

Evans, Sarah

Subject: URGENT AIRBAG SAFETY RECALL

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This notice applies to your vehicle: XXX

Recall Number 17V-005 – Passenger Front Airbag

Dear McLaren Owner,

McLaren Automotive Incorporated (“**McLaren**”) has decided that a safety defect relating to motor vehicle exists in certain 2012 model year McLaren MP4-12C vehicles.

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

What is the issue?

A propellant in some airbags may degrade over time. In the event of a crash resulting in the deployment of the passenger’s frontal airbag, it may lead to an explosion of the airbag resulting in shards of shrapnel striking a vehicle passenger, potentially resulting in **serious injury or death**.

What will McLaren do?

McLaren will replace the passenger’s front airbag with a newly designed passenger’s front airbag **FOR FREE**.

Other Important Information

You have received this notice because our records indicate that you are the owner of the vehicle affected by this safety 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 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 take approximately 5 hours. Depending on the retailer’s work schedule, it may be necessary for you to make your vehicle available for a longer period of time. **McLaren is also offering a FREE pick up and return service. Please contact a McLaren authorised retailer for more information.**

You do not need to bring this letter with you to the retailer to have this **FREE** recall 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 free recall repair appointment.

What if you have any questions?

Should you have any questions or require any further assistance on this urgent airbag safety recall, you may contact McLaren's Customer Relation Department via phone at 855-202-8815 on Monday to Friday between 9am and 6pm EST or email at clientservicesna@mclaren.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 repair the defect for free 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: 1800-424-9153), or go to NHTSA.gov.

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

Scott Morgan

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