



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

00 24 65 01 00 – Service Action Programming EGS MIL Activation

PERFORM THE PROCEDURE OUTLINED IN THIS SERVICE INFORMATION ON ALL AFFECTED VEHICLES THE NEXT TIME THEY ARE IN THE SHOP FOR MAINTENANCE OR REPAIRS AND PRIOR TO RETAIL DELIVERY.

Affected Vehicles

This service action affects Ghost (RR4), Wraith (RR5) and Dawn (RR6) models produced from 11/19/2015 to 11/19/2021.

Situation

The affected vehicles have been identified as having a potential issue concerning the Electronic Transmission (EGS) error self-deletion procedure. In very rare circumstances errors may not be automatically deleted from the EGS memory, leading to unnecessary Malfunction Indication Lamp (MIL) activation.

The problem has been rectified with vehicle software version F001-21-11-530, which is included in ISTA 4.32.3x.


Procedure

A technical campaign has been launched to ensure that all vehicles have the check/repair completed. Dealer personnel should use Integrated Service Processes Application (ISPA), S-Gate “Campaigns for Vehicle” to check whether a vehicle requires this technical campaign or via Aftersales Information Research (AIR). Please see bulletin “A10 2016 Recall / Technical Campaign Check” for details.


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Check the current vehicle integration level using AIR:

Vehicle
ROLLS ROYCE Ghost Extended Wheelbase, 420KW



Development code	RR4
Colour	black-diamond metallic
Actual integration level	F001-21-11-530
Start of warranty	30 August 2018



Vehicle I-stage at or greater than F001-21-11-530: No further action is required.

Vehicle I-stage at version below F001-21-11-530: Update vehicle using the latest version of ISTA programming data (4.32.3x or higher):

1. Check that ISTA is at the correct version BEFORE programming the vehicle, the ISTA application should be 4.32.3x or higher. This information can be seen on the information tab of ISTA launcher.

ISTA Launcher 1.29.24.1119

Update configuration | **Information**

ISTA application	4.32.36.24249
ISTA databases	4.32.33
de-DE	4.32.33
en-GB	4.32.33
Programming data	4.32.32
Basic version of logistics data	4.32.32
ICOM firmware	03-15-04
ICOM Next firmware	03-15-06
ISTA Teleservice	not available
ISTA Launcher	1.29.24.1119

Uninstall programming data | Repair the installation | Uninstall ISTA

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2. Connect the battery charger to the vehicle.
3. Connect ICOM and carry out an ISTA/D session and make sure the vehicle is fault free and ready for programming.
4. Select vehicle management -> software update.
5. Determine measures plan.
6. Check the measures plan to be sure that the vehicle will be updated to I-Level F001-21-11-530 or later.
7. Accept and fully work through the measures plan for the vehicle control units to be processed.
8. Check the final report to make sure the vehicle I-Level has been updated to F001-21-11-530 or later.
9. Check all fault memories and perform all necessary initializations and calibrations after programming and clear down any remaining fault entries.

3. Parts Information

No parts required

4. Warranty Information

Defect Code 00 24 65 01 00

Labor Code	Description	Labor	Notes
00 62 784*	Program/code the control units	8 FRU	Use as program flat rate
00 62 782*	Programming and encoding charged through a different campaign or repair	1 FRU	Use as associated repair time only to close off the Campaign
00 99 000*	Job time without allowance for/maintenance	1 FRU	Use to close off Campaign (for vehicles that already have the correct I-Level)

*Only use **one** of the above codes.

Contact

If you have further questions, please contact your Regional Aftersales Manager (RAM).