

## Urgent - Immediate Action Required

# McLaren Artura – Low Pressure Fuel Pipe Assembly Replacement – ROW

SENSITIVITY: Restricted

<b>Bulletin type:</b>	Recall Campaign
<b>Reference number:</b>	N/A
<b>Campaign reference:</b>	SRC 16 K 003
<b>Attention:</b>	Retailer Aftersales Managers, Retailer Sales Managers, Retailer Marketing Managers, Retailer Service Managers, Retailer Service Advisors, Retailer Technicians, Retailer Parts Managers, Retailer General Managers, All Retailer Staff
<b>Affected vehicles:</b>	McLaren Artura
<b>Situation:</b>	Replacement of the low pressure fuel pipe assembly
<b>Procedure:</b>	Action all affected vehicles. Please refer to the information outlined in this document to complete the required work
<b>Date:</b>	07 December 2023

### Urgent Safety Recall Campaign – McLaren Artura – Low Pressure Fuel Pipe Assembly Replacement

- Beginning on Thursday, 07 December 2023, Retailers should commence mailings using the attached letter template to 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
- Affected vehicles must not be used until the recall rework has been completed

For more details, please read the bulletin below.

This bulletin will cover:

1. Customer Notification Process
2. Immediate Action Required
3. Overview
4. Parts Information
5. Procedure
6. Warranty Information
7. Affected Vehicles

## 1. Customer Notification Process

Further to the interim owner letter already issued regarding this recall, from Thursday, 7<sup>th</sup> December 2023, Retailers are required to commence the mailings of new letters (example attached) to affected vehicle owners, to invite them to make service appointments as soon as reasonably practical. Letters must be issued in the first instance and follow up communications can then be sent via email or other contact methods.

## 2. Immediate Action Required

Beginning on Thursday, 07th December 2023, 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.

Vehicles within the affected VIN range must not be used until the recall rework has been completed.

## 3. Overview

McLaren have launched a voluntary safety recall on the affected vehicles listed in section 7 of this bulletin.

This voluntary safety recall relates to a small batch of low-pressure fuel pipe assemblies which can potentially become disconnected and leak fuel, particularly during the engine start process.

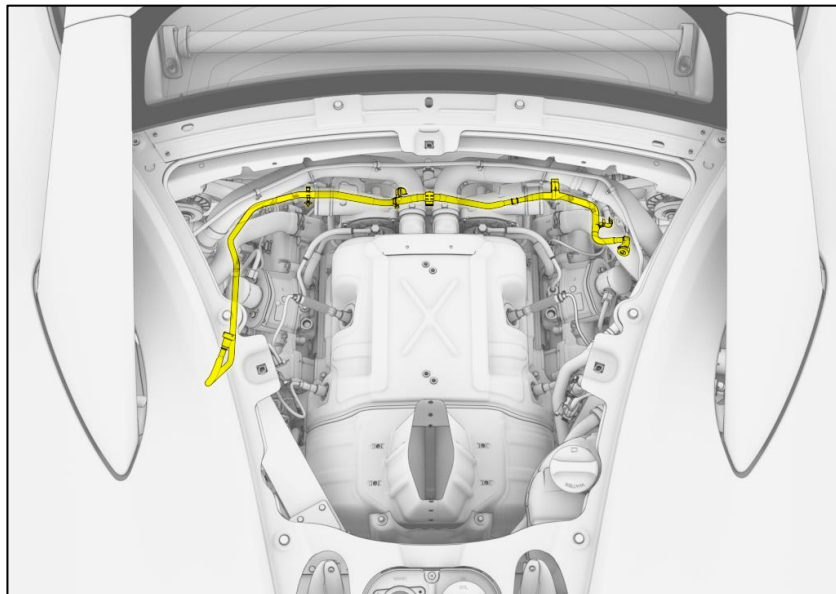


Image 1: Low Pressure Fuel Supply Assembly to GDI Pumps location

#### 4. Parts information

The below part is required to action this Recall and replace the 'Low Pressure Fuel Supply Pipe Assembly'. The part in the list below can be ordered in the usual way via Unidial 2.

PART NUMBER	PART DESCRIPTION	QUANTITY
16FC746CP	ASSY FUEL PIPE-VEHICLE TO GDI PUMPS 11MM	1

**Care Point:** The part number in the above table is new, only order the part number as stated above

**Care Point:** Do not fit any low pressure fuel pipe assemblies with a part number that precedes the part number in the table above

Coolant drained from the vehicle can be re-used. Ensure clean containers and tools are used in the process of collecting and handling of coolant.

Coolant must be topped up as needed and correct coolant level must be achieved when following the coolant fill process.

All orders should be placed as usual on Unidial 2, for any parts queries please contact our Parts Customer Service Team:

EMEA – [mclarencustomerservice@unipart.com](mailto:mclarencustomerservice@unipart.com)

APACHI – [mclarencustomerserviceap@unipart.com](mailto:mclarencustomerserviceap@unipart.com)

AMERICAS – [mclarencustomerservicena@unipart.com](mailto:mclarencustomerservicena@unipart.com)

Parts stocks are building over the coming weeks. We therefore ask you only purchase the items you need to carry out this work on vehicles around you now and those you have workshop bookings planned in the coming weeks. Stock availability is visible through Unidial 2 and our Customer Services Parts teams at Unipart are there to assist with any part order enquiry.

To support timely completion of Campaigns, please plan your parts ordering in line with your impacted Vehicle Parc. Sufficient inventory in your facility to complete your vehicle Campaigns will build customer trust and promotes customer satisfaction. In turn, we are doing everything possible to best support you with the right stock in our central facilities so we can ship your orders quickly.

#### 5. Procedure

To carry out the required work, Work Instruction document 'HA-RM-05F001-01-072 – Remove/Install Fuel pipe - Vehicle to Gasoline Direct Injection (GDI) pumps' has been attached to this Bulletin. This document contains the relevant work instructions and care points to ensure the required work is completed correctly.

**Care Point:** Only technicians who have completed the McLaren Artura Training are allowed to work on the vehicle

**Care Point:** Only follow the Work Instruction document attached with this Recall Bulletin to complete the rework

**Care Point:** Coolant drained from the vehicle can be re-used. Ensure clean containers and tools are used in the process of collecting and handling of coolant  
Coolant must be topped up as needed and correct coolant level must be achieved when following the coolant fill process

## 6. Warranty Information

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

DESCRIPTION	REPAIR TIME
Recall McLaren Artura Low Pressure Fuel Supply Pipe Assembly Replacement	9.45 hr

**Care Point:** Any labour time overlapping with other ongoing reworks must be removed from the above time when submitting the Warranty claim

## 7. Affected Vehicles

The following table provides an overview of the affected vehicles.

AFFECTED MODEL	Model Year
McLaren Artura	MY23, MY24 (certain VINs)

Affected vehicles will be flagged in the Retailer Portal when next opening a Workshop Visit related to the vehicle. Your Regional Aftersales Manager will also contact you with a VIN list of affected vehicles.

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

Best regards,

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Part numbers listed in McLaren bulletins are for reference only. Always check with the parts department to verify the latest part numbers.

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