

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: the faulty headlight issue
Date: Monday, March 20, 2023 8:10:06 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Saturday, March 18, 2023 8:22 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: the faulty headlight issue

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

The more detailed file is attached. It's worth considering that even with all of the owner complaints to the dealers, I know of only one other instance where a replacement was done under warranty. There are multiple threads in the McLaren Life forum regarding who can do independent repairs, replacements done by dealers and not covered by warranty, and the traveling mechanic who services this problem on both coasts.

But the primary issue is that McLaren itself is aware of the faulty headlight units, and other than replacing two or three units under warranty (with the same faulty unit) and having the dealers do the same for around \$2,000, they have not corrected the problem and issued a recall with an improved unit.

Here's a copy of an email I received from the traveling mechanic in response to my question on the McLaren Life forum. He reiterates that McLaren does not provide an improved version of their headlight units, and are therefore prone to grow the mold again:

EMF Audio (McMedics) replied to your conversation at "12C Headlights"

Yahoo/Inbox



[REDACTED]

To: Scalpel

Sat, Feb 25 at 12:01 PM


[Visit Site](#)

[EMF Audio \(McMedics\)](#) replied to your conversation at [12C Headlights](#)

Oh they've done nothing to fix the problem with them, just replace them. It's \$900 to correct it (for good). Where are you located?





U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

01-MAR-2023

Repository ☐

Reference No.
11509758

OWNER INFORMATION (Type or Print)

Name			
Address			
City	State	ZIP Code	
Malibu	CA		

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side SBM11AAA1DW		MAKE MCLAREN	Model MP4-12C	Model Year 2013
Date Purchased 3/25/2017	Dealer's Name and Telephone Number McLaren San Francisco 650-352-8660		Engine: No: Cylinders 8	Fuel Type: gasoline
Original Owner ☐	Dealer's City Beverly Hills	STATE CA	ZIP Code 90211	
Transmission Type automatic, paddles	☒ Antilock Brakes ☐ Cruise Control	Powertrain rear wheel drive	Multiple Failure: none	Incident Date(s) 01-FEB-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 120000 EXTERIOR LIGHTING (headlights)	Failure Mileage 4900.0	n/a Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL 9ABC036)	☐ Original Requirement ☐ Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2013 McLaren MP4-12C. The contact stated that mold was developing in the lens covering the headlights, causing the headlights to be foggy. The contact stated that the failure was affecting his vision of the roadway while driving and was causing a glare for oncoming drivers. The vehicle was taken to the dealer, where it was diagnosed that the headlight housings needed to be replaced. The manufacturer was notified of the failure and covered the replacement of the headlights housing; however, the failure persisted, and the headlight housings were replaced with the same model of headlight housings. The vehicle was not repaired. The failure mileage was approximately 4,900. The car was purchased from McLaren San Francisco, but is being serviced here in Los Angeles by McLaren Beverly Hills. (phone: 310-477-4263)

The report above is accurate. Multiple owners of this model have complained regarding the problem on an online McLaren forum "McLaren Life." Some people have attempted to perform their own fixes for this issue, others have had body shops do work on the headlights, and there is a mechanic on the East Coast who does repairs in his shop for \$900. He travels to the west coast periodically and will do the work here. This is a known problem and the dealerships will do repairs or replacements for around \$2,000. But since it is definitely a safety hazard, making the headlights produce a fuzzy light pattern and glare at oncoming traffic as well as diminishing the light on the highway ahead of the car. I was able to make a strong issue with the warranty company for McLaren a few years ago, and they agreed to replace the headlights, but they are the same unit, and have fogged again. If a mechanic is able to accomplish a repair that he guarantees not to fog and grow mold on the inside, McLaren should provide the same upgrade. Driving at night is dangerous enough, but to have headlights that don't provide proper lighting ahead is just not expected from a car manufacturer.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.