



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

Supporting Evidence for Oil Leaks

Situation

In order for Rolls-Royce Motor Cars to continuously improve product quality, visual evidence is now required to support all claims for repairs to components due to oil leakage concerns.

Effectively immediately, each warranty claim for oil leakage requires the following attachments:

Images of the leaks as found during initial inspection before repairs are carried out. The VIN must also be shown in the images. The VIN written on a piece of paper that is clearly visible in the images is sufficient (as shown in the example below).

All parts, gaskets and fixings must be clearly marked and retained in your warranty parts storage area for the normal 60-day period as they may be required to be returned for inspection. We may also request these parts are retained for inspection by your RAM on a future Dealer visit.



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Contact Information:

If you have any questions please contact your RAM or service.warranty@rolls-roycemotorcars.com