

## SAFETY RECALL NOTICE

### Urgent – Please Review

# McLaren Voluntary Safety Recall Removal of Engine Floor Panel NVH Foam Padding (and Potential Fuel Tank Replacement)

<b>Bulletin type:</b>	Safety Recall Campaign
<b>Reference number:</b>	AFT.027.2020
<b>Affected vehicles:</b>	McLaren 570GT, McLaren GT, McLaren 720S (Coupe and Spider), McLaren Senna
<b>Attention:</b>	All Retailer Staff
<b>Situation:</b>	Voluntary Safety Recall - Potential for corrosion of the fuel tank
<b>Procedure:</b>	Action affected vehicles on next Retailer visit. 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
<b>Date:</b>	17 <sup>th</sup> June 2020

#### Urgent Safety Recall Campaign - Removal of Engine Floor Panel NVH Foam Padding

- Beginning on Monday, 22nd June 2020, Retailers should 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 bulletin will cover:

1. Customer Notification Process
2. Immediate Action Required
3. Overview
4. Procedure for Rework of Affected Vehicles
5. Affected Vehicles

#### 1. Customer Notification Process

McLaren will commence the mailings of letters (example attached) to affected owners from Wednesday 17th June. Customer data has been extracted from McLaren's central CRM database, and in line with National Highway Traffic Safety Administration (NHTSA) and Transport Canada as the case may be, guidance for voluntary safety recalls, letters must be issued in the first instance and follow on communications can then be sent via email or other contact methods.

Email campaign templates will be made available to enable retailers to follow up using approved marketing assets. These will be made available via the McLaren Marketing Suite (MMS):  
<https://www.mclarenmarketingsuite.com>

## 2. Immediate Action Required

Beginning on Monday, 22<sup>nd</sup> June 2020, Retailers should 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 because it was not purchased from their location.

## 3. Overview

McLaren have launched a voluntary safety recall on the affected vehicles listed in section 4 of this bulletin.

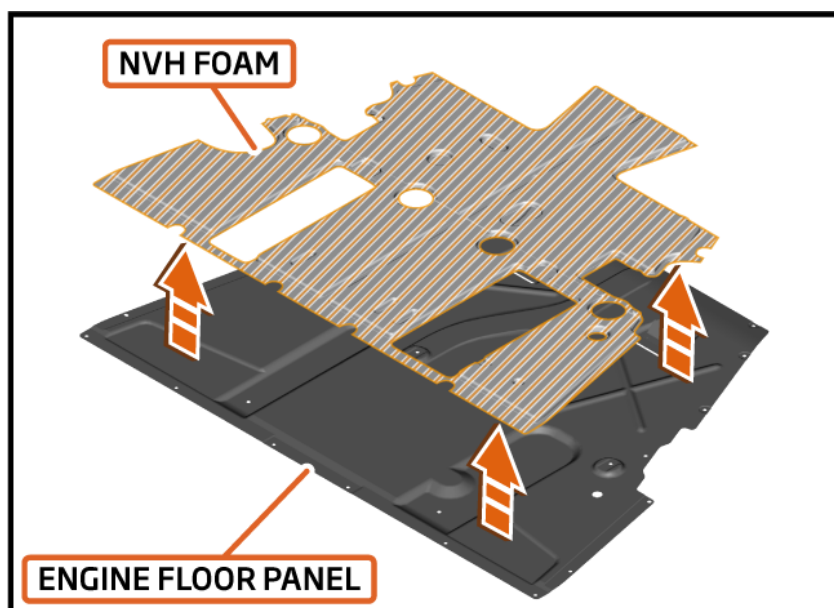
This voluntary recall relates to the fact that the Noise, Vibration and Harshness (NVH) foam padding positioned on the underside of the fuel tank can, in some instances, trap corrosive moisture, which can over time cause corrosion of the fuel tank. If not addressed, the corrosion may cause fuel vapour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

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.

## 4. Procedure for Rework of Affected Vehicles

### 4.1 Procedure



1. Remove the engine floor panel
2. Inspect the fuel tank for signs of corrosion and / or leakage
  - a. If no signs of corrosion and / or leakage are found, continue to step 3
  - b. If signs of corrosion and / or leakage are found, please submit a Technical Request - Refer to section 4.2 below
3. Remove all the NVH foam padding on the engine floor panel
4. Clean off the residual adhesive which is left on the engine floor panel
5. 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

#### 4.2 Submitting a Technical Request (TR)

If signs of corrosion and / or leakage are found, raise a TR and attach pictures of the fuel tank to show the overall condition (from angles similar to the below example pictures) and also additional pictures focusing on any signs of localised corrosion and / or pitting.

If signs of localised corrosion and / or pitting is evident, carry out the following steps where possible and provide the recorded values when submitting the TR:

- Carefully remove any oxidised material and note the amount of excess removed
- Measure the diameter of the concerned area(s) using a suitable tool i.e. vernier gauge
- Measure the depth of the concerned area(s) using a suitable tool i.e. depth gauge

The Technical Support team will then review the data provided and will authorise a replacement of the fuel tank where appropriate.



**CARE POINT:** In instances where either: (i) you are unable to complete the remedy on the day of the customer's appointment; or (ii) 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.

### 4.3 Warranty Information

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

Model	Description	Repair time
McLaren 570GT	SRC - Removal of Engine Floor Panel NVH Foam Padding	0.7
McLaren GT McLaren 720S (Coupe and Spider) McLaren Senna	SRC - Removal of Engine Floor Panel NVH Foam Padding	0.65

The removed part(s) can be discarded and are not required to be stored according to the standard McLaren Warranty policy for this action.

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.

### 5. Affected Vehicles

The following tables provides an overview of the affected vehicles.

Your Regional Aftersales Manager will contact you with the VIN list of affected vehicles.

Model	Affected Vehicles
McLaren 570GT	All
McLaren GT	All vehicles manufactured prior to 21 <sup>st</sup> March 2020 are required to be actioned
McLaren 720S (Coupe and Spider)	All Model Year 2018 and 2019 For Model Year 2020, only McLaren 720S vehicles manufactured prior to 5th March 2020 are required to be actioned
McLaren Senna	All

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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