

From: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: ODI# 11390540  
Date: Monday, February 1, 2021, 12:00:03 PM  
Attachments: [REDACTED]

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This is further information needing to attach to complaint ODI# 11390540 VIN# SBM11FAAXFV [REDACTED]

Hi Guys,

This is further info for the complaint on the 2015 McLaren 650s Spider with defective and unsafe headlights. See the photo below. This is happening to both headlights. The light is having a harder and harder time to fully make it through. You would think that a \$350,000 car that is just 4 years old when this began, would be well supported by the makers of the parts (Speaker), or the overall manufacturer of the car.... (McLaren). But, here below is what I was told by them....

I'm sorry to hear you are having issues with the headlamps on your 650. Cracking in headlamps is something that all auto manufacturers see occasionally but not very often. Likely your headlamps have a failed seal that has led to the cracking which can get worse as time goes on. While we hate to see anyone have an issue with their vehicle we do expect a small number of failures with any part over time. When a seal fails it allows water to enter the lens which deteriorates the plastic. It can be made substantially worse if the moisture enters and frost occurs if you're in a cold weather area. (I am in Baking Hot Sacramento CA, no cold weather here) This is not a part we produce in house and the supplier does not sell the lens separately so unfortunately the only option is to purchase the entire assembly.

Regards, Pat

Pat Dahlberg

Client Services Manager – North America

McLaren Automotive Inc

+1 917 962 4090

Here is from the makers of the head lights

Good afternoon [REDACTED]

I received your inquiry regarding the our McLaren Headlamps and wanted to urgently respond to your concern. The issue which you are citing sounds like an issue experienced early in the supply of product to McLaren known as "crazing".

The Outer Lens contains two coatings to the polycarbonate substrate – an exterior hardcoat (for protection against scratches and dings from on-road debris), and an Interior Anti-fog coating (similar to what is in swimming goggles to avoid condensation). Early in the program we had noted this phenomenon particularly to North American vehicles and dealers. Upon receiving the products back, J.W. Speaker performed a chemical analysis of the lens and noted two contaminants which are not present in our production process. These contaminants resulted in two separate and distinct failure modes – neither of which were introduced by J.W. Speaker.

The mode you describe seems analogous to ThruIn 328 contamination – specifically the chemical Benzotriazole. This chemical is a clear coat UV inhibitor found in certain Akzo Nobel and PPG Clear Coats. The crazing would be apparent after a bodywork repair of paint followed by high temperature wash condition. This would particularly occur in vehicles where lamps were operating during the repair or curing process. McLaren confirmed this in their findings. I believe they would have published some care standards for paint repair in the 2015 time frame to protect lamps from this contamination.

As the chemical contamination was not a JWS workmanship or JWS Material Induced defect, we have not covered any warranty claims pertaining to the issue. I also believe your vehicle may be past manufacturer's warranty as well based on end of production life for these vehicles. I would recommend contacting McLaren in regards to a replacement product for the vehicle and to understand their policy around this mode of failure.

I apologize I don't have better news – but I hope understanding what is causing the issue provides some closure. If you would like to send images for us to compare I would happily review to confirm. The second chemical contamination resulted in more of a Haze type failure.

Sincerely,  
Kyle Alban Sales Manager - OEMDirect 262.257.7206  
Cell 262.347.1298

[kalban@jwspeaker.com](mailto:kalban@jwspeaker.com)  J.W. Speaker Corporation  
Engineered. Lighting. Solutions.

The manufacturer says they do not know what this cracking is, but the headlight maker knows the problem. They call it crazing.

Both do not want any responsibility. But the headlight maker seems to know what causes this failure, and calls/admits it a "Failure". If this is a failure of a headlight, does not the DOT or other agencies have the ability to force them to replace the headlights? This is a failure and safety issue for me, that is getting worse.

It seems they have tried some experimental coating on the inside of the headlights... that is normally used on goggles. Bad idea. If the car goes to a body shop... the chemicals in the air, cause the headlight lenses to fail.

McLaren was suppose to let owners know about this. I have not seen anything on this, and McLaren directly seems to know nothing. As seen in their letters to me above.

I would like to get a set of new headlights so I can see at night. This is all I am asking for.

Thanks [REDACTED]  
Fair Oaks CA [REDACTED]

When these light up, the light seems to reflect back inside the head light, and not let as much through. They are getting worse and worse.



Here is the maker of the headlights for McLaren





Quality Control Analyst



**telesis** company

8300 Greensboro Drive, Suite 600, McLean, VA 22102

240-247-8812 (Desk) | 240-241-5625 (Fax) | [www.telesishq.com](http://www.telesishq.com)

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