



Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
Date: October 12, 2023		Source: Aftersales			Replaces: A 09 2023 05 U	
Bulletin #: A 09 2023 02 U		Name:			Supersedes: n/a	
		Title:			Group: n/a	
		Phone #:				
		Email:				

## Aftersales Bulletin

### A 09 2023 02 U - 00 51 70 05 00 – Ghost RR21 RR2 Safety Recall 23V-645 – Instrument Cluster Glass

**USA** - TECHNICAL CAMPAIGN (**SAFETY RECALL 23V-645**) – Complete as soon as possible, using all available means to recall the vehicle for correction.

**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.**

#### Affected Vehicles

This Technical Campaign (Safety Recall) affects Rolls-Royce Ghost (RR21/22, including BB) models produced from February 17th, 2020, to December 8th, 2022.

#### Situation

The affected vehicles have been identified as having a potential issue concerning the Instrument Cluster Tempered Glass breaking in a certain extreme high-speed side impact crash. If the glass broke into small pieces, there is a very low possibility that it could increase the risk of injury.

Although the vehicles are fully compliant to all legal requirements and standards, Rolls-Royce Motor Cars decided to voluntarily implement a Safety Recall.

All vehicles identified within this Safety Recall Campaign will need to receive a protective coating applied to the instrument cluster glass.

#### Information

A technical campaign has been launched to ensure that all affected vehicles have the Instrument Cluster Glass protective coating applied/completed. Dealer personnel should use Integrated Service Processes Application (ISPA), S-Gate “Campaigns for Vehicle” to check whether a vehicle requires this technical

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campaign or via Aftersales Information Research (AIR). Please see bulletin “A 10 2016 03 Recall / Technical Campaign Check” for details.

### Procedure

Prior to performing this corrective procedure, please review the attached procedure along with the supplemental video in its entirety.

Below are some important points which will aide in successfully performing the procedure.



**Vehicle interior must be fully valeted to ensure it is as clean as possible.** If the interior has been vacuum-cleaned, allow some time for any dust/dirt particles to settle, that may still be in the air.



During cleaning, pay particular attention to all areas around the instrument cluster glass which should be wiped with a clean lint-free damp cloth prior to the main work being carried out.



Ensure vehicle and interior surfaces are fully acclimated/normalized to the workshop environment before starting the repair (temperature should be between 16°C and 28°C or 61°F and 78°F). This temperature should be maintained during all the steps of the protective coating application. Failure to do so may result in incorrect application.



Make sure the vehicle’s climate control system is not running (no airflow through the air vent), as it may circulate dust particles as well as affect the instrument cluster glass surface temperature.



Please ensure where possible to apply the protective coating in the clean room environment to reduce any possible contamination. Ensure the technician’s clothing is clean and free from as much dust and dirt as possible.



Please ensure all the steps of this bulletin, including vehicle pre-cleaning, are performed without breaks in the process, to minimize the risk of contamination or poor application of the protective coating.

### Parts Information

**Important:** Please order the relevant kit for either Left-Hand Drive (LHD) or Right-Hand Drive (RHD) vehicle, as they are different.

Description	Part Number	Quantity
Repair Kit I-panel glass - LL (Left)	51 45 9 642 436	1
Repair Kit I-panel glass - RR (Right)	51 45 9 642 437	1

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The **adhesive** tape (part number 83 19 9 410 979) is not included in the repair kits but has been issued free of charge to all Rolls-Royce Dealers, Authorized Workshops and Service Facilitators. One roll is sufficient for reworking all vehicles within each dealership.

NOTE: Do not place a stock order for these parts unless it is for specific VINs.

### Warranty Information

Claims are subject to current Warranty terms.

Defect Code 00 51 70 05 00

**\*Only claim one of the two “work performed by” sections below.**

**If work performed by dealership technician\*:**

Labor Code	Description	Labor	Notes
00 74 189	RR21 RR22 Valet, Applying Instrument Glass Protective Coating, Inspection	24 FRU	Main Work
00 74 830	RR21 RR22 Valet, Applying Instrument Glass Protective Coating, Inspection	23 FRU	Plus Position

**If work performed by specialist external installer (sublet)\*:**

Labor Code	Description	Labor	Notes
00 99 000	Dealer Handling Fee (Valet, Post-coating Inspection)	12 FRU	Open Time
	Specialist Installation Sublet (code 04)	Maximum 500 USD or local currency equivalent	Invoice to be attached to the claim

If you choose to use a specialist installer, optimizing the availability of multiple vehicles for efficiency and cost would be the preferred approach. In these cases, please split the sublet invoice cost when claiming. Example: 3 x works performed, total invoice cost 750 USD = 250 USD per claim. The sublet repair invoice must be attached to each claim.

