



Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
Date: June 24, 2022		Source:			Replaces: n/a	
Bulletin #: A 06 2022 07 L		Name:			Supersedes: n/a	
		Title:			Group: n/a	
		Phone #:				
		Email:				

Aftersales Bulletin

00 61 83 06 00 – Service Action: RR21/22 Grille Illumination Update

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 Ghost (RR21/22) models equipped with Grille Illumination (RSL option) produced from November 5th, 2020, to April 7th, 2022.

Situation

The vehicles identified are potentially not meeting current regulations for specific markets. In the rare event that one of the headlight modules should fail, the Grille Illumination (which consists of a left and right lighting circuit) should also switch off on the same side as the failed headlight module.

However, the current operation of this failure mode does not work as intended, resulting in the complete grille remaining illuminated, which does not align with current regulation.

The Illuminated Grille failure mode logic has been updated with the vehicle software version RR21-22-03-550, which is included in ISTA 4.35.3x.

Information

A technical campaign has been launched to ensure that all affected vehicles have the Grille Illumination campaign 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.

Procedure


1. Check the current vehicle integration level using AIR:

Published date June 24, 2022

Vehicle

- Technical campaigns
- VIN-based goodwill
- Special information
- Live diagnosis
- Service contracts
- Information on faults workshop/S...
- Navigation map
- Vehicle details
- Optional equipment
- Control unit software version
- Vehicle histories

Vehicle
ROLLS ROYCE Ghost, 420KW




Development code RR21

Colour arctic-white

Actual integration level RR21-22-03-550

Start of warranty 02 June 2022



- Vehicle I-stage at or greater than RR21-22-03-550: Programming is not required.
- Vehicle I-stage at a version below RR21-22-03-550: Update vehicle using the latest version of ISTA programming data (4.35.3x or higher).

2. Check that ISTA is at the correct version BEFORE programming the vehicle, the ISTA application should be 4.35.3x or higher. This information can be seen on the information tab of ISTA launcher.

ISTA Launcher 1.33.1.1250 ✕

Update configuration

Information

ISTA application	4.35.30.26589
ISTA databases	4.35.30
de-DE	4.35.30
en-GB	4.35.30
zh-CN	4.35.30
Programming data	4.35.31
Basic version of logistics data	4.35.31
ICOM firmware	03-22-11
ICOM Next firmware	04-22-11
ISTA Teleservice	not available
ISTA Launcher	1.33.1.1250

Uninstall programming data

Repair the installation

Uninstall ISTA

3. Connect the battery charger to the vehicle.
4. Connect ICOM and carry out an ISTA/D session and make sure the vehicle is fault free and ready for programming.
5. Select vehicle management -> software update.
6. Determine measures plan.

Published date June 24, 2022

7. Check the measures plan to be sure that the vehicle will be updated to I-Level RR21-22-03-550 or later.
8. Accept and fully work through the measures plan for the vehicle control units to be processed.
9. Check the final report to make sure the vehicle I-Level has been updated to RR21-22-03-550 or later.
10. Check all fault memories and perform all necessary initializations and calibrations after programming and clear down any remaining fault entries.

Parts Information

No parts required.

Warranty Information

Claims are subject to current Warranty terms.

Defect Code	00 61 83 06 00			
Labor Code	Description	Labor	Notes	
00 62 784*	Program/code the control units	8 FRU	Use as program flat rate	
66 99 000*	Programming and encoding charged through a different campaign or repair	1 FRU	Use as associated repair time only to close off the Campaign	

*Only use one of the above codes.

Contact

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