



Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
Date: September 7, 2022		Source: Name: Title: Phone #: Email:			Replaces: n/a Supersedes: n/a Group: n/a	

## Aftersales Bulletin

### 00 51 48 05 00 – Service Action Comfort Entry Access Check and Rework

**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) and Cullinan (RR31) models produced from January 28<sup>th</sup>, 2022, up to March 11<sup>th</sup>, 2022. These vehicles are equipped with Comfort Entry Access feature (option code 322) which has been identified as having a potential issue with this system functionality. Due to an issue relating to a semi-conductor shortage, the Comfort Entry System would not operate as intended.

#### Situation

Rolls-Royce Motor Cars NA is releasing this bulletin to advise that all vehicles added to this technical campaign must have the outer door handles checked and reworked by replacing the handle inserts where required. Replacement components are available and repair kits have been created to conduct the rework repair.

#### 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.

#### Correction

Check all outer door handle inserts and if required, install replacement as outlined in the procedure below.

#### Procedure

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**Note:** Please review the complete instruction before you start the work and consider the following requirements:

- The workplace must be tidy and clean.
- The workplace (bench) should be covered with a soft base to protect the metal surfaces on the door handles from scratches/damage, as they will need to be reused.
- Gloves must be used when handling the part.
- Tools/materials listed below are required to perform the rework:
  - Torx 6 and Torx 10 driver
  - Torque screwdriver (set to 0.4 - 0.5 Nm)
  - Plastic feeler gauge (source locally)
  - Suitable plastic fishbone tool (from the mandatory Mounting wedge set 00 9 310 / 83 30 0 490 527)
  - Screw-locking compound "Loctite 270" (83 19 2 210 337 or source locally)

Overview Kit contents:

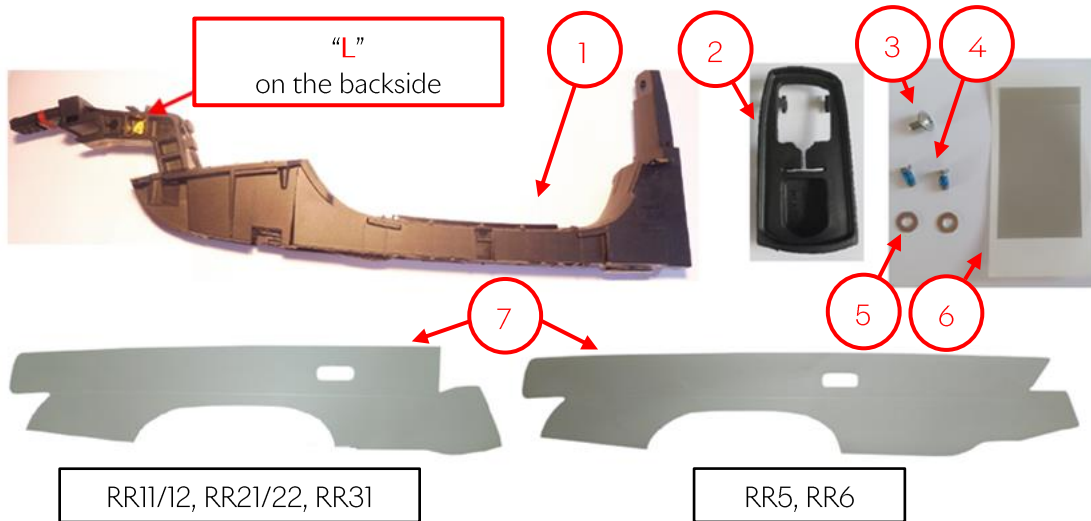
- |                                       |   |
|---------------------------------------|---|
| 1 – Plastic handlebar electronics x 1 | 5 – Spacer washer x 2                     |
| 2 – Rubber pad x 1                    | 6 – Small button sensor foil x 1          |
| 3 – Round head screw x 1              | 7 – Protective foil x 2 (different sizes) |
| 4 – Countersunk screws x 2            |   |



- ⚠ Note! Although 'R' is identified on the part, it does not always mean this kit is fitted on the right side only. For four door vehicles this part will be fitted on front left side too (see 'Parts allocation per model type' illustration below).
- ⚠ Note! Each kits contains two protective foil types: Small foil (for RR11/12, RR21/22, RR31) & Large foil (for RR5, RR6).

