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## Urgent – Immediate Action Required

### MP4 12C Passenger Front Airbag Module Replacement – North America

<b>Bulletin Type:</b>	Safety Recall Campaign
<b>Reference Number:</b>	11 N 016
<b>Recall Reference:</b>	012
<b>Attention:</b>	Service Managers and Retailer Technicians
<b>Affected Vehicles:</b>	MP4 12C (Zone A)
<b>Situation:</b>	Airbag recall
<b>Procedure:</b>	Please refer to the instructions outlined in this document to replace the passenger front airbag module and return the removed module to the supplier.
<b>Date:</b>	16 <sup>th</sup> March 2018

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#### 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:

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

#### 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.



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: Sala Motor Freight		PRO#:	
BOL#: 36793431		( PLACE PRO LABEL HERE )	
Shipper: NRG Software LLC 10437 Innovation Drive Wauwatosa WI 53226 Phone: 262.432.0934 Fax: Contact: Chris Larson		Pickup Date: 1/13/2011 Ready Time: 4:00:00 - 5:00:00 P.O. NO. (Other references if applicable): Shopper Locator Information: 48484	
Consignee: Arizona Sunny Riders 2460 McCullough Blvd. Model Building Lake Havasu City AZ 86406 Phone: 602.855.7975 Fax: Contact:		Bill Third Party PREPAID To: Freightquote.com 16025 W. 113th Street Lenexa KS 66219	
Special instructions:			
No. OF PKGS	KIND OF PACKAGE	TM	DESCRIPTION OF PRODUCT
1	Pallet		st (14L 14W 14H)
			CLASS
			60
			SHIPPING WEIGHT (LBS)
			125
*An X indicates hazardous material			
<b>INVALID BOL - DO NOT USE</b>			
RECEIVED at the point of origin on this date specified, from the consignor mentioned herein, the property herein described in apparent good order, weight as noted, contents and condition of contents 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 by all or any of the goods over all or any portion of the route to destination, and its receipt on any time indicated in all or any of the goods, that every service to be performed hereunder shall be subject to all 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 himself and his assignor.			
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 one or written contract, promise, representation, or understanding between parties, except to the extent of any written contract agreed to both parties to the contract.			
HEREIN 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 forwarding of this shipment to any carrier other than that designated by company may void company's obligations to make any payments relating to the shipment and VOID of rate scales.			
SHIPPER: NRG Software LLC		CARRIER: Sala Motor Freight 10388	
SIGNATURE	DATE	SIGNATURE	DATE
X INVALID BOL - DO NOT USE		X INVALID BOL - DO NOT USE	UNITS RECEIVED
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.			

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>						
Two completed and signed copies of this Declaration must be handed to the agent.						
<b>TRANSPORT DETAILS</b> The shipment is within the limitations prescribed for:		<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.				
(Select non-applicable) <input type="checkbox"/> PASSENGER AIR (limited aircraft) <input type="checkbox"/> CARGO AIRCRAFT ONLY		<b>Airport of Departure:</b>				
<b>Airport of Destination:</b>		Shipment type (select non-applicable) <input type="checkbox"/> NON-RADIOACTIVE <input type="checkbox"/> RADIOACTIVE				
<b>NATURE AND QUANTITY OF DANGEROUS GOODS</b>						
<b>Dangerous Goods Identification</b>						
UN or ID No.	Proper Shipping Name	Class or Division (Subsidiary risk)	Packing Group	Quantity and type of packing	Packing Inst.	Authorization
Additional Handling Information				Shipment is made under the provisions of ICAO		
<b>Emergency contact 24 hr number: 24 hr. no.: 1-888-000-000</b>				Name/Title of Signatory		
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 labelled/placarded, 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.				Place and Date  Signature (Use printing if possible)		

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Emergency Response Guide

#### 4. 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

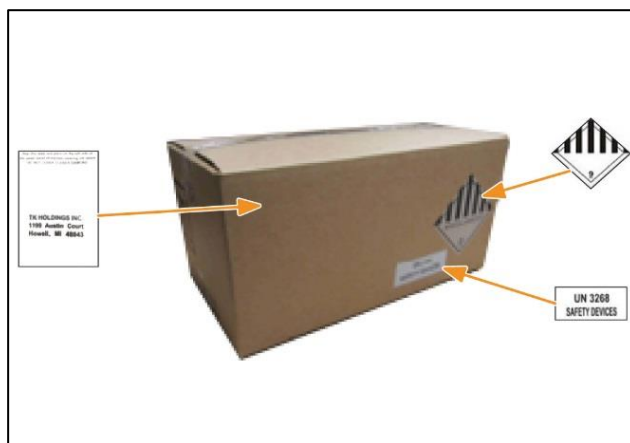
Close and seal the box using standard packing tape.



#### 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.



### 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](mailto: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



David Bodily  
Head of Service Operations



Mike Sopp  
Technical Support Manager

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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