

Urgent – Immediate Action Required

MP4 12C Passenger Front Airbag Module Replacement – North America

Bulletin Type: Safety Recall Campaign
Reference Number: 11 N 015
Recall Reference: 011
Attention: Service Managers and Retailer Technicians
Affected Vehicles: MP4 12C (Zone A)
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: 3rd October 2017

Urgent Safety Recall Campaign – MP4 12C Passenger Front Airbag:

- 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.

For more details, please read the bulletin below.

This Safety Recall Campaign will cover:

1. Immediate Action Required
2. Passenger Front Airbag Module Replacement Instructions
3. Documentation and Labelling Requirements
4. Packaging and Labelling Instructions
5. Shipping Instructions

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."

1. 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.

2. 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

Care Point: Before the new airbag module is installed to the vehicle, ensure that the serial and part numbers are recorded on the N-015 Airbag Module Record form which has been sent together with this bulletin

Step 1

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"

Step 2

Once the airbag has been removed from the vehicle, please complete the attached form "N-015 Airbag Module Record" and attach to the relevant Warranty Work Package.

3. 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.

Peel this label and place on the left side of the upper panel of the box covering old labels
"DO NOT COVER CLASS 9 DIAMOND"

**TK HOLDINGS INC.
1199 Austin Court
Howell, MI 48843**

Return Label

Emergency Response Guide

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

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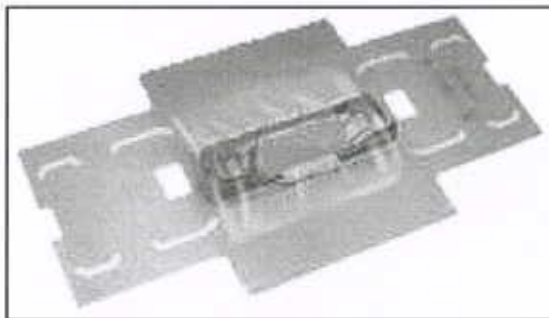
Step 1

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

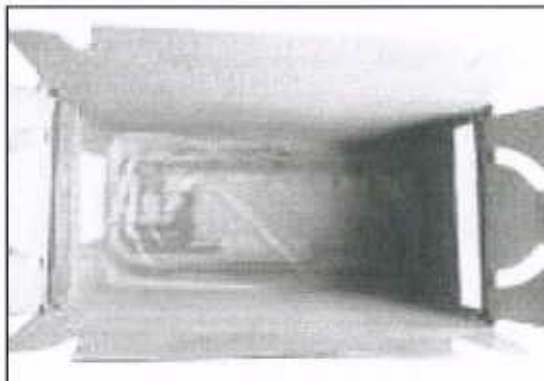
**Step 2**

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

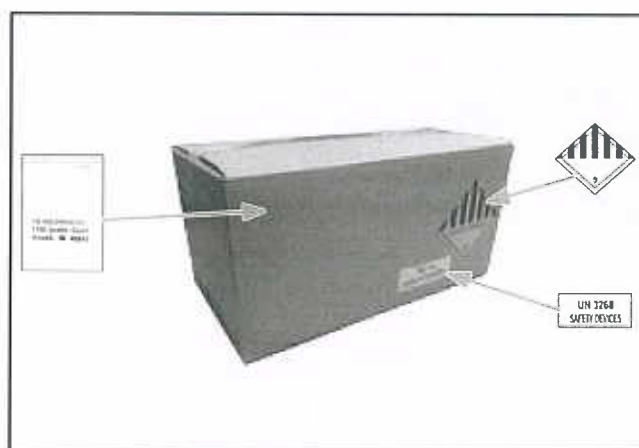
Close and seal the box using standard packing tape.



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.



5. 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.

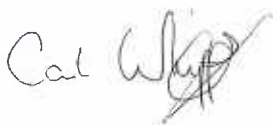
XPO Customer Service Contact Details:

Email address: SCFieldAction.14305@xpo.com

Telephone number: +1-210-250-5079

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

Best regards,



Carl Whipp
Aftersales Director



Mike Sopp
Technical Support Manager



Thanos Athanasoulas
Senior Technical Support Specialist

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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