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### 5A73C76 kit

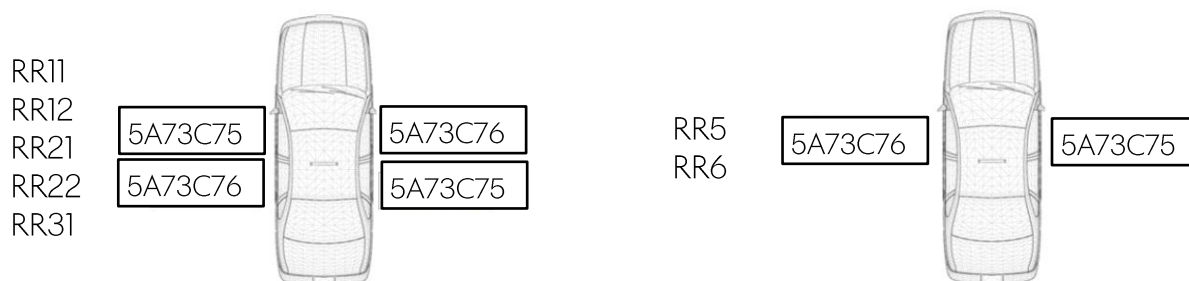


- ⚠ Note! Although 'L' is identified on the part, it does not always mean this kit is fitted on the left side only. For four door vehicles this part will be fitted on front right side too (see 'Parts allocation per model type' illustration below).
- ⚠ Note! Each kits contains two protective foil types: Small foil (for RR11/12, RR21/22, RR31) & Large foil (for RR5, RR6).

Parts allocation per model type:

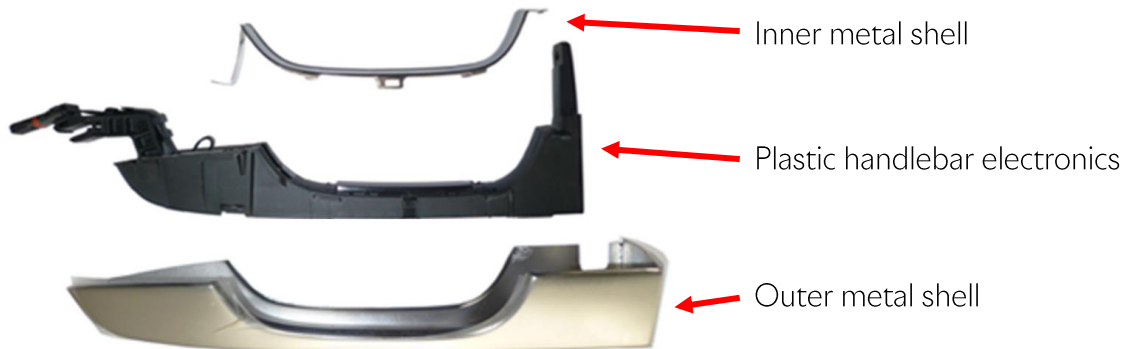
4 door car

2 door car



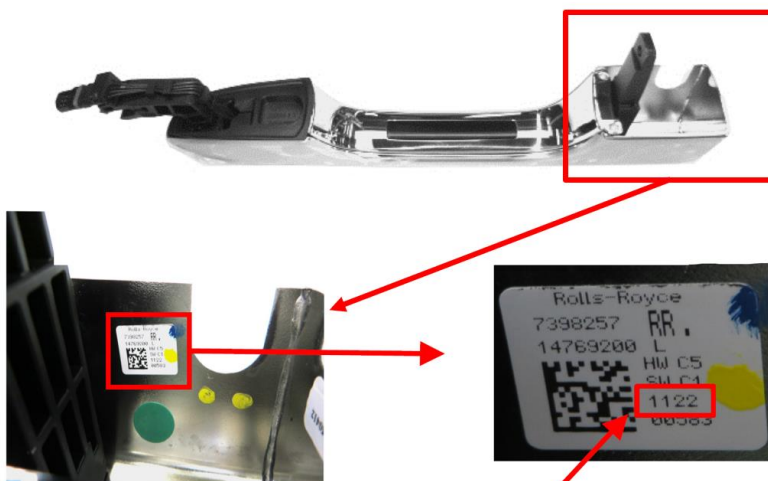
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Door handle main elements:



**Important Note: All 4 door handles must be checked and reworked (if required) using the procedure outlined below.**

1. Ensure door handles are clean before disassembly and apply the relevant protective foil from the repair kit.  
**⚠** Do not use the small button sensor foil at this point.
2. Please remove the outer door handles by following:
  - 51 21 170 | REP-REP-P-5121170-RR11 Removing and installing/replacing the outside door handle at the **front** left or right.
  - 51 22 170 | REP-REP-P-5122170-RR11 Removing and installing/replacing the outside door handle at the **rear** left or right.
3. Locate the door handle supplier build day code (DDDY format) number on the inner side of the outer metal shell.



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4. Check the supplier build day code on the white label to see if it is between range 0192 and 0982 (from 19th to 98th day of 2022).

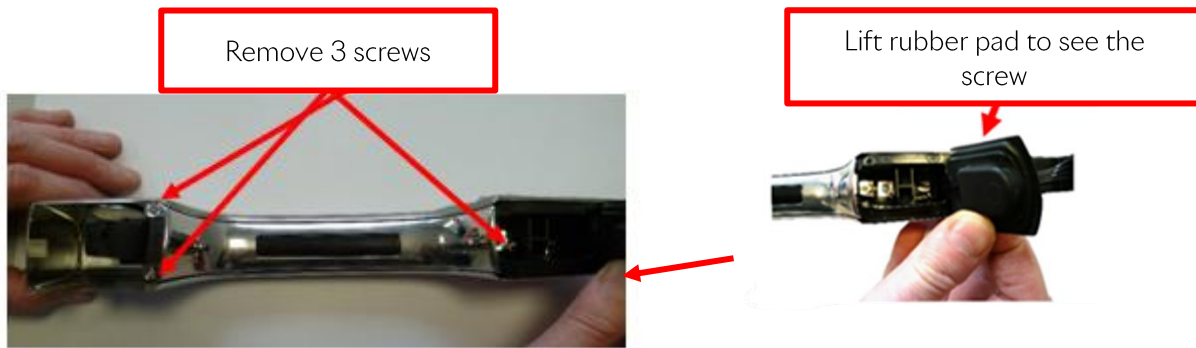
Batch Identification Number	Status
xxxx 0190 0191	If number is lower than 0192, Part is OK – Do not replace insert
0192 xxxx xxxx xxxx 0982	If number is in this range part is <b>Not OK</b> and will require insert replacement work to be performed
0983 0984 xxxx	If number is higher than 0983 Part is OK – Do not replace insert

- If the number on label is outside (lower than 0192 or higher than 0982) of this range (OK part), go to Step 29 of this instruction.
  - If the number on label is within the day range above (**not OK** part), the insert will need to be replaced. Continue with repair from steps 7 onwards.
5. Place the door handle to be repaired on a clean padded surface.
  6. Observe the original position and quantity of previously installed spacer washers that may be already fitted to the part, as this will need to be replicated after replacement of plastic handlebar electronics.



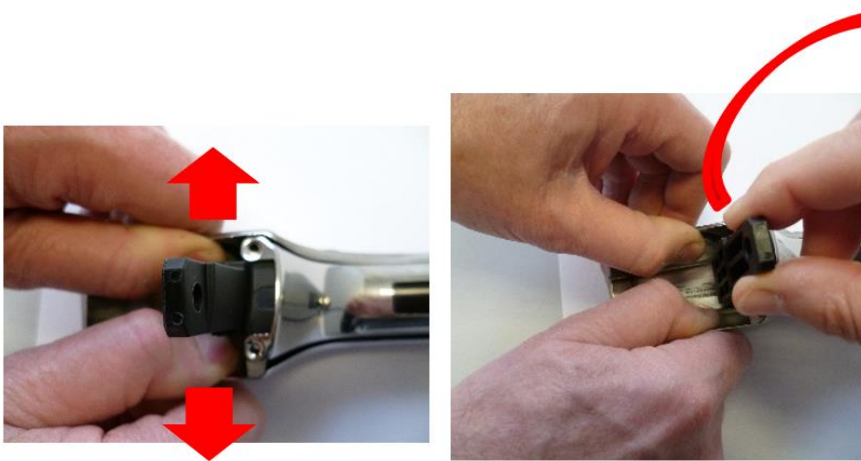
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- Remove the three screws and dispose of them and any spacer washers that may have previously been installed.  
**⚠ Note!** Confirm the position and quantity of previously installed spacer washers.



