



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

A 08 2025 08 – 00 64 47 02 00 – Service Action – Auxiliary Heater 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.

Affected Vehicles

This Technical Campaign Service Action affects Rolls-Royce Spectre (RR25) produced from October 24th, 2023, up to March 7, 2024.

Situation

The affected Rolls-Royce Spectre (RR25) vehicles have been identified as having a potential issue concerning the Auxiliary Heater unit. Due to a manufacturing defect by the supplier, the cabin auxiliary heater may fail, resulting in insufficient interior heating.

The solution is to replace the auxiliary heater unit.

Information

A technical campaign has been launched to ensure that all vehicles have the check/repair completed. Dealer personnel should use 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

Replace the High Voltage auxiliary heater unit.

Refer to ISTA repair instructions:


64 12 821 - Replacing electric auxiliary heater



Work must be completed by Rolls-Royce Motor Cars Level 2 High Voltage Technician or higher.

Published date August 13, 2025

⚠ DANGER

 **High-voltage system.**
The high-voltage system operates on the basis of hazardous, electrical voltage and high currents. **Danger to life through electric shock!**

- All work on the high-voltage system may only be carried out by specially trained and technically experienced personnel.
- For additional information see:
61 00 ... Safety information on handling hybrid vehicles
- For additional information see:
61 25 ... Repair information for high-voltage battery unit

⚠ Repair involves removing and fitting equipotential bonding screw connections, please observe the following:

⚠ DANGER

Equipotential bonding in high-voltage system.
Danger to life if the equipotential bonding screw connection is not correct!

- Observe the safety requirements for the equipotential bonding screw connection.
- Clean contact surfaces and have them checked by a second person.
- Tighten the screws/nuts for equipotential bonding to torque; have a second person check the torque.
- Correct execution of these tasks must be documented in the vehicle records by both persons.

Form for equipotential bonding screw connections REH-HIN-P-0001-1 - V.3 should be completed and documented with the repair order.

Parts Information

Description	Part Number	Quantity
Electric auxiliary heater	64 12 5B683B9	1
Hex Bolt (M10x47)	07 14 7029829	4
Gasket ring (d=17mm)	64 53 9284019	4
Gasket ring (d=11mm)	64 53 9284018	4
Gasket ring (d=8mm)	64 53 9284020	2

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.

Published date August 13, 2025

Warranty Information

Claims are subject to current Warranty terms.

Defect Code: 00 64 47 02 00

Labor Code	Description	Labor	Notes
64 12 320	Removing and installing electric auxiliary heater	71 FRU	Main work
64 12 820	Removing and installing electric auxiliary heater	69 FRU	Plusposition

*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).