



Aftersales Bulletin

Area **Aftersales Development**
Subject **Model Year 15 Policy Changes - Aftersales**
Group **All**
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Recipients **All Parts Managers, Service Managers & Aftersales Managers of Rolls-Royce Motor Cars Dealers**



Dear Dealer

From 1 August 2014, all vehicles produced will be subject to two important new initiatives being introduced to support the enhancement of our customers' ownership experience.

Phantom Family, Ghost Family and Wraith

Regional Warranty

All Rolls-Royce motor cars are technically homologated to the operating conditions of the country or region of first delivery, ensuring compliance with the applicable provisions in that country or region. As a result of more demanding homologation, Rolls-Royce Motor Cars Limited has experienced instances with compatibility if vehicles are subsequently moved to other countries or regions.

Every Rolls-Royce produced from 1 August 2014 will be subject to a new Regional Warranty as opposed to the previous Worldwide Warranty. The four year Warranty and Service Inclusive Package still applies to the Regional Warranty, provided the vehicle is operated within its country or region of first delivery.

For more information regarding Regional Warranty, please [click here](#).

Ghost Family and Wraith

Service Intervals

All Model Year 15 Ghosts and Wraiths produced from the 1 August 2014 will be subject to new service interval periods.

Presenting an effective measure to minimise low oil check control messages and provide proactive repair opportunities, the service intervals have been reduced to:

- China - 12,000km or 12 months
- Rest of World - 15,000km or 12months

For more information regarding the new service intervals on Ghost and Wraith, please [click here](#).

Rolls-Royce Motor Cars

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