**Risk of Damage!** Do not remove the inner metal shell at this stage.

- With the aid of a second person, gently spread open the outer metal shell apart and pull out the plastic handlebar electronics, with metal inner shell still fitted.



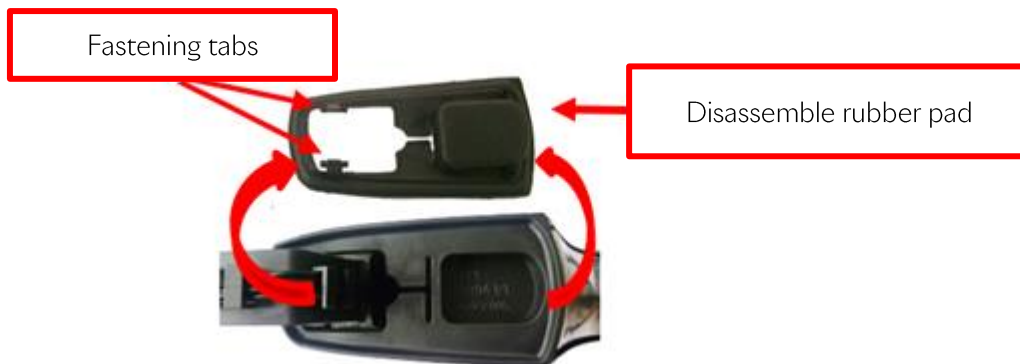
**Risk of Damage!** Do not open the sides of the outer metal shell more than necessary as it will deform the outer surface and create permanent damage to the part.

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9. Once the outer metal shell has been removed, unclip the inner metal shell from the door handle electronics.



10. Carefully remove the rubber pad from the door handle, take care not to damage the fastening tabs.



**⚠** Note! If tabs do break, a spare part has been included in the kit, but the recommendation is to use the original rubber part where possible.

11. Remove previously fitted plastic handlebar electronics.



**⚠** Note! For audit purposes, please keep the discarded plastic handlebar electronics for a period of 60 days (from claim credit date) in line with standard warranty policies and procedures guidelines.

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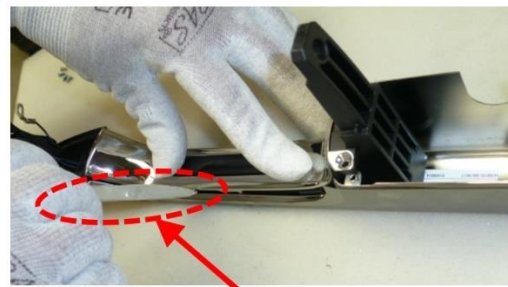
12. Assemble the rubber pad onto the new plastic handlebar electronics, take care not to damage the fastening tabs.



13. Insert the inner metal shell into the plastic handlebar electronics and clip in place by hand.



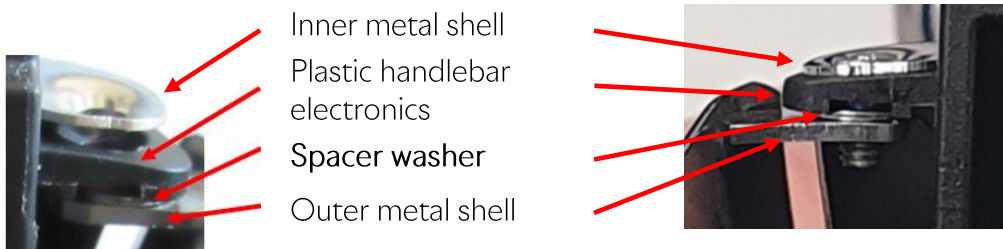
14. Insert the plastic handlebar electronics (complete with inner shell fitted) into the outer metal shell, use suitable trim tool to clip into place.



