



Aftersales Bulletin

Area **Warranty Information**
Subject Vehicle 'Failure to Proceed' Reporting
Group 00
Reference 24 07 12 - 1
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Version 1
Department Service Operations / CR
Recipients All Service Managers, Aftersales Managers and Warranty Administrators of Rolls-Royce Motor Cars Dealers



1. Situation

The Warranty department are receiving inconsistent claims when reporting vehicle 'Failure to Proceeds' (breakdowns). To ensure we receive the correct submitted information, we will be introducing the following process into our Rolls-Royce policy.

Close monitoring will be used to ensure the correct information is received.

2. Definition of a 'Failure to Proceed'

A 'Failure to Proceed' is defined as "a functional failure mechanical or electrical, where the car cannot continue its journey" e.g. electronic systems failure, engine failure, any situation with a red MIL light illuminated etc.

3. The New Process

A PuMA case will now be required for all 'Fail to proceed' situations and must be submitted within 3 calendar days from the reported incident. The PuMA case must contain the 'root cause' of the problem and be titled in the PuMA case Breakdown.

These policy amendments are necessary to increase customer satisfaction by solving these cases as quickly as possible and to ensure that you get the correct support whilst the repair is happening.

These cases **MUST** be logged with the 99 defect code.

If for instance the cause of the breakdown was 'Coolant hose worn / sheared through' the defect code for that particular claim is 17 12 20 69 00. You must now replace the last two zeros of the defect code with **99** as shown below prior to submitting the claim and include 'Breakdown' at the start of the claim comments.

Defect Code (before change) 17 12 20 69 00

Amended code to 17 12 20 69 **99** (99 defines a fail to proceed)

This new process must be adhered to - **failure to follow the process may result in your claim being debited or rejected.**

Rolls-Royce Motor Cars

Rolls-Royce Motor Cars Limited
The Drive, Westhampnett, Chichester, West Sussex PO18 0SH
Telephone +44 (0)1243 384000 Fax +44 (0)1243 384100
enquiries@rolls-roycemotorcars.com www.rolls-roycemotorcars.com

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Each genuine 'Fail to proceed' case will be followed up at the end of each month when the information is provided to us by the assist companies. If correctly coded claims and PuMA cases aren't available, your **claim may be rejected**.

4. Assist

Where a car can be driven or used but a customer doesn't have confidence in using the car in its defective condition. A yellow warning light instructing observers to drive moderately may be illuminated in the case of, for example, run flat tyre situations, air suspension with no regulation or an outside influence e.g. theft, road traffic accident, incorrect fuel added, lost keys or a jump start required due to a discharged battery.

These cases **do not** require the 99 defect code; we capture these cases via the assist providers around the world.

There are genuine reasons as to why we need this information; most importantly is that we react to our customers' inconvenience immediately. It is also important to ensure detailed and swift reporting into the relevant engineering teams in order to get fast solutions to issues that may induce future 'Fail to proceed' scenarios.

Regards

Rolls-Royce Motor Cars Aftersales