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**Contact**

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



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## Aftersales Bulletin Procedure

### A 09 2023 02 U - 00 51 70 05 00 – Safety Recall 23V-645 – RR21 RR22

### Instrument Cluster Glass

USA - TECHNICAL CAMPAIGN (SAFETY RECALL 23V-645) – Complete as soon as possible, using all available means to recall the vehicle for correction.

#### Information

Below are some important points which will aid in successfully performing the procedure.



**Vehicle interior must be fully valeted to ensure it is as clean as possible.** If the interior has been vacuum-cleaned, allow some time for any dust/dirt particles to settle, that may still be in the air.



During cleaning, pay particular attention to all areas around the instrument cluster glass which should be wiped with a clean lint-free damp cloth prior to the main work being carried out.



Ensure vehicle and interior surfaces are fully acclimated/normalized to the workshop environment before starting the repair (temperature should be between 16°C and 28°C or 61°F and 78°F). This temperature should be maintained during all the steps of the protective coating application. Failure to do so may result in incorrect application.



Make sure the vehicle's climate control system is not running (no airflow through the air vent), as it may circulate dust particles as well as affect the instrument cluster glass surface temperature.



Please ensure where possible to apply the protective coating in the clean room environment to reduce any possible contamination. Ensure the technician's clothing is clean and free from as much dust and dirt as possible.



Please ensure all the steps of this bulletin, including vehicle pre-cleaning, are performed without breaks in the process, to minimize the risk of contamination or poor application of the protective coating.

- ⚠** Please ensure you obtain the correct repair kit for the relevant vehicle being repaired.  
Left-hand drive (LHD) - 51 45 9 642 436  
or

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Right-hand drive (RHD) - 51 45 9 642 437

**⚠** Brief assistance from another person will be required during the **protective coating** application.



**Kit contents:**

- 1 – Protective Coating x 3
- 2 – Glass Cleaner (blue)
- 3 – Installation Liquid – (two-part mix)
- 4 – Cloth (white) x 3
- 5 – Glass Cleaning Cloth (black)
- 6 – Plastic Spade



**⚠** The **adhesive tape** (part number 83 19 9 410 979) is **not included** in the repair kits but has been issued free of charge and auto shipped to all Rolls-Royce Dealers, Authorized Workshops and Service Facilitators. One roll is sufficient for reworking all vehicles within each dealership.

## Procedure

Prior to performing this corrective procedure, please review the steps outlined below along with the instructional video in its entirety. The instructional video demonstrates the protective coating application process.

Please note! The instructional video is provided for reference only, so must be used in conjunction with this work instruction, which includes additional care points.

Scan the QR-code below with a mobile phone / tablet camera to get access to the video. Alternatively, use the relevant link below.

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QR code:

Link to instructional video

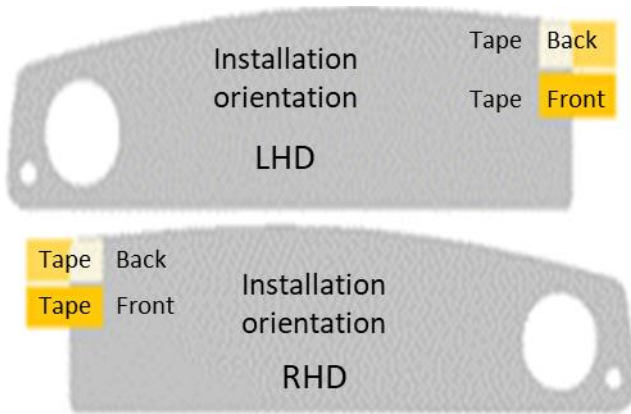


1. Carefully remove one of the protective coatings from its tube.
2. Carefully wipe protective coating with the glass cleaning cloth (black) included in the kit. Pay particular attention to the edges. Any remaining dust particles will result in a failed application.

Do not place coating on a table or bench to clean. Clean the protective coating while holding it in your hands.

3. Cut a strip of the adhesive tape approx. 2 inches long, then cut in half (width) to make two tabs.
4. Rotate the protective coating into installation position. See picture below.
5. Tab labeled "front" is the protective coating which will be installed in the vehicle.
6. Tab labeled "Back" is the backing material which will be discarded in a later step.