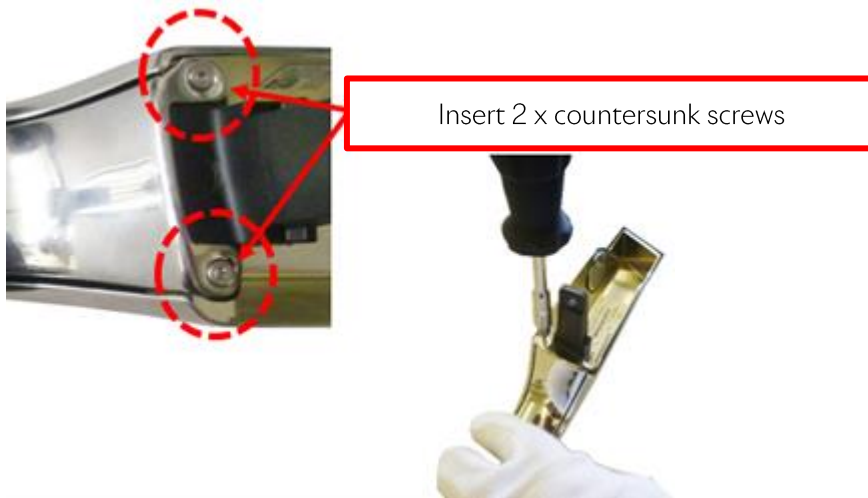
Clip in place using the fishbone auxiliary tool

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15. If there were any spacer washers installed before the repair (Step 6), insert new spacer washers to the same side and in the same quantity as before. Spacer washers should be located between the outer metal shell lug and the plastic handlebar electronics.

