

## IMPORTANT NON-COMPLIANCE RECALL – Remedy Available

This notice applies to your motor car,  
Recall Campaign No. 19V-684: Rearview Camera

November 2019

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Rolls-Royce Motor Cars Ltd. has decided that certain Model Year 2018-2019 Rolls-Royce Phantom and Cullinan motor cars fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) Number 111 (Rear Visibility). Our records indicate that you are the owner of a potentially affected motor car.

### Why are we contacting you?

We are pleased to inform you that we are ready to perform this recall. **If you have not had this recall performed, please contact your authorized Rolls-Royce Motor Cars dealer immediately to schedule an appointment.** You may request alternate transportation from your Rolls-Royce Motor Cars dealer.

### What could happen?

If the rearview camera's brightness is set at/near its lowest setting, and the contrast is set at/near its highest setting then, under certain lighting conditions, at the "next backing event", the display may not meet a Federal requirement. In these settings/conditions, if a driver relied on the displayed image, this could increase the risk of a crash when reversing. Please note that motor cars are equipped with a Park Distance Control (PDC) system which alerts drivers, both audibly and visually, to objects behind a motor car.

**If you are not the only driver of this motor car, please advise all other drivers and passengers of this important information.**

### What will Rolls-Royce do?

The rearview camera software will be updated for free and take approximately one hour.

### What if I am not the current owner of this motor car?

You can update the motor car ownership or your contact information by completing the enclosed postage-paid card. **If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

### What if I have questions or experience problems?

Should you have any questions about this recall, please contact your authorized Rolls-Royce Motor Cars dealer. If you need additional assistance, contact Rolls-Royce Motor Cars Customer Relations and Services at 1-866-230-4956 or at [customer.relations@rolls-roycemotorcarsna.com](mailto:customer.relations@rolls-roycemotorcarsna.com).

If your Rolls-Royce Motor Cars 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>.

Please be assured that your safety is important to us, and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your safety belt at all times.

Sincerely,  
Rolls-Royce Motor Cars NA, LLC