

Urgent - Immediate Action Required

McLaren Artura - Low-Pressure Fuel Pipe Replacement

SENSITIVITY: Restricted

Reference Number: AFT.046.2023
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 Artura
Date: 24 November 2023

As communicated on 24th of November via your Regional Aftersales Manager, please be aware of the following.

McLaren has received reports of fuel leaks in certain Artura vehicles due to the risk of a low-pressure fuel pipe detaching from one of its connections.

While the specific details of the affected vehicle range will be confirmed as part of that process, it appears that any potential problem is limited to a fixed set of Artura vehicles. Please see the attached excel VIN list identifying the vehicles associated with your Retail outlet that could potentially be affected vehicles.

Effective immediately, all vehicles on the VIN list are on mandatory stop-sale hold. As a further precaution, we are advising that all vehicles on the attached VIN list that are within the control of the McLaren retail network (including demonstrator / test drive vehicles) should not be driven until otherwise advised by McLaren.

McLaren is in the process of engaging with the relevant regulatory authorities with regard to initiating a recall, and the associated customer communications.

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. In the owner communication, we advise those owners to stop driving their vehicles.

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