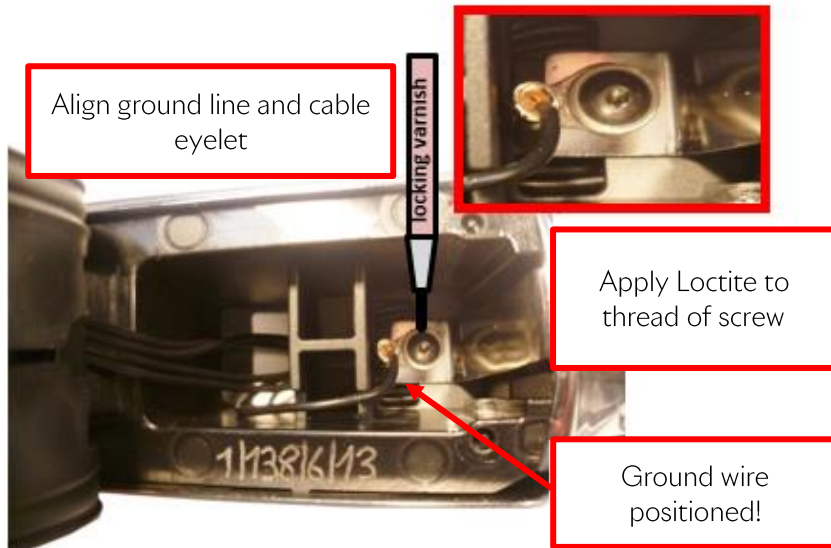


16. Install the 2 x new countersunk screws from the kit and hand tighten only, to allow for alignment of the parts.

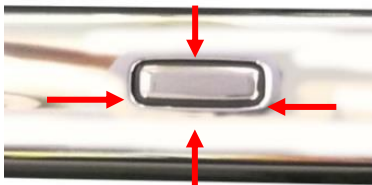


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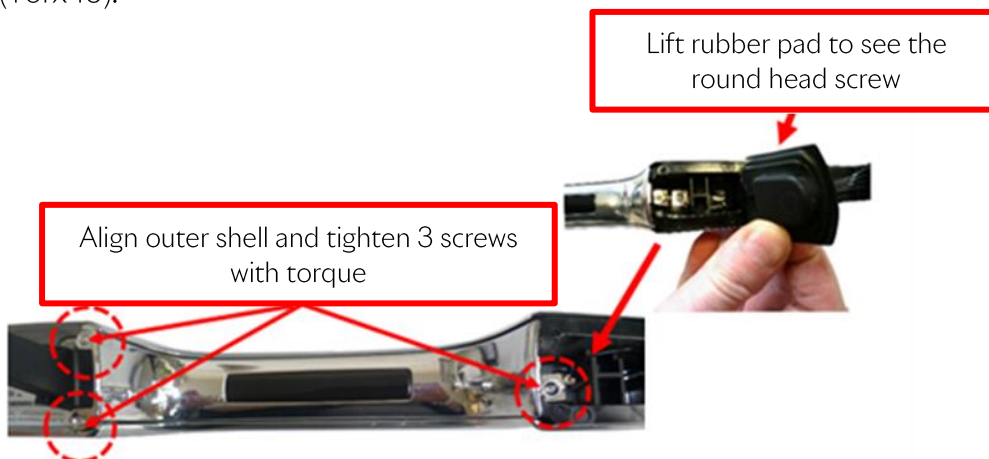
17. Apply Loctite to the thread of the 1 x new round head screw and install with grounding cable, and finger tighten only, to allow for alignment of the parts.



18. Align outer metal shell to button sensor, ensuring that there is an even spaced gap all the way around the button sensor.

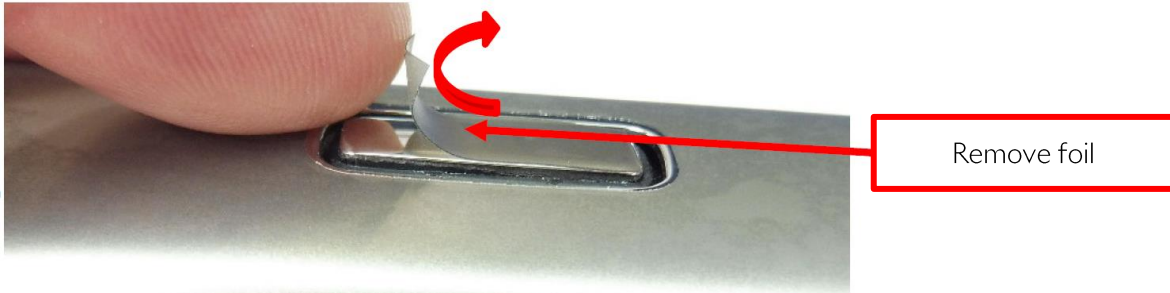


19. Tighten 2 x countersunk screws with hand torque (set to 0.4 - 0.5 Nm) - screwdriver (Torx 6), then tighten the round head screw (behind the handle hook) with the torque screwdriver (Torx 10).

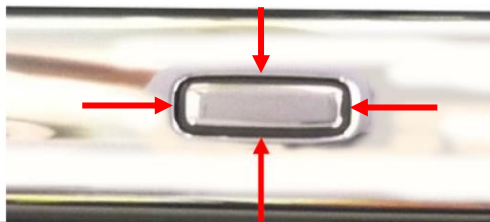


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20. Remove the small protective foil from the surface of the button sensor.



21. Double check again the alignment of the button sensor within the outer metal shell to ensure that it is centralized. Correct alignment gap should be 1.2 mm with  $\pm 0.2$  mm tolerance all the way around (min 1.0 mm / max 1.4 mm gap).



