



Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
Date: August 16, 2022		Source:			Replaces: A 07 2022 06 U C	
Bulletin #: A 08 2022 01 U C		Name:			Supersedes: n/a	
		Title:			Group: n/a	
		Phone #:				
		Email:				

Aftersales Bulletin

00 84 09 02 00 - Service Action: Telematics Call Voice Connection Missing

This bulletin #A 08 2022 01 replaces bulletin #A 07 2022 06 dated July 27th, 2022.

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 in Yellow

Affected Vehicles: Models added, and date range extended

Affected Vehicles

This Service Action affects Rolls-Royce Ghost (RR4), Wraith (RR5), Dawn (RR6), Phantom (RR11/12), Ghost (RR21/22) and Cullinan (RR31) vehicles built between November 25th, 2016, and June 30th, 2022.

Situation

The vehicles identified may potentially not transfer incoming voice audio during a telematics call due to the 3G network deactivation in the United States. Therefore, this will affect all Connected Services voice audio in an Emergency call (E-call), Concierge call and Roadside assist calls.

Note: Canadian vehicles are also included in this campaign based on the possibility to cross into the United States.

Important: Emergency calls without voice connectivity will be processed as none defined e-calls, so all necessary data will be transferred to the emergency (911) service.

Information

A technical campaign has been launched to ensure that all affected vehicles have the ATM coding 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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Correction

The Telematic (ATM - Advanced Telematic Module or TCB – Telematic Communication Box) control unit must be programmed.

Procedure

Perform the following steps to program the telematic control unit.

1. Connect the battery charger to the vehicle.
2. Connect ICOM and carry out an ISTA/D session and make sure the vehicle is fault free and ready for programming.
3. Select vehicle management -> software update.
4. Determine measures plan.
Note. If the vehicle is already at the latest software level the measures plan will not be created.
5. Verify the telematic control unit is marked/selected for programming
 - a. Select Advanced tab
 - b. Find Telematic control unit in the list and select it for programming and encoding

Abbreviation	Control unit name	Programming	Encoding
SMFA	Seat module, driver	☐	☐
SMFAH	Seat module, rear driver's side	☐	☐
SPNMHL	Rear left seat inflator module	☐	☐
SPNMHR	Rear right seat inflator module	☐	☐
SPNMVL	Front left seat inflator module	☐	☐
SPNMVR	Front right seat inflator module	☐	☐
TCB	Telematic Communication Box	☒	☒
TRSV	All-round vision camera	☐	☐
VDP	Vertical dynamics platform	☐	☐
VM	Video module	☐	☐
VTG	Transfer box	☐	☐
ZGM	Central gateway module	☐	☐

Click here

Encode all control units

Display measures plan

6. Accept and fully work through the measures plan for the control units to be processed.
7. Check the final report to make sure the telematic control unit has been programmed.
8. Perform all concluding work recommended by ISTA after programming.

Parts Information

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No parts required.

Warranty Information

Claims are subject to current Warranty terms.

Defect Code	00 84 09 02 00		
Labor Code	Description	Labor	Notes
00 62 784*	Program/code the control units	8 FRU	Use as program flat rate
00 99 000*	Job time without allowance for/maintenance	8 FRU	Use if another programming campaign is submitted in the same warranty claim

*Only use one the above codes

Important! When submitting a warranty claim, if no 'repair date' is entered into CAESAR, it will default to the claim entry date. Therefore, it is important you add the correct 'repair date' that corresponds to the last clocking stamp on your repair order for this repair. Submission of incorrect repair dates may lead to compliance issues and affect the accuracy of internal reports.

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