



## SB-10056107-7020

### Aftersales Bulletin

Area **Service Information**  
Subject Updated: 00 12 74 03 00 RR1 RR2 RR3 Diagnostics Trouble Code Correction  
Group 00 12  
Reference 00 06 14  
Published date 17 June 2014  
Version 2  
Department Service Operations / POM  
Recipients All Service Managers, Aftersales Managers and Service Technicians of Rolls-Royce Motor Cars Dealers



Updated 10 July 2014: Warranty labour codes have been amended. Please use these new codes moving forward.

#### 1. Situation

A small number of Rolls-Royce Phantoms have been identified with an incorrect software installation where technicians may experience a problem selecting Diagnostics Trouble Codes (P-Codes).

Rolls-Royce Motor Cars has therefore decided to update the software on all affected vehicles.

The following procedure must be completed on chassis numbers listed within ISPA Light or S-Gate.

#### 2. Procedure

ISTA/P 2.51.3 or a more recent version is required for the programming and coding procedure. For support, please check the programming information in ISTA and the appropriate instructions in the user documentation.

2.1 Use the KIT search function in S-Gate or ISPA to verify if the Service Action is outstanding on any vehicle booked into your workshop.

2.2 Connect the battery charger to the vehicle.

2.3 Connect ICOM and begin the ISTA/P session using version 2.51.3 or later.

2.4 Determine the measures plan.

2.5 Check the measures plan to ensure the vehicle will be updated to I-Level 01-13-07-500 or later.

2.6 Accept and work through the measures plan for the vehicle control units to be aligned.

2.7 Check the final report to make sure the vehicle I-Level has been updated to I-Level 01-13-07-500 or higher.

2.8 End ISTA/P session.

2.9 Start an ISTA/D session and perform all necessary initialisations and calibrations and clear down any remaining fault entries.

### 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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### 3. Parts Information

No parts required.

### 4. Warranty Information

Claims are subject to current warranty terms.

Defect Code 00 12 74 03 00

#### Please note:

If the vehicle is already at the correct integration level or higher, please submit a claim for "Check Only" using the same defect code to close off the Campaign, and labour code 00 00 006.

If during the same instance, the vehicle is found to be affected by any other Campaigns or Repairs which require the programming of control units, only one claim must be submitted.

Labour Code	Description	Labour
00 62 146	Program/code the control units	9 FRU
00 00 006	Performing vehicle test (checking I-level only) with vehicle diagnosis system	4 FRU
00 62 671	Programming and coding reimbursed via a different Recall, Quality Enhancement or Repair	1 FRU

Only one of the above labour codes may be claimed for reimbursement purposes.