

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: data for my complaint
Date: Tuesday, April 18, 2023 8:03:54 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, April 17, 2023 3:26 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: data for my complaint

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.

As requested, the page you sent has been copied and is attached. In addition, attached are is a note from a recent service at my dealer, confirming the problem again, and a copy of my original complaint. I know this problem only affects about 3,200 vehicles in the U.S., but it's nonetheless important. Thank you.

[REDACTED]

SEVEREY TALLS
West Los Angeles, CA 90064 US

Check-in: Fri Mar 17, 2023 | 8:17 AM
Ready for Pickup: Mon Mar 20, 2023 | 4:36 PM
Promise Time: Wed Mar 22, 2023 | 5:00 PM

Billing-Customer
Same as Customer

Vehicle
2013 McLaren MP412C
COUPE-GRAPHITE-GREY
SBM11AAA1DW

Service Advisor
Bradley K

F. ESCML MCLAREN EXTENDED WARRANTY ENROLLMENT Customer Pay \$11,599.00
Job added by Bradley K on Fri Mar 17, 2023 | 8:17 AM
ESCML -MCLAREN EXTENDED WARRANTY Labor \$0.00
1. MCLAREN EXTENDED WARRANTY ENROLLMENT 03/21/2023-03/20/2025
Sublet \$11,599.00
Sublet Labor - \$11,599.00
Sublet Parts - \$0.00

G. MCLCONCERN Customer states headlights are fogging from the inside. Internal Pay \$0.00
Job added by Bradley K on Fri Mar 17, 2023 | 8:17 AM
MCLCONCERN -McLaren Concern Labor \$0.00
1. Internal Damaged, Replacement needed, Pending Warranty approval

H. CFR Check for Open Recalls Internal Pay \$0.00
Job added by Bradley K on Fri Mar 17, 2023 | 8:17 AM
CFR -Check for Open Recalls Labor \$0.00
1. Complete

Additional Discount Discount Amount
10OTPS \$316.99

Customer Copy v1 | Page 3 of 5
Mon Mar 20, 2023 | 4:37 PM

**Complaint Number: 11067214**

Vehicle Identification Number: GBM15AA13P

Your Vehicle's Make Model and Model Year: McLAREN MP4-12C 2013

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Lighting

What happened?

The headlight lenses on both sides are growing a mold and fogging. The fogging is gradually worsening and, at some point, will compromise the light emitted and result in glare. It is a well-known issue in these cars, and should be addressed under warranty, but McLaren refuses to replace the lenses for anyone who has tried to get this done by their dealers, myself included. It is clear that this is in violation of your regulations, 55.1.2 (b) and (c): <https://www.gpo.gov/fdsys/pkg/CFR-2004-title49-vol5/mcCFR-2004-title49-vol5-55.1.2-108.pdf> and it is irrelevant that, of the 3400 MP4-12C cars in the US alone, about 40% of them have the problem. I can not vouch for this number, but on a McLaren forum, this problem has been noted by many owners and their dealerships were unable to get McLaren to authorize replacement or repair. It is also noted that Koenigsegg cars had a similar problem, and that NHTSA did take action. Photos are attached, but it is difficult to show how bad it really is with the photos. Approximately 25% of this lens surface is involved on one side, and 20% on the left side, and it is progressing. The headlight design failed to meet the standard that it would not have such lenses when exposed to this environment. My car has had no accidents or any specific injury to the headlights.

How you updated:

When did this happen? 10/12/2017

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 0

About how many miles were on your vehicle at the time of the incident? 4231

First Name:

Last Name:

Email:

Address 1:

Address 2:

City: Malibu

State: CALIFORNIA

ZIP Code:

Phone:

Alt. Phone:

U.S. Department
of TransportationNational 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

Malibu

State

CA

ZIP Code

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

Dealer's Name and Telephone Number

Engine: 3.8
No: Cylinders 8Fuel Type:
GAS

Original Owner

☐

Dealer's City Beverly Hills

STATE

CA

ZIP Code

90211

Transmission Type

☒

Antilock Brakes

☐

Cruise Control

Powertrain

REAR WHEEL DRIVE

Multiple Failure:

Incident Date(s)

01-FEB-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 120000 EXTERIOR LIGHTING

Failure Mileage
4900.0

Failure Speed

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: DOTM1 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

Number of Deaths

Reported to Police

N

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.

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.