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7. Apply the other strip of adhesive tape to the back of the protective coating location upper corner as shown. This will aid in separating backing material.
8. Apply one strip of adhesive tape to front of the protective coating in location shown. This will aid with holding and positioning the coating.

Note: Tabs/adhesive tape is place opposite side of air vent cut out in protective coating.



9. The **installation liquid** comprises of a **two part mix**. Carefully unscrew/remove the spray nozzle from the large bottle labeled “Clear water” and unscrew the cap from the smaller bottle.
10. Pour the entire contents of the smaller bottle into the large bottle and then install the nozzle.
11. Give the bottle a good shake to combine the fluids to produce **installation liquid (mixed)**.



12. Adjust the steering column to the maximum extended and lowered position allowing better access to the instrument cluster glass.



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13. Spray a cloth (white) with the glass cleaner (blue) outside the vehicle and lay it on the steering column to protect it from any excessive moisture.



14. Unscrew/turn the air vent plunger counterclockwise to remove it and place it somewhere safe (e.g., cupholder).

15. To prevent/minimize fluid entering the air vent, rotate the vent so that solid surface is facing outwards.



16. Spray the glass cleaner (blue) to a small area of the glass cleaning cloth (black).

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17. Thoroughly clean the instrument cluster glass. Pay particular attention to all edges and around the air vent and plunger area.

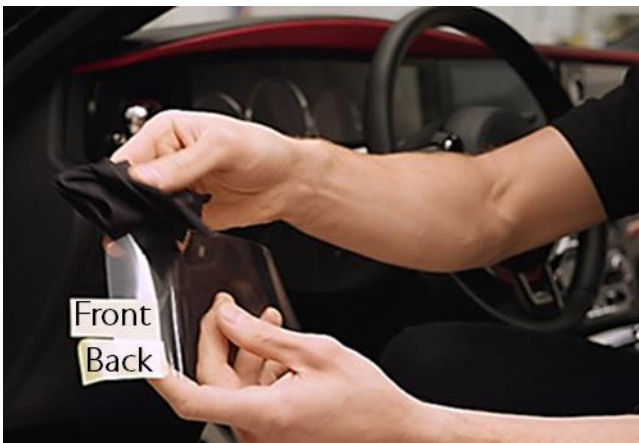
⚠ It is very important to ensure the glass surface is free from all contamination or it will cause a negative result later.

⚠ Use a flashlight to reveal small dust particles and imperfections that also need to be removed.

⚠ Be aware of any existing glass damage (chips, scratches) to differentiate it from any application defects of the of the protective coating.

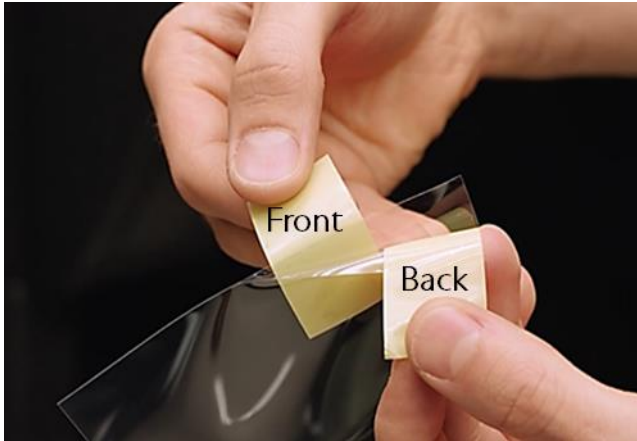


18. Apply a light and even spray of the **installation liquid (mixed)** onto the instrument cluster glass surface, making sure you cover all areas.



19. Wipe the **protective coating** again with the **glass cleaning cloth (black)**, paying particular attention to the edges.

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20. Hold the **protective coating** and gently start peeling away the backing material by pulling apart the two tabs (adhesive tape).

21. A second person should be generously spraying the **installation liquid (mixed)**, at a distance of approximately 6", onto the clean/adhesive side of the **protective coating**, whilst the first person is slowly removing the backing material. This will reduce the risk of dust particles being attracted to the clean/adhesive side of the **protective coating** by static magnetism.

22. Discard backing material, as it is no longer required.

- ⚠ Step 19 should be performed outside the vehicle to prevent overspray within the cockpit.
- ⚠ Do not touch the clean/adhesive side of the protective coating to prevent finger prints.
- ⚠ Make sure the protective coating is sprayed fully and evenly.
- ⚠ Keep the clean/adhesive side of the protective coating away from clothing and any other surfaces or objects as it can easily attract dust/dirt particles, which are impossible to remove.

