



| Dealer Principal         | General Manager | Sales Manager | Service Manager | Parts Manager | Marketing       | Finance |
|--------------------------|-----------------|---------------|-----------------|---------------|-----------------|---------|
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## Aftersales Bulletin

### 00 17 19 02 00 – Coolant Pipe Jubilee Clip 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.**

#### Situation

A Rolls-Royce Phantom (RR11/12), Ghost (RR21/22) and Cullinan (RR31) vehicles have been identified as having a potential issue concerning the 2 x coolant pipe connections at the cylinder head. The coolant pipe retaining clips (jubilee clips) may not have been fitted in the correct position, which could result in a coolant leak.

Vehicles that have been identified within this technical campaign will need to have the coolant pipe connections/retaining clips checked with an endoscope and reworked if required.

Dealers should check for vehicles which are subject to this Technical Campaign using ISPA (Integrated Service Processes Application) or S-Gate/AIR.

#### Information

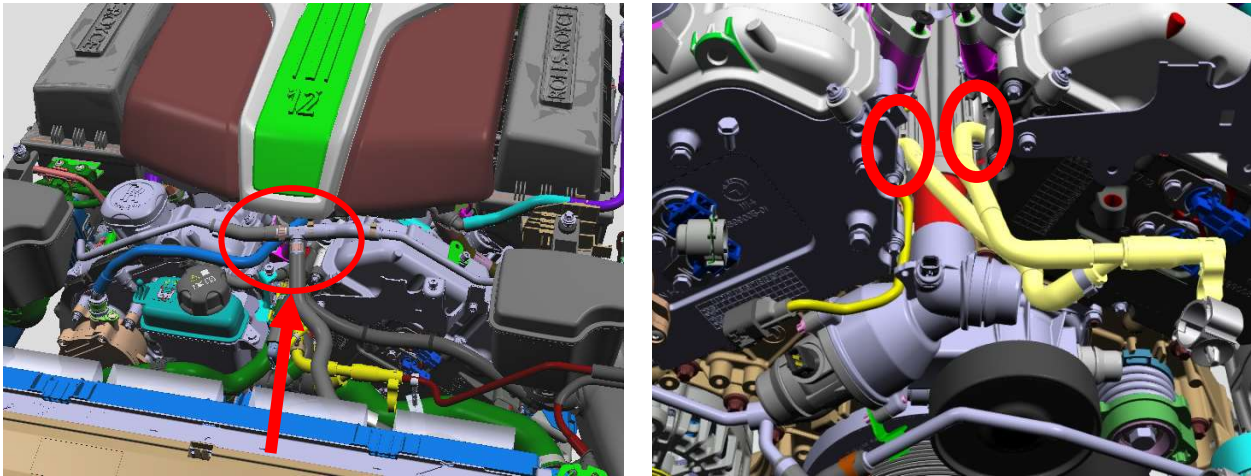
A technical campaign has been launched to ensure that all affected vehicles are checked and where necessary reworked. Dealer personnel should use Integrated Service Processes Application (ISPA), S-Gate “Campaigns for Vehicle” to check whether a vehicle requires this technical campaign or via Aftersales Information Research (AIR). Please see bulletin “A10 2016 Recall / Technical Campaign Check” for details.

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## Procedure

Vehicles that have been identified within this technical campaign will need to have the coolant pipe connections/retaining clips checked with an endoscope using the procedure below:

- 1) Locate connection of 2 x coolant hoses at the cylinder head.

