



Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
Date: April 12, 2024		Source: Aftersales			Replaces: A 04 2024 03	
Bulletin #: A 04 2024 04		Name:			Supersedes: n/a	
		Title:			Group: n/a	
		Phone #:				
		Email:				

## Aftersales Bulletin

### A 04 2024 04 – 00 33 28 02 00 - Cullinan RR31 – Service Action – Rear Axle Differential 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.**

**This bulletin A 04 2024 04 supersedes bulletin A 04 2024 03 dated April 3, 2024.**

#### Affected Vehicles

This Technical Campaign Service Action affects Rolls-Royce Cullinan (RR31) vehicles built between February 23, 2024, and March 1, 2024. The affected vehicles have been identified as having a potential issue concerning the Rear Axle Differential.

#### Situation

A small number of Rolls-Royce Cullinan (RR31) vehicles have been identified as having a potential issue concerning the rear axle differential which may have the internal circlips installed incorrectly.

Vehicles that have been identified within this Technical Campaign will need to have the rear axle differential replaced.

#### Information

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 “A 10 2016 03 - Recall / Technical Campaign Check” for details.

#### Procedure

Please replace the rear axle differential following the repair instruction:  
**33 10 017 – Replacing the rear axle differential.**

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**⚠ WARNING**

Motor vehicle may slip off the vehicle hoist where components are supported.

**Danger! Life-threatening injuries!**

- Secure the vehicle hoist against lowering and lifting.
- Ensure that the vehicle does not lift off the mounting plates of the vehicle lift.

**🔧 RISK OF DAMAGE**

Damage to rear axle differential.

Failure to comply with the oil specifications can result in serious damage to the rear axle differential.

- After completion of repair work, check the transmission oil level in the rear axle differential.
- Use only the approved final drive transmission oil.

**⚠ CAUTION**

Heavy component.

Heavy components can lead to personal injury or damage.

- Remove and install heavy components with the aid of auxiliary person(s).

Parts Information

Description	Part Number	Quantity
Rear-axle-drive	33 10 9454765	1
Locking ring	33 13 1213997	2
Assembly ring	33 13 7555749	2
Hex Bolt with washer (M12x1,5x110)	07 11 9906460	2
Combination nut (M14x1,5-10ZNNIV)	33 30 6787062	1
Hex Bolt with washer (M14x1,5x133ZNS3)	33 17 6760336	1
Screw plug with O-ring (M22x1,5-ZNS3)	33 11 7525064	1
Hex Bolt with washer (M10x75-10.9ZNS3)	33 50 6771928	1
Grease Optitemp HT 1 LF (50g) (See Warranty Information for claiming)	83 23 0417754 (part number not for claiming)	1

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Lubricating grease Olistamoly 2 LN 584 LO (See Warranty Information for claiming)	83 19 0447919 (part number not for claiming)	1
Hex bolt (TS5x20SW10 D=22)	07 14 9481168	6
Plastic nut with washer (D=22)	07 14 7169847	2
C-clip plastic nut (TS5)	07 14 7311312	6
Collar nut (M8-8-SC-ZNNIV)	07 11 9906089	8
Hex bolt	18 30 9909376	2
Clamping bush (D80x90)	18 30 7560815	2
Muffler clamp (D=80,0x32)	18 30 7614699	2
Self-locking hex nut (M6)	64 50 9123157	8
Hypoid axle oil G5 (0.5L) (See Warranty Information for claiming)	83 22 2471487 (part number not for claiming)	As per repair instruction

**Note.** Other small parts such as clips, blind rivets, screws, nuts, and seals, which must be replaced, based on the ISTA repair instructions, should 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 33 28 02 00		
Labor Code	Description	Labor	Notes
33 10 017*	Replacing rear axle differential	43 FRU	Main work
33 10 517*	Replacing rear axle differential	41 FRU	Plusposition

\* Only use **one** of the above codes.

The rear axle differential is supplied pre-filled, however if an oil top up is required, **Hypoid axle oil G5** can be claimed using **04 Sublet code** in the quantity of up to 1 bottle (0.5L).

**Important!** When submitting a warranty claim, if the ‘repair date’ field in CAESAR is not filled in, it will default to the claim entry date. Therefore, it is important you add/manually enter the correct ‘repair date’ in the “repair date field” that corresponds to the last time stamp on your repair order for this repair. Submission of incorrect repair dates will lead to delays with claim processing.

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### Contact

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