



Aftersales Bulletin

Area **Service Information**
Subject Rolls-Royce Diagnosis Feedback
Group 05
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Department Service Operations/JF
Recipients All Service Managers, Aftersales Managers and Service Technicians of Rolls-Royce Motor Cars Dealers



Dear Dealer,

During previous Dealer technical forums Rolls-Royce technicians highlighted that despite submitting diagnosis feedback, some of the content within ISTA/D remained outdated or incorrect. As a direct result of this feedback, a full review of the diagnostic feedback process has been carried out and Rolls-Royce are delighted to announce that a new improved process has been implemented. The document can be downloaded via DealerNet, under the Technical Information Centre section or by clicking [here](#).

Procedure

The technician submission method remains the same. However, each submission will now be investigated by the factory based technical specialists at Goodwood in addition to the ISTA diagnosis feedback department.

This procedural improvement will ensure that all feedback provided by Rolls-Royce technicians is used to continually improve the ISTA Diagnosis system.

Regular monthly communications will be delivered via DealerNet; advising technicians of new issues, ongoing issues and new fixes.

The monthly communication provides technicians with the following benefits:

- Visibility of all diagnosis feedback submitted by Rolls-Royce Dealers worldwide.
- A quick reference for existing feedback will allow technicians to save time; if an issue has already been submitted there is no requirement for additional reports on the same issue.
- Visibility of the fix implementation versions.
- Visibility of the historic issues which have been resolved, and, issues which are currently being investigated.

Note: Diagnosis feedback should only be used to provide information relating to errors within ISTA/D. Errors detected with the operation of equipment should be reported to ISPI support using the "Callback" ticket function.

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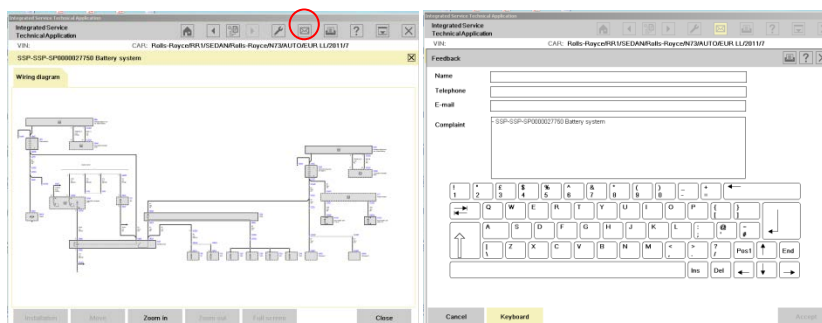
Examples of where the diagnosis feedback function should be used:

- Incorrect/missing component locations.
- Incorrect/missing repair instructions.
- Incorrect/missing test modules.

Examples of where a call back ticket should be used:

- ISID/ICOM failure.
- Software loading problems (including ISTA/D).
- Network related problems (including communication between vehicle and diagnostic equipment).

To submit diagnostic feedback during an ISTA session, simply select the "envelope" icon and then follow the on screen instructions.



Rolls-Royce would like to actively encourage individuals to send diagnosis feedback because the information provided contributes towards the continued improvement of ISTA/D.

The feedback submission should include your contact details so that it is possible to obtain further information where required.

The problem description should be short and concise, preferably in English or German. However, if this is not possible you may submit in other languages which will then be translated.



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Examples of diagnostic feedback

- "When running test schedule XYZ there is no option to continue as the NEXT button is not highlighted"
- "Wiring diagram XYZ is incorrect - the pin layout displayed for connector number X1243 does not match the vehicle harness"
- "The repair instruction XYZ is incorrect - the instruction shows the process for a RR2 and not RR4"