23. Installer should also have finger tips sprayed with installation liquid. This will reduce the risk of marks to the clean/adhesive side or instrument cluster glass in case of accidental contact.

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24. Support the protective coating as shown, without touching the clean/adhesive surface, carefully apply it to the instrument cluster glass.

25. Recommend starting from leftside edge of the instrument cluster (vent and the plunger), then around the air vent and continue to slowly apply the protective coating while aligning all the edges working your way to the upper rightside edge with the adhesive tape.



**⚠** Slight repositioning is still possible at this stage, as the protective coating can still move.



26. Make sure the protective coating does not overhang along the edge, especially near the air vent and plunger.

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27. Spray some **installation liquid (mixed)** onto the **protective coating** to lubricate the surface for improved movement of the **plastic spade** during the following process steps.

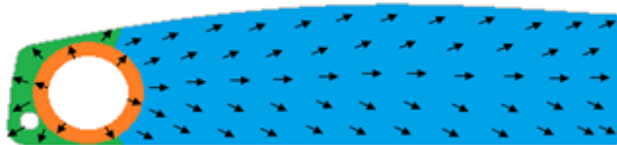


28. Keep the **protective coating** in place with one hand by applying light pressure to the coating, as it can still easily move. Re-check the positioning periodically.

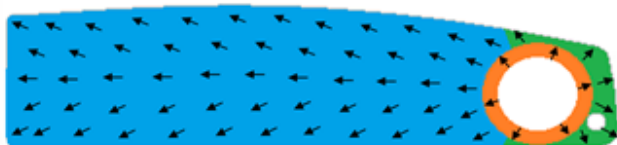
29. Using the flat side of the **plastic spade**, apply moderate pressure to push the fluid and bubbles out from under the **protective coating** as described below.

Work order: ■ - 1<sup>st</sup>, ■ - 2<sup>nd</sup>, ■ - 3<sup>rd</sup>.

LHD Vehicles:



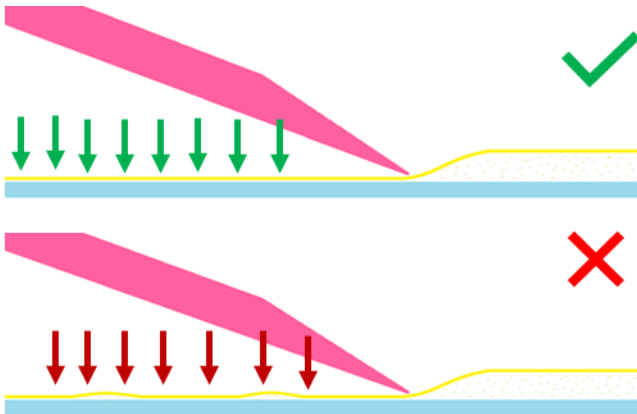
RHD vehicles:



30. Slowly and thoroughly work through all areas of the **protective coating** in the following order:

- Around the air vent, pushing the fluid outside of the air vent
- From the air vent towards the nearest edges.
- From the air vent towards CID

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31. Move the plastic spade smoothly and continuously as possible, avoiding sharp and rough movements. Apply installation liquid as needed to help plastic spade slide more easily.

32. Try to avoid missing areas or fluid pockets.

33. Do not apply excessive pressure near the edge and around the air vent or plunger as the glass does not have much support behind it.

34. Take extra care not to damage the surrounding leather surfaces with the plastic spade.

35. When approaching the end of the **protective coating**, carefully remove and discard the yellow tab, pulling it away from the coating surface and outwards with the help of the **plastic spade**.



36. Use a flashlight to highlight any remaining fluid and bubbles.

37. Try to remove the fluid with minimum required movements as overworking the protective coating may lead to negative results.



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38. Using a white piece of cloth from the kit lightly dab the protective coating to remove remaining fluid and moisture that is collected at the lower edge of the instrument cluster.

⚠ Be careful not to lift the **protective coating** at the edges while using the cloth. This will result in a failed installation.



39. Use the **glass cleaning cloth (black)** to absorb excess moisture to lightly and carefully dab any remaining fluid to ensure the surface is completely clean and dry.

⚠ Do not apply too much pressure as it can move the coating.

⚠ Take extra care not to lift the **protective coating** at the edges while cleaning with the cloth.



