

---

# Urgent – Immediate Action Required

## 12C Passenger Front Airbag Module Replacement North America

**Bulletin Type:** Safety Recall Campaign  
**Reference Number:** 11 N 019  
**Recall Reference:** 013  
**Attention:** All Retailer Staff  
**Affected Vehicles:** 12C (Zone B vehicles)  
**Situation:** Airbag recall  
**Procedure:** Please refer to the instructions outlined in this document to replace the passenger front airbag module and return the removed module to the supplier  
**Date:** 5<sup>th</sup> July 2018

---

### Urgent Safety Recall Campaign - 12C Passenger Front Airbag:

- Retailers must contact customers and make an appointment as soon as reasonably practical
- Repairs are to be performed by any McLaren Authorised Retailer regardless of where the vehicle was purchased

For more details, please read the bulletin below.

This Safety Recall Campaign will cover:

- 
1. Notice from National Highways Traffic Safety Administration
  2. Overview of the Safety Recall Campaign Zone Launch Dates
  3. Immediate Action Required
  4. Airbag Module Form Record
  5. Passenger Front Airbag Module Replacement Instructions
  6. Airbag Module Order Process
  7. Documentation and Labelling Requirements
  8. Packaging and Labelling Instructions
  9. Shipping Instructions
  10. Affected Vehicles

## 1. Notice from National Highways Traffic Safety Administration

On 9<sup>th</sup> December 2016, the National Highway Traffic Safety Administration (NHTSA) added McLaren Automotive Limited to the list of manufacturers affected by the Takata airbag recall. According to NHTSA's press release, "a combination of time, environmental moisture and fluctuating high temperatures contribute to the degradation of the ammonium nitrate propellant in the inflators. Such degradation can cause the propellant to burn too quickly, rupturing the inflator module and sending shrapnel through the airbag and into the vehicle occupants."

## 2. Overview of the Safety Recall Campaign Zone Launch Dates

Due to the airbag inflator degrading with time and temperature and in accordance with instructions from NHTSA, airbags replaced under the Takata airbag recall must be prioritised according to the State the vehicle was originally sold into.

McLaren Automotive in consultation with NHTSA, have therefore agreed to three geographical zones, each zone has a defined Safety Recall Campaign release date.

Your Regional Aftersales Manager will provide you with the list of affected vehicles at each Safety Recall Campaign zone launch date.

Zone	Launch Date
A - Vehicles sold into Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, American Samoa, Guam, the Northern Mariana Islands (Saipan), and the U.S. Virgin Islands	16 <sup>th</sup> March 2018
B - Arizona, Arkansas, Delaware, District of Columbia, Illinois, Indiana, Kansas, Kentucky, Maryland, Missouri, Nebraska, Nevada, New Jersey, New Mexico, North Carolina, Ohio, Oklahoma, Pennsylvania, Tennessee, Virginia, and West Virginia	5 <sup>th</sup> July 2018
C - Alaska, Colorado, Connecticut, Idaho, Iowa, Maine, Massachusetts, Michigan, Minnesota, Montana, New Hampshire, New York, North Dakota, Oregon, Rhode Island, South Dakota, Utah, Vermont, Washington, Wisconsin, and Wyoming	31 <sup>st</sup> March 2019

## 3. Immediate Action Required

Retailers must contact customers and make service appointments as soon as reasonably practical.

Repairs are to be performed by any McLaren Authorised Retailer regardless of where the vehicle was purchased. Retailers must not refuse to repair a vehicle due to the fact that it was not purchased from their location.

#### 4. Airbag Module Form Record

To meet legal obligations, McLaren Automotive is required to record and retain the serial and part numbers of the removed and new airbag modules.

Before the new air bag module is installed, ensure that the serial and part numbers from the removed airbag module and new airbag module are recorded on the N-015 Airbag Module Record form.

The form supplied with this bulletin must be attached and submitted with the relevant warranty Work Package.

#### 5. Passenger Front Airbag Module Replacement Instructions

**Care Point:** Do not deploy the airbag once it is removed from the vehicle

**Care Point:** Keep the box of the new airbag module in its original shape as this will be used to package and return the old airbag module

Please refer to the following Service Information System (SIS) instructions to remove the passenger front airbag module:

Coupe vehicles: "AA-RM-06N04-01-004 - Remove/install Passenger Airbag - Coupe"  
Spider vehicles: "AB-RM-06N04-01-004 - Remove/install Passenger Airbag - Spider"

#### 6. Airbag Module Order Process

All new airbag modules must be ordered via Unipart with the Vehicle Identification Number (VIN) of the affected vehicle. Part numbers of the airbag modules are detailed on page 9 of this document.

#### 7. Documentation and Labelling Requirements

The following shipping documents and labels are required to return the removed airbag modules.

- Return Label: This label is supplied with each new airbag module and must be affixed to the return box.



