



Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
Date: December 12, 2024		Source: Aftersales			Replaces: n/a	
Bulletin #: A 12 2024 05		Name:			Supersedes: n/a	
		Title:			Group: n/a	
		Phone #:				
		Email:				

## Aftersales Bulletin

### A 12 2024 05 – 00 65 05 05 00 – Service Action – E-SIM Software 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 Technical Campaign Service Action affects Rolls-Royce Phantom (RR11/RR12), Ghost (RR21/RR22), Spectre (RR25), and Cullinan RR31 vehicles with the personal embedded Subscriber Identity Module (e-SIM) option (code 6PA) produced from June 20<sup>th</sup>, 2023.

#### Situation

A small number of Rolls-Royce Phantom (RR11/RR12), Ghost (RR21/RR22), Spectre (RR25), and Cullinan (RR31) vehicles have been identified as having a potential software issue concerning the personal e-SIM profile. As a result, vehicle telephone and Wireless Area Network (WLAN) hotspot functions via the personal e-SIM may operate with a delay or not operate sporadically.

The problem has been rectified with vehicle software version **24-11-540** (RR21-24-11-540 for RR21/RR22, RR25 and S15A-24-11-540 for RR11/RR12, RR31), which is included in ISTA version 4.50.4x.

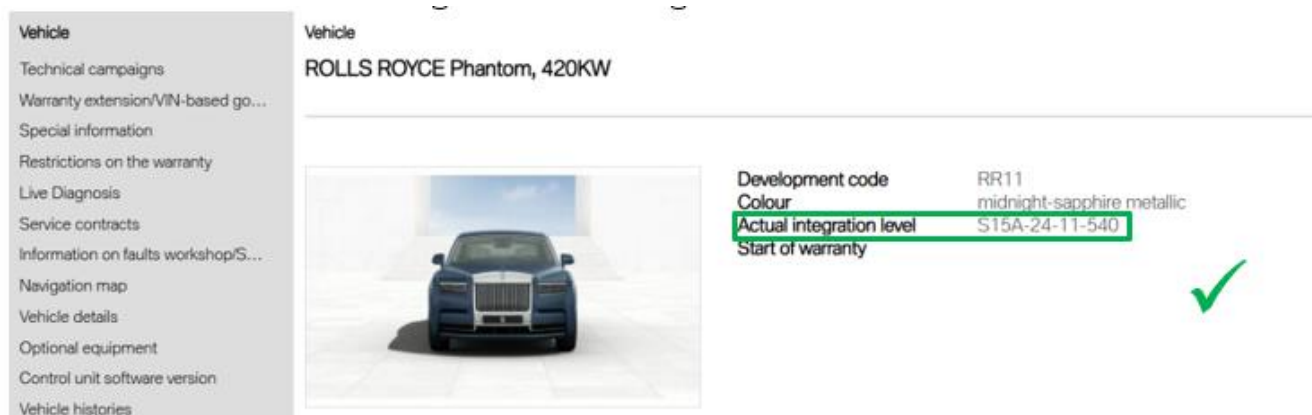
#### Information

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), or Aftersales Workplace (AWP), or 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

Check the current vehicle integration level (i-Level) using AIR:

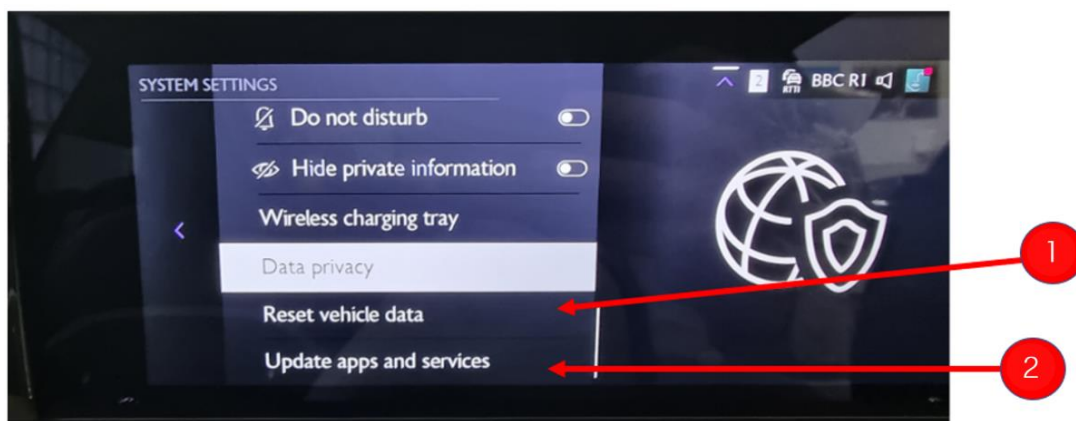
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If the vehicle i-Level is at or greater than 24-11-540, **no further action is required**.

If the vehicle i-Level is below 24-11-540, program and encode the vehicle using ISTA 4.50.4 or higher.

1. Check that ISTA is at the correct version BEFORE programming the vehicle, the ISTA application should be 4.50.4x or higher. This information can be seen on the information tab of ISTA launcher.
2. Connect the battery charger to the vehicle.
3. Connect ICOM and carry out an ISTA/D session and make sure the vehicle is fault free and ready for programming.
4. Select vehicle management -> software update.
5. Determine measures plan.
6. Check the measures plan to be sure that the vehicle will be updated to I-Level **24-11-540 or later**.
7. Accept and fully work through the measures plan for the vehicle control units to be processed.
8. Check the final report to make sure the vehicle I-Level has been updated to **24-11-540 or later**.
9. Check all fault memories and perform all necessary initializations and calibrations after programming and clear down any remaining fault entries.
10. **To ensure Rolls-Royce apps are displayed correctly**, please go to the 'System Settings' menu in the vehicle, select 'Reset Vehicle Data', then select 'Update Apps and Services'.



If any app icons are displayed incorrectly, please contact technical support by raising a TSARA case.

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### Warranty Information

Claims are subject to current Warranty terms.

Defect Code: 00 65 05 05 00

Labour Code	Description	Labour	Notes
00 62 784*	Program/code the control units	8 FRU	Use as program flat rate
00 62 782*	Programming and encoding charged through a different campaign or repair	1 FRU	Use as associated repair time only to close off the Campaign.
00 99 000*	Job time without allowance for/maintenance	1 FRU	Use to close off Campaign (for vehicles that already have the correct I-Step).

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

**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.

### Contact

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