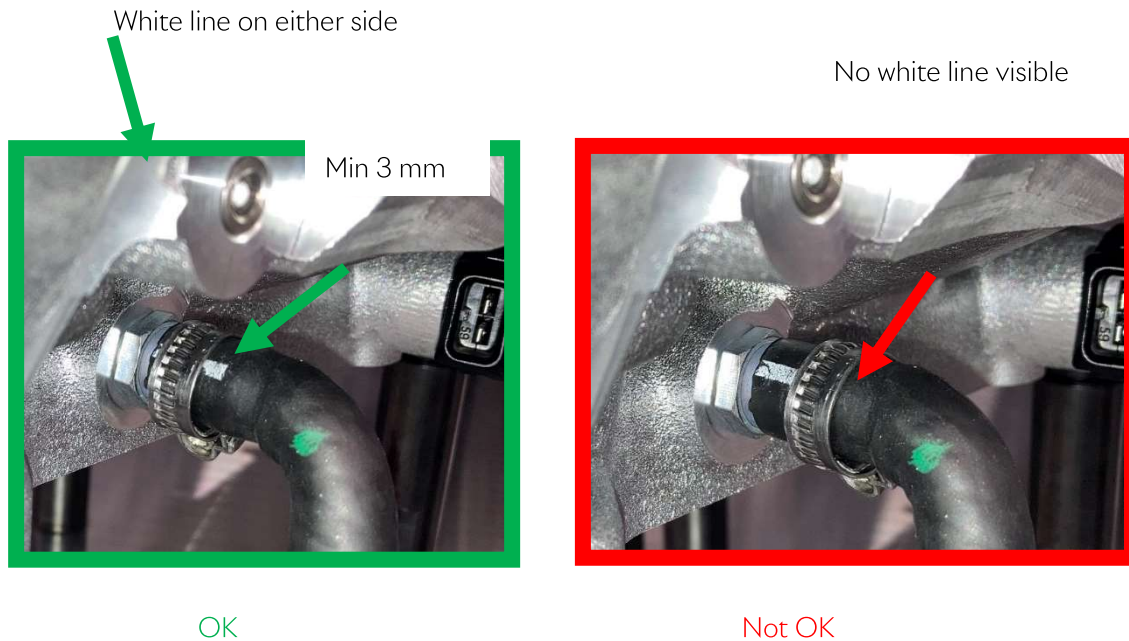


- 2) Using an endoscope, check if the retaining clips (jubilee clips) are secured in the correct position. The hose should be fitted closely to the mating part and the retaining clip (jubilee clip) should be positioned with white marks being visible on both sides of the clip.

There should be at least 3mm length of white mark visible on the side away from the cylinder head.

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These pictures are for reference only.



- 3) If both retaining clips are OK, no further work is required.

If any or both parts are Not OK, please continue with the following rework to tighten the jubilee clip into the correct position.

- 4) Follow the repair instructions for “Removing and installing/replacing both intake pipes”
  - RR22 - 11 61 007 | REP-REP-P-1161007-RR21 - V.2
  - RR11/12 - 11 61 007 | REP-REP-P-1161007-RR1X\_N74 - V.2
  - RR31 - 11 61 007 | REP-REP-P-1161007-RR31\_N74 - V.2

This will give enough access to the coolant connections.

- 5) Loosen the jubilee clip, push the hose fully up to the mating surface of the union on the cylinder head.
- 6) Tighten the jubilee clip with 1.5Nm, ensuring that at least 3mm of the white line is visible on the side facing away from the cylinder head (as in the reference picture above).
- 7) Reassemble engine and top up any escaped coolant.

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### Parts Information

A low failure rate is expected, therefore in most cases parts will not be required. Also, there is a limited supply of certain parts, so overordering would lead to a part shortage. Please do not place a stock order for these parts unless it is for specific VINs.

If the coolant connections require rework, the following seals must be replaced after removal of the intake manifold.

For N74L engine:

| Description           | Part Number     | Quantity |
|-----------------------|-----------------|----------|
| Profile-Gasket (N74L) | 11 61 7 561 009 | 4        |
| Profile-Gasket        | 11 61 7 560 996 | 48       |
| Gasket                | 13 54 7 563 377 | 2        |

**Note.** Other small parts such as clips, blind rivets, screws, nuts, and seals, which must be replaced on the basis of 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 17 19 02 00

Warranty information for RR11/RR12 models:

| Labor Code | Description  | Labour | Notes        |
|------------|--|--------|--------------|
| 00 99 000  | Check position of 2 x retaining clips using endoscope  | 2 FRU  | Open time    |
| 11 61 507  | Removing and installing or replacing both intake ducts | 39 FRU | Plusposition |
| 11 99 000  | Refitting retaining clips                              | 1 FRU  | Open time    |

Warranty information for RR21/ RR22 models:

| Labor Code | Description   | Labour | Notes     |
|------------|---|--------|-----------|
| 00 99 000  | Check position of 2 x retaining clips using endoscope | 2 FRU  | Open time |

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|           |  |        |              |
|-----------|--|--------|--------------|
| 11 61 507 | Removing and installing or replacing both intake ducts | 51 FRU | Plusposition |
| 11 99 000 | Refitting retaining clips                              | 1 FRU  | Open time    |

Warranty information for RR31 models:

| Labor Code | Description  | Labour | Notes        |
|------------|--|--------|--------------|
| 00 99 000  | Check position of 2 x retaining clips using endoscope  | 2 FRU  | Open time    |
| 11 61 507  | Removing and installing or replacing both intake ducts | 48 FRU | Plusposition |
| 11 99 000  | Refitting retaining clips                              | 1 FRU  | Open time    |

Contact

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