



Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
Date: September 24, 2019		Source: Aftersales			Replaces: n/a	
Bulletin #: A 09 2019 05		Name:			Supersedes: n/a	
		Title:			Group: 00 00	
		Phone #:				
		Email:				

Aftersales Bulletin Phantom/PhantomEWB (RR11/ RR12) Cullinan (RR31) Reversing Camera - Programming


DELIVERY STOP – Do not allow vehicles to leave VDC, be retailed or handed over to the customer

1. Situation

- A number of Rolls-Royce Phantom/PhantomEWB (RR11/RR12) and Cullinan (RR31) vehicles have been identified as having an issue concerning the Reversing Camera. If the brightness of the main monitor is adjusted to a very low level, and the contrast is adjusted to a very high level, the image that is viewed via the Reversing Camera is also affected. This would therefore reduce the visual image of obstacles seen on the monitor.
- The problem has been rectified with vehicle software version S15A-19-07-539, which is included in ISTA 4.18.3x.
- Vehicles can only be released from the Delivery Stop if the following action is taken:-
- Dealers should check for vehicles which are subject to this Technical Campaign using ISPA (Integrated Service Processes Application) or S-Gate/AIR.

2. Procedure

Check the current vehicle integration level using AIR:-

Vehicle	Vehicle								
<ul style="list-style-type: none"> Technical campaigns Service contracts Information on faults workshop/S... Navigation map Vehicle details Optional equipment Histories 	<p>ROLLS ROYCE Cullinan, 420KW SLA689x51KU113967</p>  <table> <tr> <td>Development code</td> <td>RR31</td> </tr> <tr> <td>Colour</td> <td>andalusian-white metallic</td> </tr> <tr> <td>Actual integration level</td> <td>S15A-19-07-539</td> </tr> <tr> <td>Start of warranty</td> <td>26 February 2019</td> </tr> </table>	Development code	RR31	Colour	andalusian-white metallic	Actual integration level	S15A-19-07-539	Start of warranty	26 February 2019
Development code	RR31								
Colour	andalusian-white metallic								
Actual integration level	S15A-19-07-539								
Start of warranty	26 February 2019								

✓

Published date September 24, 2019

Vehicle I-stage at or greater than S15A-19-07-539: No further action is required.

Vehicle I-stage at version below S15A-19-07-539: Update vehicle using the latest version of ISTA programming data (4.18.3x or higher):-

1. Check that ISTA is at the correct version BEFORE programming the vehicle, the ISTA application should be 4.18.3x or higher. This information can be seen on the information tab of ISTA launcher.

The screenshot shows the 'Information' tab of the ISTA launcher. The 'ISTA application' version is highlighted with a green box and is 4.18.32.18637. Other components and their versions are listed below.

Component	Version
ISTA application	4.18.32.18637
ISTA databases	4.18.30
de-DE	4.18.30
en-GB	4.18.30
Programming data	not available
Basic version of logistics data	4.18.33
ICOM firmware	03-15-02
ICOM Next firmware	03-15-00
ISTA Teleservice	not available
ISTA Launcher	1.20.0.802

Buttons at the bottom: 'Install programming data' and 'Repair the installation'.

2. Connect the battery charger to the vehicle.
3. Connect ICOM and carry out an ISTA/D session and make sure the vehicle is fault free and ready for programming.
4. Select vehicle management -> software update.
5. Determine measures plan.
6. Check the measures plan to be sure that the vehicle will be updated to I-Level **S15A-19-07-539** or later.
7. Accept and fully work through the measures plan for the vehicle control units to be processed.
8. Check the final report to make sure the vehicle I-Level has been updated to **S15A-19-07-539** or later.
9. Check all fault memories and perform all necessary initialisations and calibrations after programming and clear down any remaining fault entries.

3. Parts Information

Published date September 24, 2019
No parts required

4. Warranty Information

Claims are subject to current warranty terms.

Defect Code 00 66 36 01 00

Labour Code	Description	Labour	Notes
00 62 784*	Programme/code the control units	8 FRU	Use as programme flat rate
00 62 782*	Programming and encoding charged through a different campaign or repair	1 FRU	Use as associated repair time only to close off the Campaign
00 99 000*	Job time without allowance for /maintenance	1 FRU	Use to close off Campaign (for vehicles that already have the correct I-Step)

—

— *Only use one of the above codes.

Contact Information:

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