



SIB 72 02 21

2021-08-06

RR11/12 RR21/22 RR31 – Seat Belt ALR Function – Recall 21V-554

Service Information Bulletin

August 6, 2021

Safety Belts and Accessories (Body)

B72 02 21

Rolls-Royce Motor Cars Aftersales Bulletin A 07 2021 06 U RR11/12 RR21/22 RR31 – Seat Belt ALR Function – Recall 21V-554

MODEL

E-Series	Model Description	Production Date	Affected Option Code
RR11	Phantom		
RR12	Phantom EWB		
RR31	Cullinan		
RR21	Ghost		
RR22	Ghost EWB		

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.

SITUATION

A small number of Rolls-Royce Phantom (RR11/12), Ghost (RR21/22) and Cullinan (RR31) vehicles have been identified as having a potential issue concerning the seat belt Automatic Locking Retractor (ALR) mechanism operation. Because the retractors may not have been produced to supplier specifications, in very rare cases the ALR function may deactivate early before the webbing is fully retracted.

Potentially affected seat belts depend on model and should be identified using the table below. All affected seat belts must be checked according to the inspection procedure and replaced in case of ALR malfunction.

Model

The copyrights and trademarks, including names, logos, and images, contained in this website belong to Rolls-Royce Motor Cars NA, LLC. No person may copy, modify, transmit, distribute, display, reproduce, publish, license or create works from any part of this material or otherwise use it for any public or commercial use without the prior express written permission of Rolls-Royce Motor Cars NA, LLC. Nothing contained in this website shall be deemed to confer any right, title, or license to any such copyright or trademark of Rolls-Royce Motor Cars NA, LLC.

Rear right upper seat belt

X

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

PROCEDURE

Procedure

Perform the inspection of the seat belts which are subject to this technical campaign according to the following procedure:

Step 1 Fasten the seat belt over empty vehicle seat and insert the tongue into the buckle.



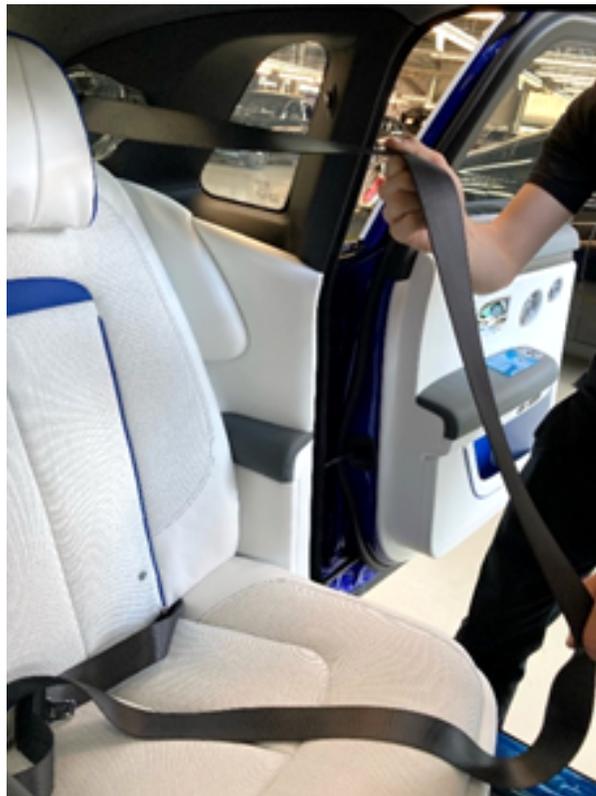
For the **rear centre** seat belt only:

Extract 8-10 inches (200 – 250 mm) of the lower belt webbing, fold and fix it with your hand. Keep it fixed in that position up until the Step 5.

The copyrights and trademarks, including names, logos, and images, contained in this website belong to Rolls-Royce Motor Cars NA, LLC. No person may copy, modify, transmit, distribute, display, reproduce, publish, license or create works from any part of this material or otherwise use it for any public or commercial use without the prior express written permission of Rolls-Royce Motor Cars NA, LLC. Nothing contained in this website shall be deemed to confer any right, title, or license to any such copyright or trademark of Rolls-Royce Motor Cars NA, LLC.



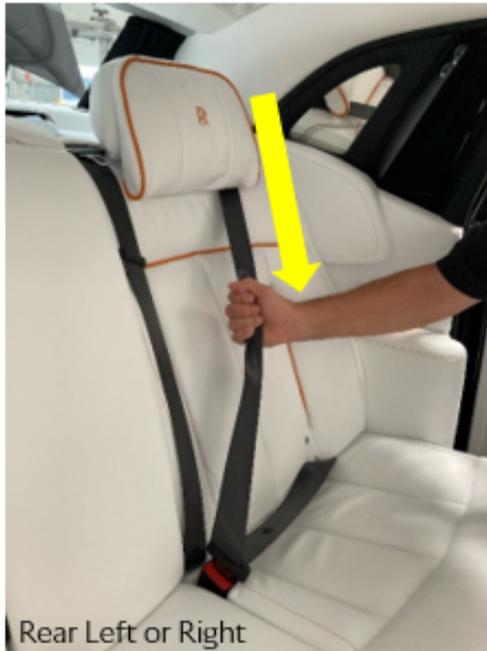
Step 2 Pull the seat belt/webbing all the way out of the retractor to activate the ALR.



The copyrights and trademarks, including names, logos, and images, contained in this website belong to Rolls-Royce Motor Cars NA, LLC. No person may copy, modify, transmit, distribute, display, reproduce, publish, license or create works from any part of this material or otherwise use it for any public or commercial use without the prior express written permission of Rolls-Royce Motor Cars NA, LLC. Nothing contained in this website shall be deemed to confer any right, title, or license to any such copyright or trademark of Rolls-Royce Motor Cars NA, LLC.

should be heard.