Button sensor alignment centered.  
Gap around button sensor:  $1.2 \pm 0.2$  mm

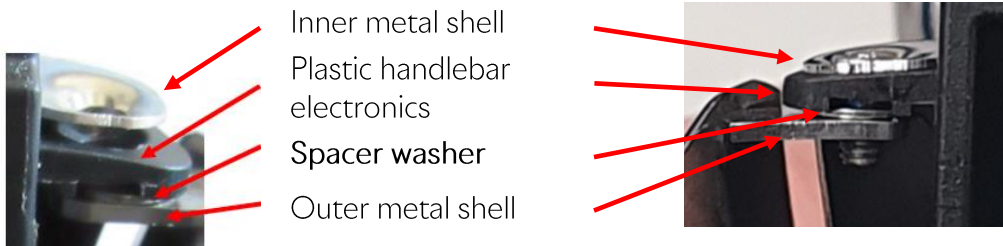
- If the button sensor alignment gap is within the required range ( $1.2 \pm 0.2$  mm) – adjustment is not needed. Please go to Step 28 of this repair instruction.
- If the button sensor alignment gap is outside the required range ( $1.2 \pm 0.2$  mm) – further adjustment is needed. Follow Steps 22 – 27 for the additional work.

22. Steps 22 – 27 are **only required if button sensor alignment it not OK.**  
Remove the 2 x countersunk screws and loosen round head screw (do not fully remove).

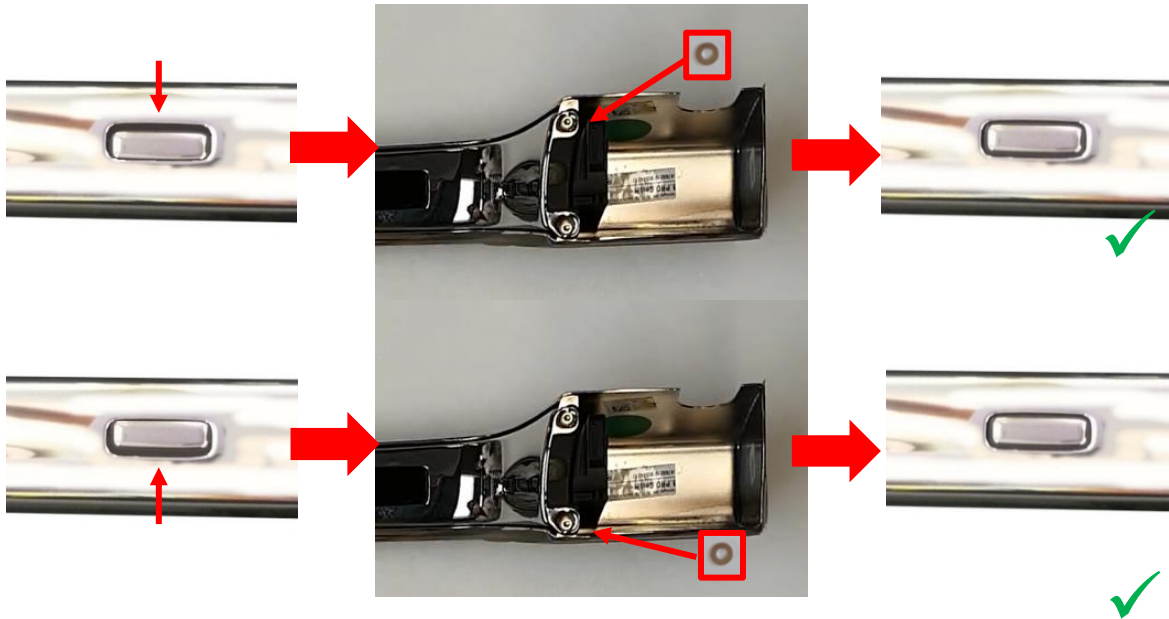


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23. Remove or place a single spacer washer between the outer metal shell and door plastic handlebar electronics to adjust the gaping.

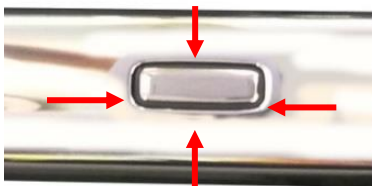


A spacer washer reduces the gap between the button sensor and the outer shell on the same side where it is inserted.



