



Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
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Aftersales Bulletin

TECHNICAL CAMPAIGN -00 37 26 01 00 – Complete before vehicle handover or at next workshop visit

1. Situation

A number of Rolls-Royce Phantom (RR11, RR12) vehicles produced between November 2018 and May 2019 have been identified as having an issue concerning front air struts. Bellows of the air struts were incorrectly assembled at the supplier which could result in a potential leak from the strut.

All vehicles that have been identified within this Campaign will need to have both (left and right) front air struts replaced during the vehicle's next visit to the workshop or prior to vehicle handover.

Dealers should check for vehicles which are subject to this Technical Campaign using ISPA (Integrated Service Processes Application) or S-Gate/AIR.

2. Affected VIN List Market

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3. Procedure

Replace both front air suspension struts as per ISTA/AIR repair instruction:

37 11 002 - Removing and installing/replacing front left or right air suspension strut

Further information is available in document:

37 00 ... - Notes on air spring system

⚠ CAUTION

Residual pressure in the air supply system.

Danger of injury!

- After the air spring system is emptied using the diagnosis system, there is still a certain amount of residual pressure in the system. It is mandatory to follow the handling instructions.

Note: Tightening torque for upper wishbone to swivel bearing is 56Nm (value missing in current ISTA version).

M10	Renew nut.	Tightening torque	56 Nm

4. Parts Information

Description	Part Number	Qty
Left air strut	37 10 7 916 199	1
Right air strut	37 10 7 916 200	1
Hex nut with flange	6 789 678	2
Hex screw with collar	6 873 365	6
Combination nut	6 787 062	2
Hexagon collar screw	9 906 100	2
Combination nut	6 765 451	2
Torx screw	6 789 333	2

5. Warranty Information

Claims are subject to current Warranty terms.

Defect Code 00 37 26 01 00

Labor Code	Description	Labor	Notes
37 11 005 Main work	Removing and installing or replacing both front pneumatic spring struts	21 FRU	

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37 11 505	Removing and installing or	19 FRU
Plus position	replacing both front pneumatic spring struts	

Contact Information

If you have further questions please enter a TSARA case or contact the Technical Support team