

## Urgent - Immediate Action Required

# McLaren 765LT Coupe – Polycarbonate Tailgate Panel - ROW

**Reference Number:** AFT.###.####  
**Attention:** Retailer Aftersales Managers, Retailer Sales Managers,  
Retailer Marketing Managers,  
Retailer Service Managers, Retailer Service Advisors,  
Retailer General Managers, All Retailer Staff  
**Affected vehicles:** McLaren 765LT Coupe  
**Date:** ## December 2024

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### 1. Overview

Please be aware of the following.

Each McLaren 765LT coupe's tailgate window screen is made of polycarbonate and is attached to its support frame using adhesive.

The polycarbonate panel may be subjected to aero forces higher than the design tolerances in circumstances where the vehicle is driven at high speed with the windows open. This would likely occur in non-road settings - for example, where the vehicle is driven at high speed on a track. As a possible contributory factor, there may have been non-compliance to the bonding process during production which increases the risk of a detachment occurring.

**Care Point:** Customers will be advised that they can continue to drive their vehicles, but not on track and not in excess of 96MPH (154KPH) with any opening of the windows.

In the event of a full detachment, the polycarbonate panel could create a hazard for other road users. McLaren is in the process of engaging with the relevant regulatory authorities with regard to initiating a recall, and the associated customer communications.

This recall shall apply to all McLaren 765LT Coupe vehicles without a factory fitted roof scoop.

In the meantime, please use the attached owner letter to contact your customers whose vehicles are within the VIN list supplied by your Regional Aftersales Manager as soon as possible. In the owner communication, McLaren will advise that the customers can continue to operate their vehicles and if the customer intends to track their vehicle there is a temporary measure available upon request. A further customer communication letter will be made available for you to invite your customers once the recall action is ready to be launched.

In the instance that the customer would wish to use their vehicle on a track before the fastening remedy is available, McLaren will apply an additional adhesive to the perimeter edge of the support frame to reinforce the polycarbonate tailgate panel. This is a temporary measure and not a substitute to the fastening remedy.

## 2. Parts Information

The parts list for this temporary measure is the following:

Part Number	Description	Quantity
14AC230RP	CRESTABOND M1-05 ADHESIVE-50M	4
14AC231RP	ADHESIVE GUN NOZZLE TOOL	4
14AC232RP	ADHESIVE GUN TOOL	1*
12A4188CP	BETACLEAN 3900	1**
N/A***	Pump Spray Bottle	1*
N/A***	Spatula or Wooden Lollipop Sticks	2
N/A***	P240 Abrasive Paper	1

\*Parts are reusable and should only be ordered one time

\*\*Betaclean will service several vehicles

\*\*\*Parts to be sourced locally

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)

## 3. Procedure

To complete this temporary measure upon customer request, please follow McLaren Service Portal (MSP) work instruction D052759 – Polycarbonate Tailgate Panel Rework.

## 4. Warranty Information

To submit a claim to the McLaren Warranty department following completion of the work for the temporary additional adhesive to the support frame, please use the following details.

Job Card Categorisation	Field Selection
Defect Category	Process / Specification
Defect Description	Debonded
Affected Part A	Tailgate

Warranty Claim Resolution Categories	Field Selection
Causal Part	14AB620RP – Tailgate P14R
Causal Issue	Polycarbonate Rework Procedure
Rectification Type	Repair

Labour Title (Work Instruction)	Repair Time
D052759 – Polycarbonate Tailgate Panel Rework	2.25 hrs

## 5. Affected Vehicles

As described in section 1 (Overview) of this document, this rework is applicable to all McLaren 765LT Coupe vehicles without a factory fitted roof scoop. The rework can be applied after customer request. This is a temporary measure and not a substitute to the fastening remedy.

McLaren will issue further owner communication to invite the owners to have their recall action completed once the mechanical fastening it is ready to be launched. At that time the recall will also be attached to all affected VINs in the Retailer Portal.

For queries from customers in regard to this activity, please refer to the retailer Q&A for response and if you need any support with customer queries or receive additional questions not covered, please reach out to your Regional Aftersales Manager or the Client Services team.

We acknowledge the disruption and inconvenience that this course of action may cause however, we feel it is imperative to prioritise safety.

McLaren is working on this matter as a priority and will provide further updates over the coming days.

Best Regards,  
**McLaren Automotive**