



<Salutation> <First Name> <Surname>
<Address 1>
<Address 2>
<Address 3>

20th May 2013

Re: Your Rolls-Royce Ghost <Chassis No> – Engine Control Unit Re-Programming

Dear <Salutation> <Surname>,

As part of ongoing quality analysis at Rolls-Royce Motor Cars we have discovered a minor issue concerning the fuel tank ventilation. The regeneration of the active carbon filter may not be working as it should. This could lead to a fuel smell around your vehicle, particularly when ambient temperatures are high.

To ensure your vehicle is operating to specification, we need to re-programme the digital engine electronics. Could we therefore ask you to visit your dealership to enable Rolls-Royce technicians to carry out the work at your earliest convenience.

This will, of course, be carried out free of charge and will take approximately two hours.

Should you require any further clarification or information, or if you are no longer the owner of the vehicle mentioned, please contact your Rolls-Royce Motor Cars authorised dealer:

Trivett Classic Sydney – Mr Duncan Stevens Ph (02) 9841 8812
Trivett Classic Melbourne – Mr Nathan Oppedisano, Ph (03) 8866 3125

Or alternatively, our Customer Relations team, Ms. Amanda Gunning-Sabini or Ms. Kylie Skilton can be contacted via customer.relationsuk@rolls-roycemotorcars.com, or by telephone on +44 1243 384300, and they will be more than happy to assist you.

Should your Rolls-Royce Ghost have been attended to for this issue or there is a booking in place, we confirm there is no need for you to take any further actions. May we take this opportunity to apologise for any inconvenience this may cause, and thank you for your cooperation

Yours sincerely,

Paul Harris
Regional Director – APAC

George W Rowlands
Aftersales Manager – APAC