

McLaren Artura - HVAC Drain Hose Retention Enhancement

SENSITIVITY: Restricted

Bulletin type: Service Campaign
Reference number: N/A
Campaign reference: SCB 16 N 001
Attention: Retailer Aftersales Managers, Retailer Service Managers, Retailer Service Advisors, Retailer Technicians, Retailer Parts Managers
Affected vehicles: McLaren Artura
Situation: HVAC drain hose retention enhancement
Procedure: Action affected vehicles during next Retailer visit. Please refer to the information outlined in this document to complete the required work
Date: 10 October 2023

This bulletin will cover:

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1. Overview
 2. Parts Information
 3. Procedure
 4. Warranty Information
 5. Affected Vehicles
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1. Overview

Through continuous product quality monitoring, McLaren Automotive has identified that in certain McLaren Artura vehicles, the Heating, Ventilation, and Air Conditioning (HVAC) drain hose may not be correctly retained. To rectify this a rework procedure has been released to ensure the correct retention clip and insert are fitted to the hose.

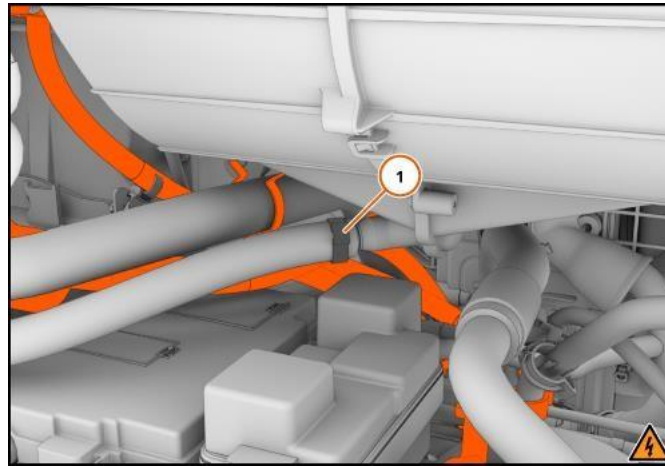


Image 1 HVAC drain hose location (1)

2. Parts Information The below parts are required to action this rework and can be ordered in the usual way via Unidial 2.

Part Number	Part Description	Quantity Required
00RB110	Clamp-Stepless Ear-Oetiker-19.2-706	1
16LA761CP	Brass Tube Insert 8mm x 15mm	1

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

APACHI – mclarencustomerserviceap@unipart.com

AMERICAS – mclarencustomerservicena@unipart.com

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.

3. Procedure

To perform the required work, follow SIS instruction 'HA-RM-06A011-01-007 – Remove/Install Hose - Water separator drainage - HVAC' which is attached with this document. This contains the relevant work instructions and care points to ensure the required work is carried out to bring the vehicle up to current manufacturing standard.

4. Warranty Information

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

Description	Repair Time
McLaren Artura – HVAC Drain Hose Retention Re-Work	0.70 hrs

5. Affected Vehicles

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.

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