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: 5th 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 9th 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.

<table>
<thead>
<tr>
<th>Zone</th>
<th>Launch Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>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</td>
<td>16th March 2018</td>
</tr>
<tr>
<td>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</td>
<td>5th July 2018</td>
</tr>
</tbody>
</table>

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 airbag 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:


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.
- Hazard Class 9 and UN3268 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).

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

<table>
<thead>
<tr>
<th>Description</th>
<th>Resolution Code</th>
<th>Repair Time</th>
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<tbody>
<tr>
<td>Passenger Front Airbag Module</td>
<td>CPCPC101A11A9901</td>
<td>5.0 Hours</td>
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## Parts Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Part Number</th>
<th>Quantity</th>
<th>Order Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airbag-Pass-LHD</td>
<td>11NA010CP</td>
<td>1</td>
<td>Unipart</td>
</tr>
<tr>
<td>M6 Nut</td>
<td>11N2398CP</td>
<td>4</td>
<td>Unipart</td>
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