Return Label

- Hazard Class 9 and UN3268 safety device label:



Safety Device Label

- Bill of Lading Document: This document must be completed and printed with two copies, one copy must be handed to the collection agent and the second copy kept for the Retailer's record (this must be archived for at least 2 years).

CARRIER: Saia Motor Freight		PRO#:	
BOL#: 36793431		( PLACE PRO LABEL HERE )	
Shipper:	NRG Software LLC 10437 Innovation Drive Wauwatosa WI 53226	Pickup Date:	Ready Time:
Phone:	262.432.0934	1/13/2011	4:00:00 - 5:00:00
Fax:		P.O. NO. (Other references if applicable):	
Contact:	Chris Larson	Shopper Locator Information:	48484
Consignee:	Arizona Sunny Riders 2460 McCullough Blvd. Hodel Building Lake Havasu City AZ 86406	Bill Third Party PREPAID To:	Freightquote.com 16025 W. 113th Street Lenexa KS 66219
Phone:	602.855.7975		
Fax:			
Contact:			
Special instructions:			
No. OF PKGS	KIND OF PACKAGE	TM	DESCRIPTION OF PRODUCT
1	Pallet	st	(14L 14W 14H)
			NMFC ITEM#
			60
			CLASS
			125
			SHIPPING WEIGHT (LBS)
			Total weight: 125 (subject to correction)
<b>INVALID BOL - DO NOT USE</b>			
<small>RECEIVED at the point of origin on this date identified from the consignor mentioned herein. The property herein described, in apparent good order, except as noted (contents and condition of packages unknown), marked, consigned and destined, as indicated above, which the carrier agrees to carry and to deliver to the consignee at the said destination, if on its route or otherwise to deliver to another carrier on the route to said destination. It is understood on its receipt of all or any of the goods hereon at any portion of the route to destination, and on its receipt partly of any time consigned to all or any of the goods, that every service to be performed hereunder shall be subject to all the conditions of the bill of lading not prohibited by law, whether printed or written, which are hereby agreed to by the shipper and accepted by the carrier and its agents.</small>			
<small>NOTICE: Freight moving under this Bill of Lading is subject to classification and tariffs established by the carrier and are available to shipper upon request. This notice supersedes and negates any printed and/or written contract, promise, representation, or understanding between parties, except in the event of any written contract agreed to by both parties to the contract.</small>			
<small>HIREFREY declares that the contents of this consignment are fully and accurately described above by proper shipping name and are classified, packed, marked and labeled, and are in all respects in proper condition for transport according to applicable international and national government regulations. Any unauthorized alteration or use of this bill of lading or the branding of this shipment by any carrier other than that designated by company, may VOID company's obligations to make any payments relating to the shipment and VOID all rate scales.</small>			
SHIPPER: NRG Software LLC		CARRIER: Saia Motor Freight 10198	
SIGNATURE		DATE UNITS RECEIVED	
<b>X INVALID BOL - DO NOT USE</b>		<b>X INVALID BOL - DO NOT USE</b>	
<small>All shippers, consignors, consignees, freight forwarders or freight brokers are jointly and severally liable for the freight charges relating to this shipment. STRAIGHT BILL OF LADING (ORIGINAL, NON-NEGOTIABLE) CUSTOMER AGREES TO THE ORGANIZATION'S TERMS AND CONDITIONS, WHICH CAN BE FOUND AT WWW.FREIGHTPAYMENTCENTER.COM. Copyright by Saia Motor Freight 11/07. Release, revocation of bond 11/07. 430, 412, 814</small>			

Bill of Lading Document

- Emergency Response Guide (ERG) Document: This document must be completed and handed to the collection agent.

