



Aftersales Bulletin

Area **Service Information**
Subject On board Owner's Manual Missing after Programming - Update
Group 61
Reference S 12 2015 03
Published date 22 December 2015
Version 1
Department Service Operations/TS
Recipients All Service Managers, Aftersales Managers and Service Technicians of Rolls-Royce Motor Cars Dealers



This is an update to Bulletin Reference S 12 2015 02, and confirms the problem has now been rectified with ISTA/P version 3.57.3, vehicle software version F001-15-11-505, which has been released.

1. Situation

An issue has been identified concerning programming model year 14 onwards Ghost and all Wraith vehicles with ISTA/P version 3.57.1 or 3.57.2, which will programme the vehicle to software level F001-15-11-502 or F001-15-11-503. During the programming of these vehicles, the On Board Owner's Manual is wiped and replaced with a German only version. If the user attempts to search for content in any other language, no content is displayed.

2. Procedure

The problem has been rectified with ISTA/P version 3.57.3, vehicle software version F001-15-11-505, which has now been released.

Please install ISTA/P version 3.57.3 as soon as it is available to your workshop, further information about installing ISTA/P 3.57.3 can be found in [Appendix I](#).

The following steps need to be followed for any vehicle currently loaded with software versions F001-15-11-500, F001-15-11-501 F001-15-11-502 or F001-15-11-503:

1. Connect the battery charger to the vehicle.
2. Connect ICOM and carry out an ISTA/D session and make sure the vehicle is fault free and ready for programming.
3. Begin an ISTA/P session, ensure that the version of ISTA/P is 3.57.3 or later.
4. Determine measures plan.
5. Check the measures plan to be sure that the vehicle will be updated to I-Level F001-15-11-505 or later.
6. Accept and fully work through the measures plan for the vehicle control units to be processed.
7. Check the final report to make sure the vehicle I-Level has been updated to F001-15-11-505 or later.
8. End ISTA/P session.
9. Start an ISTA/D session and perform all necessary initialisations and calibrations after programming and clear down any remaining fault entries. Check the on-board handbook functions correctly.



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3. Warranty information

Claims are subject to current warranty terms.

Defect Code 65 83 01 02 00

Labour Codes 00 00 006 (4 FRU) Performing vehicle test before programming
00 00 556 (3 FRU) Performing vehicle after programming

Programming 00 62 784 (8 FRU) Program/code the control units



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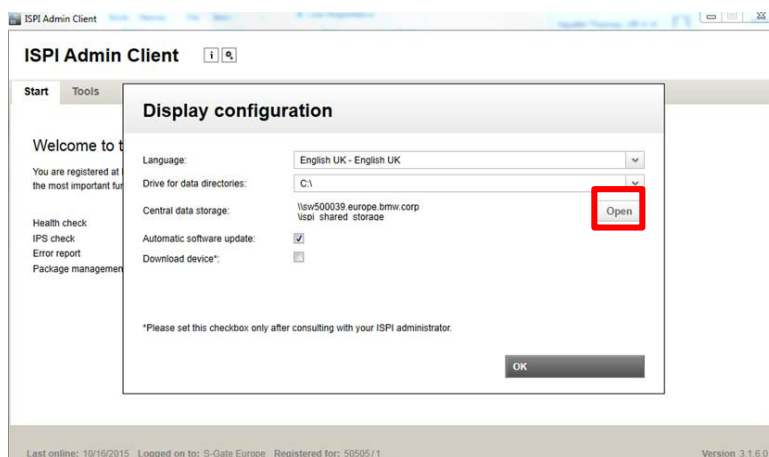
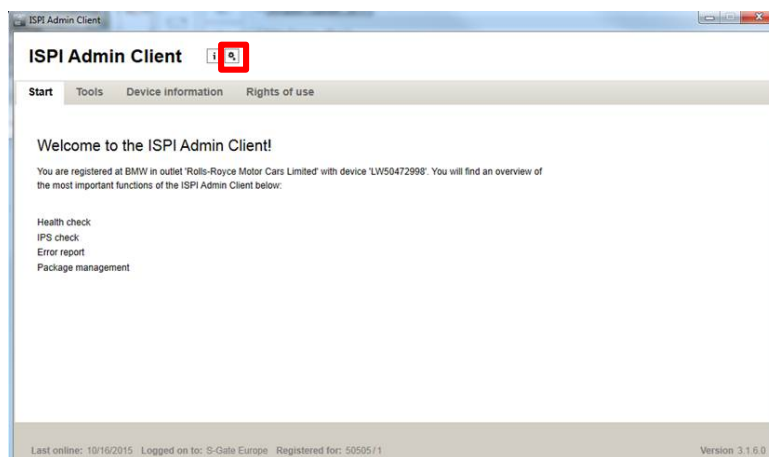
Appendix I – Installing ISTA/P 3.57.3

Before starting the installation it is recommend the device is shut and restarted. Please always refer to the latest information in the ISPI administration manual and ISPI cockpit (DSS) when carrying out ISPI software updates.

1. Load ISPI admin Client on the device, there should be an ICON on the desktop for it.



2. Access the ISPI NAS from the configuration menu in ISPI Admin Client





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3. Check the following files are present on the ISPI NAS. If the files are missing, please ensure the download device is correctly configured.

 BMW_ISPI_ISTA-P_SYS_3.57.3.002.msi	10.12.2015 13:38	Windows Installer ...	4.952 KB
 BMW_ISPI_ISTA-P_DAT_3.57.3.002.istap	10.12.2015 13:38	ISTAP File	6.565.086 KB

4. Load ISTA/P. Once ISTA/P starts to load the user should be prompted to install the update, please tick "Automatically start installation after download" then click ok. The update should take no longer than 2 hours to complete.