Step 4 Grab the torso portion of the seatbelt and carefully pull on the belt in attempt to pull the belt out of the retractor.



Is the seatbelt locked so the webbing cannot be pulled out of retractor in Step 4?
 - Yes: ALR function works properly, and the seat belt operates correctly.
 - No: ALR does not function properly, the seat belt should be replaced according to the standard repair instructions specified below.

Step 5 Unbuckle the belt and let the webbing retract fully back to deactivate the ALR.

Repeat Steps 1-5 five times (6 cycles in total).

If during the inspection you get at least one negative result in Step 4, the seat belt is deemed defective and needs to be replaced.

The above inspection procedure must be performed for all associated seat belts applicable to the model being checked, per the table on the first page.

The copyrights and trademarks, including names, logos, and images, contained in this website belong to Rolls-Royce Motor Cars NA, LLC. No person may copy, modify, transmit, distribute, display, reproduce, publish, license or create works from any part of this material or otherwise use it for any public or commercial use without the prior express written permission of Rolls-Royce Motor Cars NA, LLC. Nothing contained in this website shall be deemed to confer any right, title, or license to any such copyright or trademark of Rolls-Royce Motor Cars NA, LLC.

Rear left upper seat belt	RR21/22 - Removing and installing/replacing rear left upper seat belt: <ul style="list-style-type: none"> 72 11 380 REP-REP-P-7211380-RR21 - V.1
Rear centre upper seat belt	RR11/12 - Removing and installing/replacing rear centre upper seat belt: <ul style="list-style-type: none"> 72 11 382 REP-REP-P-7211382-RR11 - V.1 RR31 - Removing and installing/replacing rear centre upper seat belt: <ul style="list-style-type: none"> 72 11 382 REP-REP-P-7211382-RR31 - V.1
Rear right upper seat belt	RR31 - Removing and installing/replacing rear left upper seat belt (procedure the same for the right-hand side): <ul style="list-style-type: none"> 72 11 380 REP-REP-P-7211380-RR31 - V.1 RR31 (comfort seats) - Removing and installing/replacing rear left upper seat belt (procedure the same for the right-hand side): <ul style="list-style-type: none"> 72 11 385 REP-REP-P-7211380-RR31 - V.1

Parts Information

Please note! Do not order seat belts for stock, as the expected failure rate is less than 1%.

Description	Part Number	Quantity
Rear Left Upper Seat Belt for RR21/RR22	72 11 9 483 995	1
Rear Centre Seat Belt for RR11/RR12	72 11 7 448 434	1
Rear Centre Seat Belt for RR31	72 11 7 464 048	1
Rear Right Upper Seat Belt for RR31	72 11 7 489 796	1

Warranty Information

Claims are subject to current Warranty terms.

Defect Code 00 72 27 02 00

Labour Code	Description	Labour	Notes
72 99 000	Checking affected seat belts	3 FRU	Main work
72 11 380	Removing and installing/replacing rear left upper seat belt (RR21/RR22)	37 FRU	Main work
72 11 382	Removing and installing/replacing rear centre upper seat belt (RR11/RR12)	32 FRU	Main work
72 11 382	Removing and installing/replacing rear centre upper seat belt (RR31)	48 FRU	Main work
72 11 381	Removing and installing/replacing rear right upper seat belt (RR31)	19 FRU	Main work
72 11 386	Removing and installing/replacing rear	53 FRU	Main work

The copyrights and trademarks, including names, logos, and images, contained in this website belong to Rolls-Royce Motor Cars NA, LLC. No person may copy, modify, transmit, distribute, display, reproduce, publish, license or create works from any part of this material or otherwise use it for any public or commercial use without the prior express written permission of Rolls-Royce Motor Cars NA, LLC. Nothing contained in this website shall be deemed to confer any right, title, or license to any such copyright or trademark of Rolls-Royce Motor Cars NA, LLC.

A list of Affected VIN numbers is included at the end of this bulletin.

Contact Information:

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

The copyrights and trademarks, including names, logos, and images, contained in this website belong to Rolls-Royce Motor Cars NA, LLC. No person may copy, modify, transmit, distribute, display, reproduce, publish, license or create works from any part of this material or otherwise use it for any public or commercial use without the prior express written permission of Rolls-Royce Motor Cars NA, LLC. Nothing contained in this website shall be deemed to confer any right, title, or license to any such copyright or trademark of Rolls-Royce Motor Cars NA, LLC.

The copyrights and trademarks, including names, logos, and images, contained in this website belong to Rolls-Royce Motor Cars NA, LLC. No person may copy, modify, transmit, distribute, display, reproduce, publish, license or create works from any part of this material or otherwise use it for any public or commercial use without the prior express written permission of Rolls-Royce Motor Cars NA, LLC. Nothing contained in this website shall be deemed to confer any right, title, or license to any such copyright or trademark of Rolls-Royce Motor Cars NA, LLC.

The copyrights and trademarks, including names, logos, and images, contained in this website belong to Rolls-Royce Motor Cars NA, LLC. No person may copy, modify, transmit, distribute, display, reproduce, publish, license or create works from any part of this material or otherwise use it for any public or commercial use without the prior express written permission of Rolls-Royce Motor Cars NA, LLC. Nothing contained in this website shall be deemed to confer any right, title, or license to any such copyright or trademark of Rolls-Royce Motor Cars NA, LLC.