



U.S. Department
of Transportation



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [REDACTED]

Recall Campaign 17V-005 – Passenger Airbag

26th June 2019

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. McLaren Automotive Incorporated (“**McLaren**”) has decided that a defect relating to motor vehicle safety exists in certain 2012 McLaren MP4-12C vehicles.

Our records indicate that you are the owner of a vehicle affected by this recall action.

What is the issue?

Propellant wafers in some air bag inflators may degrade over time which, in the event of a crash resulting in the deployment of the passenger’s frontal air bag, may lead to rupture of the air bag inflator resulting in shards of shrapnel striking a vehicle occupant potentially resulting in **serious injury or death**.

What will McLaren do?

McLaren will replace the passenger’s front air bag module **FOR FREE** when parts become available.

Other Important Information

You have received this notice because our records indicate that you are the owner of the vehicle affected by this recall action. If this is not the case, or if any of the information contained in this letter is not correct please contact McLaren’s Customer Relations Department at 855-202-8815 on Monday to Friday between 9am and 6pm EST or clientservicesna@mclaren.com.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the vehicle lessee within ten days of your receipt of this letter.

What should you do now?

Please contact a McLaren authorised retailer as soon as possible to schedule an appointment to have the passenger’s front airbag in your vehicle replaced **FOR FREE**. The replacement of your passenger’s front airbag can be carried out by any McLaren authorised retailer. The replacement will



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of Transportation



take approximately 5 hours. Depending on the retailers work schedule, it may be necessary for you to make your vehicle available for a longer period of time.

You do not need to bring this letter with you to the retailer to have this FREE repair performed. However, to assist the retailer to confirm vehicle eligibility, we request that you present this letter to the retailer at the time of your scheduled appointment.

What if you have any questions?

Should you have any questions or require any further assistance, you may contact McLaren's Customer Relation Department via email at 855-202-8815 on Monday to Friday between 9am and 6pm EST or clientservicesna@mcclaren.com.

You may also contact NHTSA with any questions or concerns you have regarding this recall at 1-888-327-4236.

If you believe that McLaren or your McLaren retailer has failed, or is unable to remedy the defect without charge within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590, or you may call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to NHTSA.gov.

We sincerely regret any inconvenience this condition may cause you. However, your safety is our highest priority.

Anthony Joseph
President
McLaren Automotive Incorporated

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SAFETY RECALL NOTICE



IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance
With Federal Law



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