

SAFETY RECALL NOTICE

Urgent – Please Review

McLaren Voluntary Safety Recall – NVH Insulation Removal and Potential Fuel Tank Replacement

Bulletin type:	Aftersales
Reference number:	AFT.023.2020
Affected vehicles:	McLaren 570GT, McLaren GT, McLaren 720S (Coupe and Spider), McLaren Senna
Attention:	All Retailer Staff
Situation:	Voluntary Safety Recall - Potential for corrosion of the fuel tank
Procedure:	Action affected vehicles which are presently in your possession. Please refer to the information outlined in this document to remove the NVH foam padding on the engine floor panel and inspect the fuel tank for possible corrosion
Date:	4 th May 2020

The following bulletin contains urgent information on a forthcoming voluntary safety recall campaign. Please urgently review the content and ensure that any customer-facing members of your team are notified accordingly.

This bulletin will cover:

1. Notification to Retailers of Forthcoming Voluntary Safety Recall
2. Procedure for Rework of Affected Vehicles Currently in Retailer Possession
3. Next Steps
4. Affected Vehicles

1. Notification to Retailers of Forthcoming Voluntary Safety Recall

McLaren will be launching a voluntary safety recall on the affected vehicles listed in section 4 of this bulletin.

The forthcoming voluntary recall relates to the fact that the Noise, Vibration and Harshness (NVH) foam padding positioned on the underside of the fuel tank can, in some instances, trap corrosive moisture, which can over time cause corrosion of the fuel tank. If not addressed, the corrosion may cause fuel vapour or liquid fuel to leak from the fuel tank, which could increase the risk of a fire.

The voluntary safety recall will be conducted as follows:

1. For all new and qualified used vehicles that are within your possession, the Retailer shall perform the procedure as soon as reasonably practicable. Note, this must be undertaken prior to sale or delivery of an affected vehicle.

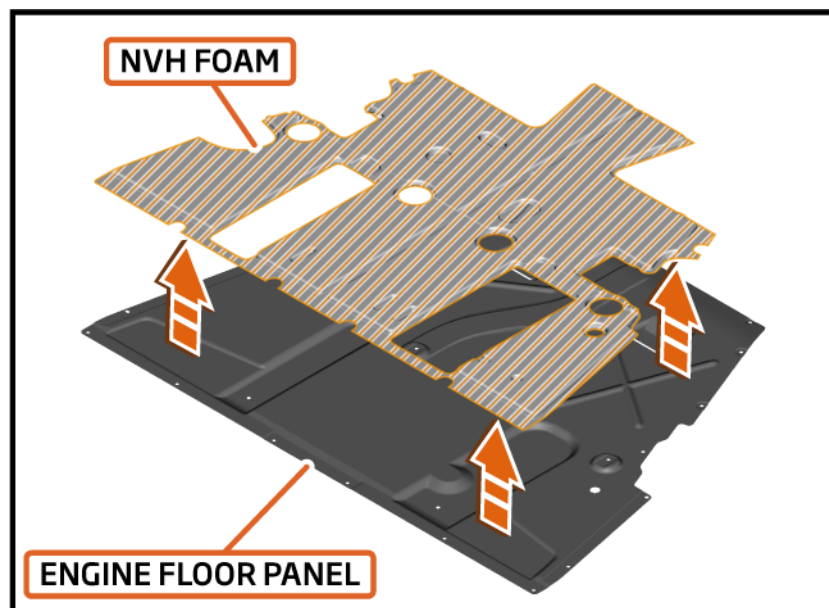
2. For affected customer vehicles that are already with the Retailer or are scheduled to be with the Retailer for a service or other repair, complete the procedure on such vehicles whilst the vehicle is in the dealership.
3. A further bulletin will be issued in due course to Retailers, this will notify the Retailer that the recall has been launched in their area and instruct the Retailer to contact customers and make service appointments. 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 because it was not purchased from their location.

Customers may continue to use their vehicle until it is brought in to have the procedure completed. However, if a customer reports a strong abnormal fuel smell or identifies a fuel leak, the Retailer shall:

1. Advise the customer to immediately cease using the vehicle.
2. Immediately inform your Regional Aftersales Manager and provide all such information as they may request.
3. Make arrangements for the vehicle to be transported to the Retailer and, if required provide a loan vehicle to the customer. If a loan vehicle is not available within the Retailer, contact the Client Services team for further support.

2. Procedure for Rework of Affected Vehicles Currently in Retailer Possession

2.1 Procedure



- Remove the engine floor panel
- Inspect the fuel tank for signs of corrosion and / or leakage - Refer to the Care Point below
- Remove all the NVH foam padding on the engine floor panel
- Clean off any residual adhesive
- Re-install the engine floor panel

Refer to the following Service Information System (SIS) documents, to remove and install the engine floor panel on each vehicle:

Model	SIS document number	SIS document name
McLaren 570GT	CA-RM-01A004-02-001	Remove/Install Floor Panel – Engine
McLaren GT	FA-RM-01A004-02-001	Remove/Install Floor Panel – Engine
McLaren 720S (Coupe and Spider)	DA-RM-01A004-02-001	Remove/Install Floor Panel – Engine
McLaren Senna	EA-RM-01A004-02-001	Remove/Install Floor Panel – Engine

CARE POINT: In the unlikely event that signs of corrosion are present on the fuel tank, please submit a Technical Request (TR) including pictures of the concerned area to the Technical Support team for further guidance. Where appropriate, the Technical Support team will authorise a replacement of the fuel tank. In instances where a replacement fuel tank is or may be required and not available, a loan vehicle is to be offered to the customer. If a loan vehicle is not available within the Retailer, contact the Client Services team for further support.

2.2 Warranty Information

Submit a claim to the McLaren Warranty department following completion of the work, using the following details.

Model	Causal Part Number	Causal Part Description	Causal Issue	Rectification Type	Repair time
McLaren 570GT	14AB200CP	MAT NVH-PANEL ENG BAY FLOOR	Clogged	Repair	0.7
McLaren GT McLaren 720S (Coupe and Spider) McLaren Senna	14AB200CP	MAT NVH-PANEL ENG BAY FLOOR	Clogged	Repair	0.65

Repair time for the replacement of the fuel tank is documented in the Service Information System (SIS) and is available to support a claim as required.

CARE POINT: The work instruction and related labour time may be different from work instructions in the Service Information System (SIS). When you do this work you must refer only to the advice in this bulletin.

3. Next steps

McLaren will issue a Safety Campaign Bulletin once it has launched the recall campaign in the Retailer's area. This will contain the instructions for the procedure to remove the NVH foam padding and inspect the fuel tank. It will also specify details regarding what the Retailer should do if it identifies corrosion on the surface of the fuel tank.

4. Affected Vehicles

All McLaren 570GT, McLaren GT, McLaren 720S (Coupe and Spider), McLaren Senna vehicles within Retailer possession are required to be actioned.

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

IT IS A VIOLATION OF FEDERAL LAW TO SELL OR DELIVER A NEW VEHICLE COVERED BY THIS NOTIFICATION UNTIL THE DEFECT IS REMEDIED.

Best regards,



David Bodily
Head of Service Operations



Craig Danns
Technical Case Manager

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