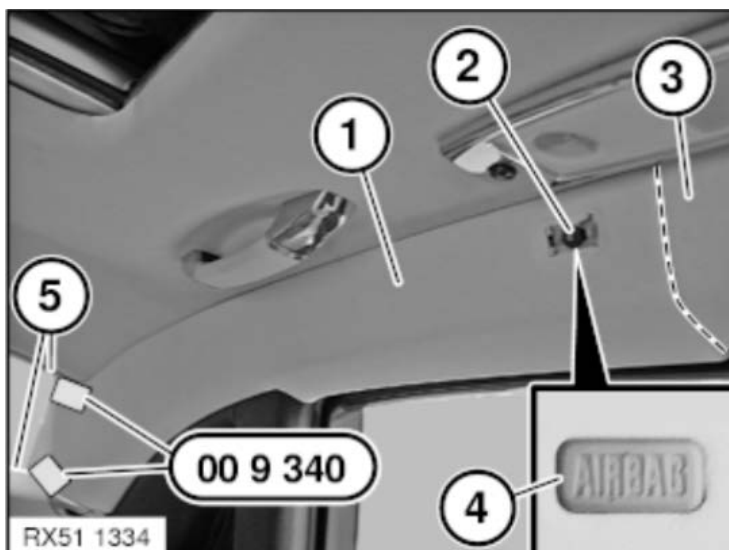
As a follow up to [Ghost \(RR4\) Delivery Stop Notification / Safety Recall Notification bulletin \(A 02 2018 01\)](#) published on February 1, 2018; a small number of Rolls-Royce Ghost (RR4) motor cars have been identified as having a potential problem with the fitment of the left and right side curtain airbag that could result in the airbag, or the sleeve that it is fitted in, being damaged by the roof pillar trim fixing screw. This could potentially result in the side curtain airbag function being restricted and not deploying correctly. Rolls-Royce Motor Cars have issued a Safety Recall that affects the side curtain airbag of Rolls-Royce Ghost.

3. Procedure

A Recall Campaign has been launched to ensure that all vehicles have the check/repair completed. Dealer personnel should use ISPA (Integrated Service Processes Application) or S-Gate "Campaigns for Vehicle" to check whether a vehicle requires this Recall Campaign. Please see bulletin [A10 2016 \(Recall / Technical Campaign Check\)](#) for details.

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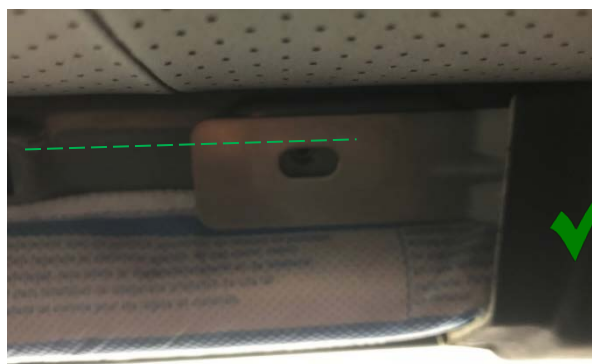
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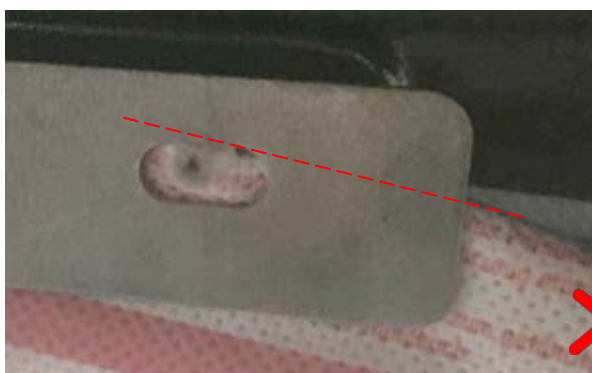
The airbag may be damaged by screw (2) located behind AIRBAG protective cap (4). To inspect the airbag for damage the rear roof trim (1) must first be removed, please follow repair instruction: **51 43 259 Removing and installing/replacing trim for rear roof pillar (D-pillar), left or right**

Both sides must be checked

Once the rear roof trim is removed, inspect the airbag around the area where the rear roof panel is screwed to the body.



Airbag is installed correctly and the fixing screw has not perforated the airbag. No further action required.



Airbag has been fitted under the rear roof trim and the retaining screw has perforated the airbag. The airbag must be replaced.

If the airbag requires replacement please follow repair instruction: **72 12 060 Removing and installing or replacing left or right side curtain airbag.**

Note – The roof lining does not need to be removed from the vehicle, follow instructions for lowering the roof lining and not removal through the rear window.

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To maintain a record that the airbag was positioned correctly and no damage has been identified, please photograph both the left and right hand airbag, showing that it has been positioned clear of the trim fixing screw area. Please also add a photograph of the VIN number and add this, as well as the airbag pictures, to the 'Side Curtain Airbag Check Form' found on Page 4 of this bulletin and submit this with your claim.

4. Parts Information

Parts if required:

Description	Part Number	Quantity
Side Curtain Airbag Left Short Wheel Base	72 12 7 220 477	1
Side Curtain Airbag Right Short Wheel Base	72 12 7 220 478	1
Side Curtain Airbag Left Extended Wheel Base	72 12 7 436 977	1
Side Curtain Airbag Right Extended Wheel Base	72 12 7 436 978	1

5. Warranty Information

Reimbursement for this Recall will be via normal claim entry utilizing the information below:

Defect Code 00 72 94 01 00

Labor Code	Description	Labor	Notes
51 43 260	Removing and installing both trim panels for roof pillars, rear	6 FRU	Main time - For checking the airbags for damage use for every claim
72 99 000	Take photograph and record on 'Side Curtain Airbag Check Form'	1 FRU	Use for every claim

If the vehicle requires airbag/s replacement (without sunroof)

72 12 060	Removing and installing or replacing left or right head airbag (without panoramic sunroof)	35 FRU	For replacing one airbag (vehicle without sunroof)
00 66 019	Removing and installing or replacing both head airbags (without panoramic sunroof)	40 FRU	Use as a main time for replacing both airbags (without sunroof)

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If the vehicle requires airbag/s replacement (with sunroof)

72 12 061	Removing and installing or replacing left or right head airbag (with panoramic sunroof)	37 FRU	Use as a main time for replacing one airbag (with sunroof)
00 66 020	Removing and installing or replacing both head airbags (with panoramic sunroof)	41 FRU	Use as a main time for replacing both airbags (with sunroof)

Note - A total of 3 Labor codes should be used 51 43 260 + 72 99 000 + Correct Airbag/s code


6. Contact Information:

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

Side Curtain Airbag Check Form

This form is required to verify that the left and right side curtain airbag on both the sides of the vehicle has been checked to ensure that the airbag is positioned correctly and has no signs of damage.

Claims for the check and possible replacement of the Side curtain airbags will only be accepted with the evidence of this form which should be attached to claim.

VIN Number Photo to be added	
	
Left Side Curtain Airbag – Photo to be added	Right Side Curtain Airbag – Photo to be added
