



Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
Date: April 14, 2022		Source: Name: Title: Phone #: Email:			Replaces: n/a Supersedes: A 04 2022 03 U Group: n/a	

## Aftersales Bulletin

### 00 51 44 05 00 – Service Action Comfort Entry Access Deactivation

**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 Rolls-Royce Phantom (RR11/12), Ghost (RR21/22) and Cullinan (RR31), models produced from January 28<sup>th</sup>, 2022, to March 31<sup>st</sup>, 2022. The affected vehicles are fitted with Comfort Entry Access feature (option code 322).

#### Situation

The Comfort Entry Access feature in the affected vehicles have been identified as having a potential issue which does not allow operation as intended. Therefore, vehicles that have been identified within this campaign will need to have the Comfort Entry Access system deactivated.

*Important Note:* Inform the customer that the feature has been deactivated, and the solution to reactivate the Comfort Entry Access system is expected in June 2022.

#### Information

A technical campaign has been launched to ensure that all affected vehicles have the Comfort Entry Access system deactivated until the solution can be implemented. 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.

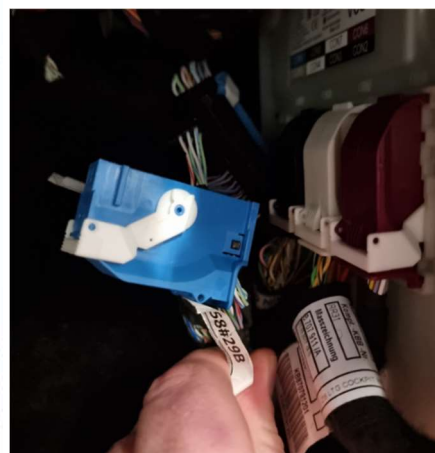
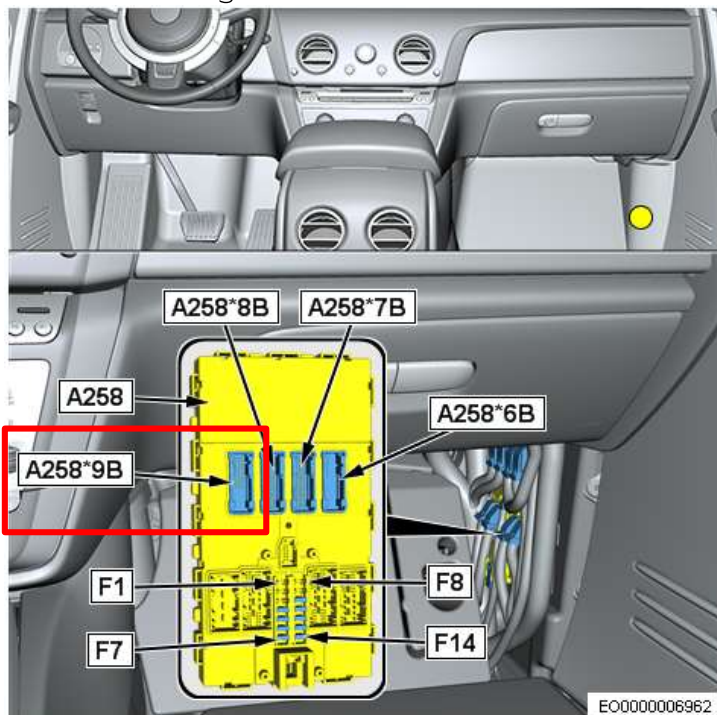
#### Procedure

The Comfort Entry Access door handles must be temporarily deactivated by removing the signal wire from the Body Domain Controller (BDC).

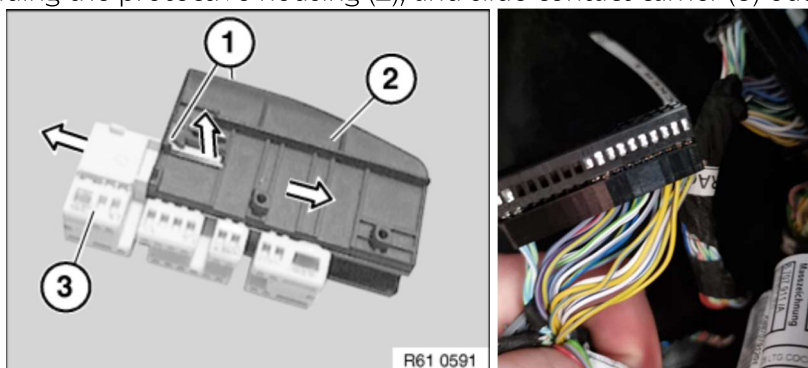
Refer to the repair instructions outlined below.

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1. Access the Body Domain Controller by removing the front right A-pillar side panel, please refer to REP: 51 43 075 Remove and install side trim panel, footwell, on A-pillar right .
2. Disconnect Plug connector A258\*9B from the BDC control unit.

