
PuMA measure

RR11/12 CID mechanism complaints

UR-V-2 65558203-01 - 7/8/21

Complaint:

Customer complains the CID monitor does not extend or retract correctly, for example stuck in the lowered position or doesn't raise fully.

****Note****

This measure only applies to RR11/12 vehicle types and for complaints surrounding the raising and lowering of the CID. Complaints regarding other RR vehicle types, or complaints relating to the images displayed on the CID are outside the scope of this measure.

Cause

The CID may fail to operate for the following reasons.

- Internal damage to CID gear mechanism
- Incorrectly aligned CID mechanism within Gallery
- CID mechanism clashes with the backpanel or leather top panel within the Gallery
- Incorrect CDM software

Measure

This measure has been created to support Rolls-Royce authorised workshops correctly diagnose and repair CID complaints on RR11/12 vehicle types, and support Rolls-Royce technical support analyse field failures.

A TSARA case is required for all CID complaints on RR11/12 vehicle types. Any attempt to repair a CID complaint without a supporting TSARA case will not be supported under warranty.

In the event of a customer complaint please do the following.

1. Complete the attached form "RR11/12 CID Questionnaire", where possible please gather as much information from the customer.
 2. Perform ISTA diagnosis and check for any relevant fault codes.
 3. Complete the attached diagnosis guide "RR11 12 CID Diagnosis"
- *Note the complete gallery should not be removed unless authorised via TSARA

Once initial diagnosis has been completed, please submit a TSARA case for further support. The following must be included in the case.

- Photos / videos of the complaint
- Completed questionnaire
- Findings from diagnosis guide, including printouts from IMIB.

Warranty information:

Please use defect code:

65 52 00 52 00 Onboard monitor / control display / central information display (CID), front (including trim cover) Not opening

FRU's

Initial diagnosis

00 00 006 Performing vehicle test 4 FRU

65 50 050 Checking function of central information display 4 FRU's

(Note this includes scoping the current draw of the CID)

Repair

Gallery should be removed / CID replaced only after approval via TSARA!

65 50 557 Removing and installing Central Information Display 50 FRU

61 00 730 Programming/encoding control unit(s) 4 FRU

Validity information

Model series:	[RR11, RR12]
Engine range:	[ALL]
Body style:	[ALL]
Fault codes:	[CA4C00, 8038C9, 8038CB]
Production period:	-

Repair overviews

51/45/001/12198/30771/13606/28357, Central information display, folding mechanism, drive, Cannot be encoded with VFC, , Cannot be encoded with VFC, , Checking, repairing, replacing

Attachments

Number of attachments: 2