
PuMA measure

SoE - Diagnosis guides and quality reporting - All models

UR-V-2 64605110-06 - 10/22/20

Complaint:

The vehicle has been brought to the workshop with a complaint relating to the SoE function.

Cause

SoE functional complaints have the potential to be caused by multiple root causes, it is important to complete a thorough analysis to ensure the problem is fully resolved.

Diagnosis guides are attached to support fault finding and also provide a repair solution for currently known topics.

In order to gather additional information where the root cause is unknown, please use the reporting questionnaire to record and submit your findings via a TSARA case to the technical support team.

Measure

** The information contained in this measure is only relevant for vehicles built from 4th July 2017. Warranty claims for completed questionnaires will be rejected for vehicles built before this date.

NEW

All RR11/12/31 vehicles on I-level >S15A-19-03-538 that appear to have an initialisation complaint MUST have a TSARA case submitted with a completed questionnaire.

Failure to submit a completed questionnaire for this specific complaint will delay and possibly prevent a warranty claim being paid.

**RR21/21 - Any complaint relating to the SoE must have a completed questionnaire and supporting evidence attached to the TSARA case.

1 – Diagnosis Guides

Please use the attached diagnosis guides to correctly identify the complaint root cause. Follow the guide to a conclusion in order to resolve the complaint with the most accurate repair.

SoE diagnosis guides are available for all model variants built from 04/07/2017 that use the new concept SoE mechanism.

The following diagnosis guides are available:

RR4/5/6

- SoE alignment using assembly jig.
- Cover plate alignment / sticking to grille surround when lowering.
- Check control message, bonnet open active.
- Checking grille surround condition is correct.

NEW - Grille surround jig for expanding locators now available P/N 83 31 2 472 534

RR11/12

- SoE cover plate and/or base plate not aligning to grille.
 - Base plate bezel insecure.
 - Squeaking noise during SoE operation.
 - SoE jams or sticks in the mid position, clash with front end camera harness
 - SoE operation not possible - loss of initialisation
 - SoE retraction not possible at higher driving speeds (clashes with air guide)*
- *Attached installation instructions 'Installing air guide bracket'

****NEW Cullinan SoE Diagnosis guide****

RR31

- SoE cover or base plate not aligning to grille surround
- SoE operation not possible - loss of initialisation - Questionnaire must be submitted
- SoE operation not possible, mechanical blockage due to control spring missing

Phantom and Cullinan grille and SoE adjustment guide

- Correct setting of grille in relation to bonnet (2.3mm overflush)
- Inspecting T-leg position to confirm alignment
- Fine tuning concentric adjustment to align figure to base plate
- Checking control spring security

****NEW** - The final check procedure must be completed with engine cover installed and bonnet closed.

All models

- Mechanism check procedure.
- Checking T-leg alignment position.
- Clash condition between SoE figure and cover plate during operation.
- Cover plate movement incorrect, potential clash condition present, control spring missing.
- SoE makes a noise but does not move.
- SoE figure insecure to base plate

2 - Quality Reporting

A completed SoE Quality Reporting Questionnaire is required whenever a TSARA case is raised to report an SoE complaint. Supporting evidence is also required to ensure a request for technical assistance can be correctly assessed by the technical support team.

All reported information and evidence should be gathered BEFORE any repairs are completed and ideally with the SoE still in the complaint condition.

****NEW** - Please record the T-Leg position and check cover plate compression before any repairs are completed.

The following supporting evidence is also required when submitting a TSARA case (examples are attached):

1. Photo of SoE in the complaint condition (exterior).
2. Video of SoE lowering******
3. Video of SoE raising******
4. Photo of mechanism (engine cover removed).
5. Photo of cable routing and bracket (engine cover removed) Phantom only.
6. Video of SoE operation, engine side (engine cover removed).
7. Photo of mechanism data label.
8. Completed SoE questionnaire.

****Video of SoE cycle can be combined into one if it does not exceed the upload size limit of 10Mb
Evidence examples are attached for reference only.**

3 - Warranty information

An additional 3 FRU can be claimed through the warranty system when all supporting evidence and completed questionnaire is provided in a TSARA case.

Please use the following labour op codes and repair times:

Completing questionnaire and supplying ALL supporting evidence:
51 99 00 0 Body equipment, Job time without allowance for / body equipment, 3 FRU

****NEW - Additional, Phantom only repair tasks:**

Re-routing front end camera harness:
51 99 00 0 Body equipment, Job time without allowance for / body equipment, 2 FRU

Installing guide clips to cover and base plate:
51 99 00 0 Body equipment, Job time without allowance for / body equipment, 1 FRU

Fitting steel air guide bracket to grille:
51 99 00 0 Body equipment, Job time without allowance for / body equipment, 4 FRU

Please use the following defect code when submitting a warranty claim:

51 13 35 56 00 - Spirit of Ecstasy including drive unit, Poor running characteristics / friction

Notes:

This PuMA measure supersedes all previous requests for information regarding the SoE.

All previous communications requesting SoE information are only relevant for vehicles built before 03/07/2017 (<MY17).

With the introduction of pedestrian protection in some markets the SoE mechanism design and functionality has changed from 04/07/2017 (MY18) on all vehicles.

****Lubrication of the SoE mechanism and moving parts is NOT permitted as this can reduce the service life of the component****

If an SoE mechanism is replaced and the failed component is requested back for analysis, please ensure it is correctly packaged to reduce the risk of damage during transportation.

Validity information

Model series:	[RR5, RR4, RR11, RR22, RR12, RR6, RR31, RR21]
Engine range:	[N74R, N74L]
Body style:	[ALL]
Fault codes:	[]
Production period:	from 7/4/17

Repair overviews

51/13/010/43691/26939, Spirit of Ecstasy, lowering mechanism, Cannot be encoded with VFC, , Cannot be encoded with VFC, ,
Checking, repairing, replacing

Attachments

Number of attachments: 15