
PuMA measure

SoE - Diagnosis guides and quality reporting

UR-V-2 64605110-07 - 9/27/21

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.

A TSARA case MUST be submitted for ALL SoE complaints on vehicle types RR11/12/31/21/22, before any replacement is carried out.

Failure to submit a supporting TSARA case may result in any potential warranty claims being rejected.

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.

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1 – Diagnosis Guides

Please use the attached diagnosis guides to correctly identify the complaint root cause. Follow the guide and submit a TSARA case before replacing any parts.

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

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.

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:	[RR22, RR11, RR12, RR31, RR21]
Engine range:	[N74R, N74L]
Body style:	[ALL]

Fault codes: [31981]
Production period: from 7/4/17

Repair overviews

51/13/027/12283/17994/26939, Spirit of Ecstasy, lowering mechanism, Cannot be encoded with VFC, , Cannot be encoded with VFC, , Checking, repairing, replacing

Attachments

Number of attachments: 12