



Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
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		Phone #:				
		Email:				

Aftersales Bulletin

00 51 41 05 00 – Service Action Tailgate Spindle Drive Replacement

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.

What's New: **Highlighted**

Affected Vehicles: Production date updated.

Procedure: Important note added

Affected Vehicles

This service action affects Cullinan (RR31) models produced from **February 3rd, 2021, to April 19th, 2021.**

Situation

The affected vehicles have been identified as having a potential issue concerning the bottom (lower) tailgate spindle drive mechanism. It could be possible that faulty spindle drive for the bottom tailgate may have been installed, which could fail over time.

Note: It is still possible to manually operate the bottom tailgate by hand.

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.

Step 1. Replace the bottom tailgate electrical spindle drive mechanism as per ISTA / AIR repair instructions 51 24 425 – Removing and installing the electrical spindle drive for the bottom tailgate.

Important: Pay close attention to (identify / mark) the bottom (lower) tailgate spindle drive electrical connector before disconnecting. There is risk of swapping the bottom tailgate spindle drive connector with the upper tailgate soft-close motor connector. This may lead to operational concerns and/or failure of the new spindle drive mechanism.

WARNING:

Published date

RISK OF DAMAGE

Careless handling of tools and sharp-edged components.
Scratch, surface damage.

- Protect working area.
- Handle tools and components carefully.

3. Parts Information

Description	Part Number	Quantity
Spindle drive tailgate bottom	51 24 9 482 804	1

4. Warranty Information

Claims are subject to current Warranty terms.

Defect Code	00 51 41 05 00		
Labor Code	Description	Labor	Notes
51 24 425*	Removing and installing the electrical spindle drive for the bottom tailgate	9 FRU	Main work
51 24 925*	Removing and installing the electrical spindle drive for the bottom tailgate	7 FRU	Plus work

*Only use one of the above codes.

Contact

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