40. Recheck the position of the **protective coating** to ensure there is no overlapping around the air vent or plunger base and no overhanging on all edges.

⚠ If positioning is not acceptable, carefully remove the **protective coating** and replace with a new one from the kit, repeating all the previous process steps.

41. Closely inspect the **protective coating** using a flashlight, checking for any imperfections. Look from different angles and positions (e.g. driver's seat, front passenger's seat, etc.).

⚠ Minor and equally spread streaks should disperse during the drying time.

⚠ If any small white dots or inclusions are visible, this is probably due to dust and dirt particles. If any are found, carefully remove the **protective**

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Streaks –  
OK



Dust partide – Not  
OK

**coating** and replace with a new one from the kit, repeating all the previous process steps.



42. Reinstall the plunger and open the air vent.

43. Remove the drip collection white cloth placed on the steering column.

44. Reposition the steering wheel.



45. Allow any remaining fluid under the **protective coating** to evaporate for at least 24 hours.

**⚠** Do not try to accelerate the drying process using other sources (for example the heating system or heat guns, etc.) as this will negatively affect the application.



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46. After 24 hours, spray the **glass cleaning cloth (black)** with the **glass cleaner (blue)** and remove any fluid residues and streaks to ensure the **protective coating** surface is completely clean.

⚠ Take extra care not to lift the protective coating at the edges while cleaning with the cloth.



47. Closely inspect the **protective coating** with the torch, checking for any imperfections. Look from different angles and positions (e.g. driver's seat, front passenger's seat, etc.).

48. If the **protective coating** application looks acceptable and does not include defects specified in the Table of Defects below, the vehicle can be handed back to the customer.

⚠ Minor clear fluid pockets (see the Table of Defects below, Figure 'a') should evaporate over time. Check the application daily until the pockets disappear. Do not hand back the vehicle to the customer until all fluid pockets have evaporated completely. If the pockets do not disappear after 5 days, carefully remove the protective coating, and replace with a new one from the kit, repeating all the previous process steps.

⚠ If any other defects are visible, as per the examples shown in the Table of Defects below (see Figures 'b' to 'e'), carefully remove the **protective coating** and replace with a new one from the kit, repeating all the previous process steps.

⚠ Any existing glass damage (chips, scratches) should not be considered as **protective coating** application defects.

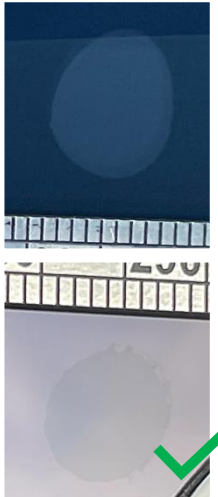
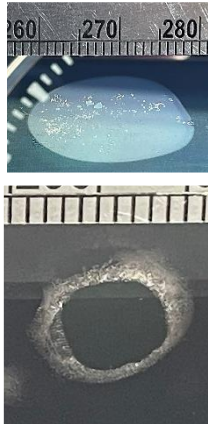
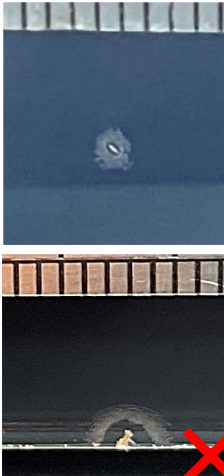
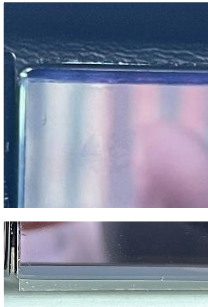



49. Please discard any remaining kit contents after each positive vehicle application. The **installation liquid (mixed)** has a limited shelf life and the **plastic spade** can become worn and cause scratching.

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**Table of Defects** (as observed 24 hours after the application):

All measurement scales are shown in mm.

a) Fluid pocket without inclusions	b) Fluid pocket with inclusions / frosting	c) Dust Particles	d) Bad Positioning	e) Not centered around the air vent
				
<p>Will take several days to dry/evaporate/disappear.</p>	<p>Bubble may disappear/inclusions will remain.</p>	<p>Does not disappear/improve.</p>	<p>Does not improve.</p>	<p>Does not improve.</p>
<p>If does not disappear after 5 days, new protective coating application required.</p>	<p>New protective coating application required.</p>	<p>New protective coating application required.</p>	<p>New protective coating application required.</p>	<p>New protective coating application required.</p>