**SHIPPER'S DECLARATION FOR DANGEROUS GOODS**

<b>Shipper:</b> ABC Chem Co Inc. 123 Acid Burns Spillville, ON L4Z 1X8 Canada		Air Waybill No.  Page of Pages  Shipper's Reference Number (optional)																					
<b>Consignee:</b>																							
This completed and signed copy of this Declaration must be furnished to the consignee.																							
<b>SHIPMENT DETAILS</b> The shipment is within the immediate jurisdiction of:		<b>WARNING</b> Failure to comply in all respects with the applicable Dangerous Goods Regulations may be in breach of the applicable law, subject to legal penalties.																					
Airport of Departure:																							
Mode of transport: <input type="checkbox"/> Road (not applicable) <input type="checkbox"/> Air <input type="checkbox"/> Rail <input type="checkbox"/> Water	Country: <input type="checkbox"/> Canada <input type="checkbox"/> Other	Shipment type: <input type="checkbox"/> Class non-accusative <input type="checkbox"/> NON-RADIOACTIVE <input type="checkbox"/> RADIOACTIVE																					
<b>NATURE AND QUANTITY OF DANGEROUS GOODS</b>																							
<table border="1"> <thead> <tr> <th colspan="7">Dangerous Goods Identification</th> </tr> <tr> <th>UFI or ID No.</th> <th>Proper Shipping Name</th> <th>Class or Division (Subsidiary risk)</th> <th>Packing Group</th> <th>Quantity and type of packing</th> <th>Packing Inst.</th> <th>Additional</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>			Dangerous Goods Identification							UFI or ID No.	Proper Shipping Name	Class or Division (Subsidiary risk)	Packing Group	Quantity and type of packing	Packing Inst.	Additional							
Dangerous Goods Identification																							
UFI or ID No.	Proper Shipping Name	Class or Division (Subsidiary risk)	Packing Group	Quantity and type of packing	Packing Inst.	Additional																	
Additional Handling Information:																							
Emergency contact 24 hr number: <b>24 hr. no.: 1-888-000-000</b>																							
I hereby declare that the contents of this consignment are fully and accurately described above by the proper shipping name, and are classified, packaged, marked and labeled/cushioned, and are in all respects in proper condition for transport according to applicable International and National Governmental Regulations. I declare that all of the applicable air transport requirements have been met.		Name/Title of Signatory:  Place and Date:  Signature (See warning above)																					

### Emergency Response Guide

## 8. Packaging and Labelling Instructions

**Care Point:** Ensure that personnel wear protective gloves when working with these packages

**Care Point:** If a replacement box is needed, please contact XPO Customer Service to request a new box. Please refer to page 7 of this document for further details

### Step 1

Confirm that the box that the new airbag was delivered in is in an acceptable condition, with no signs of damage



### Step 2

Place the removed airbag module under the plastic layer on the tray in the position shown in the picture below

Fold the tray sides 90 degrees from the base



Step 3  
Insert the assembled tray into the box



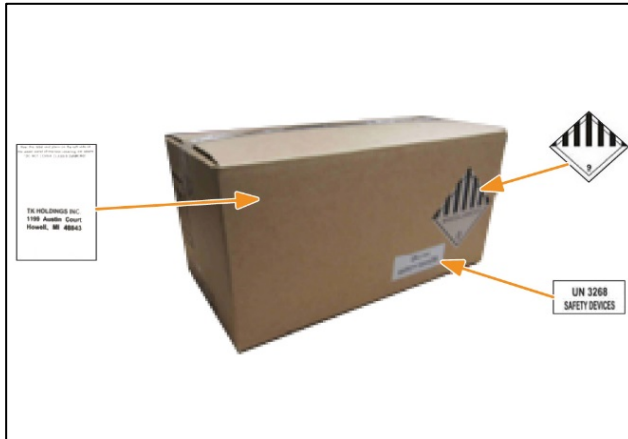
Step 4  
Close and seal the box using standard packing tape



### Step 5

Attach the three labels in the position shown on the outside of the box

- Hazard Class 9 label
- UN3268 Safety device label
- Return Label



## 9. Shipping Instructions

### Step 1

Place the box(es) on a wooden pallet. Once 5 or more modules have been accumulated and are ready for return, please contact XPO Logistics on +1-877-650-3476 to arrange collection.

The following information must be available:

- Retailer #
- Quantity of boxes and pallets
- Email address and contact number

### Step 2

On the day of collection by XPO Logistics, provide a copy of the Bill of Lading document to the collecting agent and retain the second copy for your records (the document must be archived for at least 2 years).

Labels and new boxes can be obtained from XPO Customer Service via email or telephone.

### XPO Customer Service Contact Details:

Email address: [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com)

Telephone number: +1-210-250-5079

## 10. Affected Vehicles

Your Regional Aftersales Manager will provide you with a list of affected vehicles.

If you have any questions, please speak to your Regional Aftersales Manager.

Best regards,



David Bodily  
Head of Service Operations



Mike Sopp  
Technical Support Manager

The information contained in McLaren bulletins is for internal use only by McLaren Authorised Retailers and must not be published on external websites or social media forums etc.

All bulletins (Information/Campaign/Recall) issued by McLaren Automotive Limited ("McLaren") are intended only for use by technicians who have attended McLaren technical training courses. McLaren trained technicians have the equipment, tools, safety instructions and the know how to perform the job properly and safely. McLaren Bulletins are written to inform McLaren technicians of conditions that may occur on some McLaren vehicles, or to provide information that could assist diagnosing a McLaren vehicle. Part numbers listed in McLaren bulletins are for reference only. Always check with the parts department to verify the latest part numbers.



## Warranty Information

Description	Resolution Code	Repair Time
Passenger Front Airbag Module Replacement	CPCPC101A11A9901	5.0 Hours

## Parts Information

Description	Part Number	Quantity	Order Process
Airbag-Pass-LHD	11NA010CP	1	Unipart
M6 Nut	11N2398CP	4	Unipart