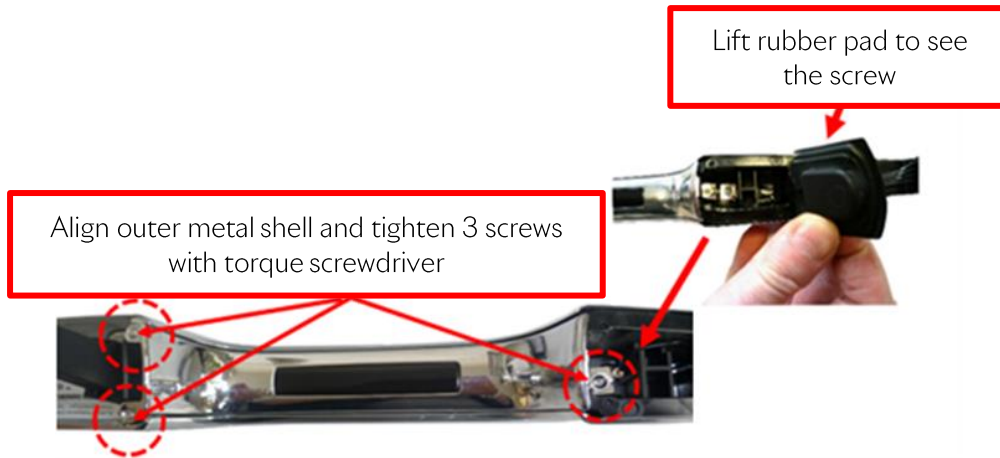
24. Finger-tighten the 2 countersunk screws.

25. Align the outer metal shell to the door handle electronics button sensor.



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26. Using the torque screwdriver (set to 0.4 - 0.5 Nm) tighten the 2 x countersunk screws (Torx 6) and the round head screw, behind the rubber pad (Torx 10).



27. Check the alignment of the button sensor within the outer metal shell again. Correct alignment gap is  $1.2 \pm 0.2$  mm (min 1.0 mm / max 1.4 mm gap).
28. Stick the small button sensor foil (from the repair kit) over the button sensor, to prevent damage during refitment of the handle to the vehicle.



29. Refit the door handle.
30. Repeat Steps 1 – 29 to all door handles.
31. Check the Comfort Entry door handles are functioning correctly.
32. Connect to the vehicle with ISTA, clear any fault codes entered as a result door handle wiring being disconnected.

### Parts Information

With the launch of the campaign, we will be issuing specific ordering instructions to ensure we provide a steady supply of parts to our entire dealer network.

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During the initial launch phase of the campaign, we will not be accepting stock orders for multiple quantities, any orders received for multiple quantities will be cancelled.

This means that when parts are required for a specific vehicle, a single order must be raised, ensuring the VIN is entered into the order.

For RR21/22, RR31 models (4-door vehicles)

Description	Part Number	Quantity
Outside door handle kit	51 21 5 A73 C75	2
Outside door handle kit	51 21 5 A73 C76	2

**Note!** Other small parts such as clips, blind rivets, screws, nuts, and seals, which must be replaced based on the ISTA repair instructions, are to be selected from the Electronic Parts Catalogue according to the respective vehicle type and invoiced under the special defect code.

### Warranty Information

Claims are subject to current Warranty terms.

Defect Code: 00 51 48 05 00

Warranty information for RR21/RR22 models:

Labor Code	Description	Labor	Notes
51 21 190	Removing and installing/replacing both outside door handles at the front	3 FRU	Main work
51 22 690	Removing and installing/replacing both outside door handles at the rear	2 FRU	Plusposition
51 99 000	Attaching protective foils and checking door handle inserts	2 FRU	Open time
72 99 000	Replacing door handle inserts (if required)	2 FRU*	Open time * Claim for each door handle that required rework
00 00 556	Performing vehicle test	3 FRU	Plusposition

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Warranty information for **RR31** model:

<b>Labor Code</b>	<b>Description</b>	<b>Labor</b>	<b>Notes</b>
51 21 190	Removing and installing/replacing both outside door handles at the front	3 FRU	Main work
51 22 690	Removing and installing/replacing both outside door handles at the rear	2 FRU	Plusposition
51 99 000	Attaching protective foils and checking door handle inserts	2 FRU	Open time
72 99 000	Replacing door handle inserts (if required)	2 FRU*	Open time * Claim for each door handle that required rework
00 00 556	Performing vehicle test	3 FRU	Plusposition

Contact

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