



Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
Date: September 29, 2022		Source: Name: Title: Phone #: Email:			Replaces: n/a Supersedes: n/a Group: n/a	

Aftersales Bulletin

00 63 82 01 00 – Recall RR11 Headlight Replacement

USA - TECHNICAL CAMPAIGN (Non-Compliance Recall 22V-721) – Complete before vehicle handover

PLEASE DO NOT SELL, LEASE OR DELIVER ANY VEHICLE COVERED BY THIS NOTIFICATION UNTIL THE DELIVERY STOP REPAIR HAS BEEN PERFORMED. THIS MEANS THAT DEALERS MAY NOT DELIVER NEW MOTOR VEHICLES TO A CONSUMER UNTIL IT IS FIXED OR USE/SELL REPLACEMENT EQUIPMENT/PARTS SUBJECT TO A DELIVERY STOP.

ALSO, YOU SHOULD NOT SELL, LEASE OR DELIVER ANY PROVENANCE (CPO) OR USED VEHICLES SUBJECT TO A DELIVERY STOP UNTIL THE REPAIR IS COMPLETED.

1. Situation

A small number of Rolls-Royce Phantom (RR11) vehicles have been identified as having an issue with the front headlights. Due to a supplier production error, a specific part of the headlight combination unit did not receive a metal coating during manufacturing process. As a result, the upper road sign illumination aspect of the low beam does not fully meet legislation requirements in certain markets.

Vehicles identified within this campaign will need front headlights replaced.

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

2. Affected vehicles

This Recall Campaign involves the following RR11 Rolls-Royce Phantom vehicles produced between July 12, 2022, and July 14, 2022.

3. Procedure

Replace both front headlights as per ISTA/AIR repair instructions below:

63 12 021 – Remove and install both headlights.

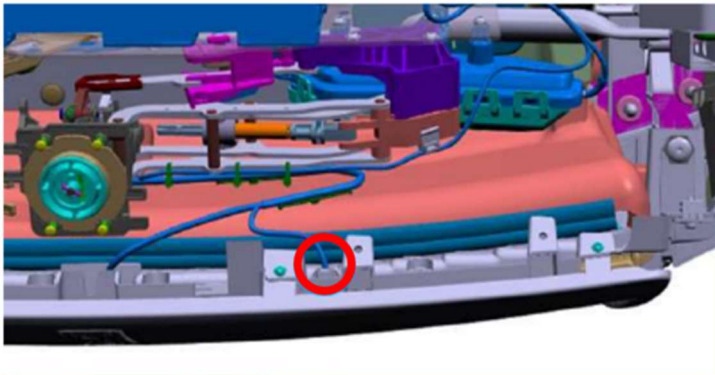
63 12 616 – Replacing both LED headlights (LED headlight laser) (headlight removed).

Please note the following additional points when removing the illuminated grill:

- Prior to removing the grill, the air guide fixings need to be removed.



- Disconnect plug connectors for grill illumination



3. Parts Information

Description	Part Number	Quantity
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Headlight left	63 11 5 A1D 8C3	1
Headlight right	63 11 5 A1D 8C4	1

Note. Other small parts such as clips, blind rivets, screws, nuts and seals, which must be replaced on the basis of the ISTA repair instructions, are to be selected from the Electronic Parts Catalogue according to the respective vehicle type and invoiced under the special defect code

4. Warranty Information

Claims are subject to current Warranty terms.

Defect Code 00 63 82 01 00

Both headlights replacement.

Labor Code	Description	Labor	Notes
63 12 153*	Replacing both LED headlights	87 FRU	Main work
63 12 615*	Replacing both LED headlights	85 FRU	Plus Position

*Only use **one** of the above codes.

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