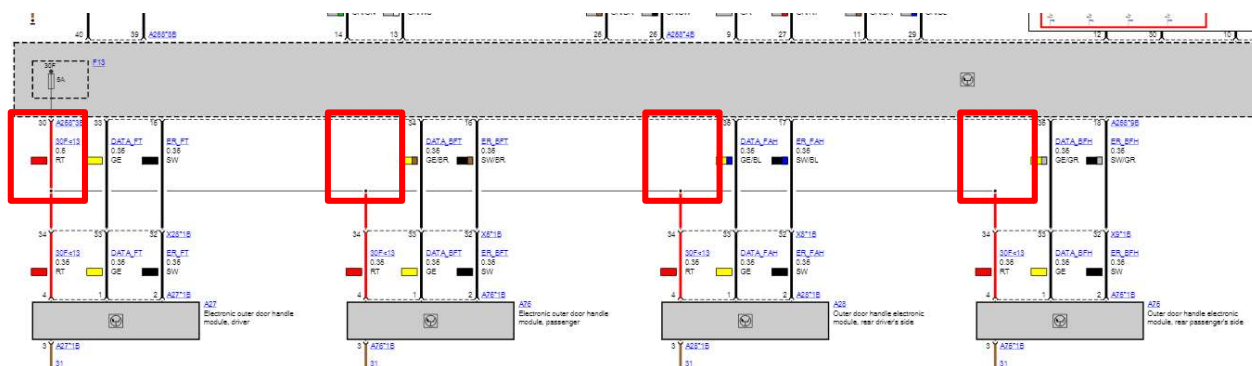


3. Remove socket housing protective cap by pressing locking tabs (1) in an upwards direction, and sliding the protective housing (2), and slide contact carrier (3) outwards.

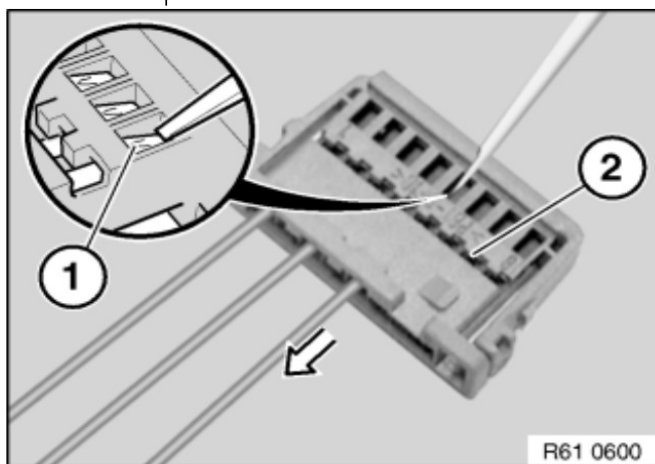


4. Remove the following pin contacts:
  - a. 33 (GE) – yellow
  - b. 34 (GE/BR) – yellow & brown
  - c. 35 (GE/BL) – yellow & blue
  - d. 36 (GE/GR) – yellow & grey

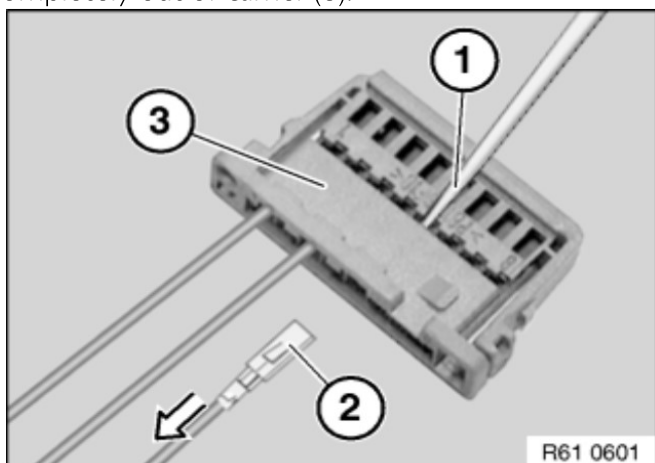
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Note! Connector shown below in the next 2 pictures are for illustration purposes only. Hold down retaining hook (1) of pin contact in opening of carrier with a small screwdriver. Gently pull wire with pin contact in direction of arrow as far as secondary lock (2).

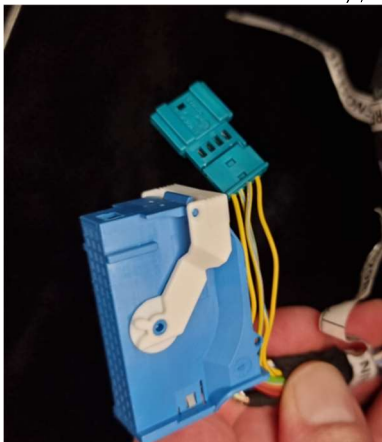


Hold down retaining hook in secondary lock (1) again and gently pull wire with pin contact (2) completely out of carrier (3).



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- Fit the removed pins into 4 pol connector 61 13 2 359 994, or alternative MQS connectors. Pictures are for reference only; the color of the connector may be different.



- Tape the newly fitted plug connector onto the existing wiring harness and ensure it is secure in such a way that it will not lead to rattles when the vehicle is in motion.
- Reconnect plug connector A258\*9B to the BDC control unit.
- Connect the vehicle to ISTA and delete/clear the fault codes set due to A258\*9B being disconnected.
- Verify that the Comfort Entry door handles are no longer functioning.
- Re-assemble the vehicle.

### Parts Information

Description	Part Number	Quantity
Plug Housing (4 pol connector) *	61 13 2 359 994	1

Only order connector quantities required to urgently release vehicles until new parts are available for order from week commencing 18<sup>th</sup> of April 2022.

\*You may use a different type of available MQS connectors that ensure secure fit of removed pins, for example, 2 x 2-pol connectors for RR11/12/21/22/31 or 1 x 2-pol connector for RR5/6.

### Warranty Information

Claims are subject to current Warranty terms.

Defect Code: 00 51 44 05 00

Rolls-Royce Phantom (RR11/12), Ghost (RR21/22), Cullinan (RR31).

Labor Code	Description	Labor	Notes
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51 43 075	Remove and install/replace side trim panel, footwell, on A-pillar, right	6 FRU	Main work
00 99 000	De-pinning and fitting connector	2 FRU	Main work
00 00 556	Performing vehicle test	3 FRU	Plus Position

Contact

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