



Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Marketing	Finance
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Aftersales Bulletin

A 08 2025 02 – 00 61 28 09 00 – Service Action – Comfort Access Programming – Key Recognition

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 Cullinan (RR31) produced from August 14th, 2018, up to July 9th, 2025.

Situation

A small number of Rolls-Royce Cullinan (RR31) vehicles have been identified as having a potential issue concerning the key recognition. Due to a software error, the vehicle key may not be reliably recognized inside the trunk (boot) of the vehicle. This may potentially allow the vehicle to be locked while the key is in the trunk.

The software solution Integration Level (I-Level) S15A-25-07-538 is available in ISTA version 4.54.4x or higher programming software.

NOTE: ISTA 4.54.4x release is scheduled for August 5th, 2025.

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 I-Level using AIR:

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Vehicle Technical campaigns Warranty extension/VIN-based go... Special information Restrictions on the warranty Live Diagnosis Service contracts Information on faults workshop/S... Navigation map Vehicle details Optional equipment Control unit software version Vehicle histories	Vehicle ROLLS ROYCE Cullinan, 420KW
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Development code RR31

Colour black-diamond metallic

Actual integration level S15A-25-07-538

Start of warranty

✓

Vehicle I-Level is equal to or greater than S15A-25-07-538: No further action required.

Vehicle I-Level is lower than S15A-25-07-538: Update the vehicle software to I-Level S15A-25-07-538 or higher using ISTA programming data 4.54.4x or higher following the steps outlined below:

1. Check that ISTA is at the correct version BEFORE programming the vehicle, the ISTA application should be 4.54.4x 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 **S15A-25-07-538** or higher.
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 **S15A-25-07-538** or higher.
9. 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 28 09 00

Labor Code	Description	Labor	Notes
00 99 000*	Program/code the control units	8 FRU	Open time. Use as program flat rate.

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00 99 000*	Programming and encoding charged through a different campaign or repair	1 FRU	Open time. Use as associated repair time only to close off the Campaign.
00 99 000*	Job time without allowance for/maintenance	1 FRU	Open time. 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).