

McLaren Speedtail - Clam and Harness Rework

Bulletin type:	Service Campaign
Reference number:	N/A
Campaign reference:	SCB 23 M 007
Attention:	Retailer Aftersales Managers, Retailer Service Managers, Retailer Service Advisors, Retailer Technicians, Retailer Parts Managers
Affected vehicles:	McLaren Speedtail
Situation:	Rear body clam and harness rework
Procedure:	Action affected vehicles on first opportunity (immediately if already on site or during next Retailer visit if not already on site). Please refer to the information outlined in this document to complete the required work
Date:	25 July 2024

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 an opportunity to enhance the routing of the body harness in the engine bay area under the rear clam. The rework activity outlined below will eliminate the possibility for certain sections of the rear harness to clash with the underside of the rear body clam.

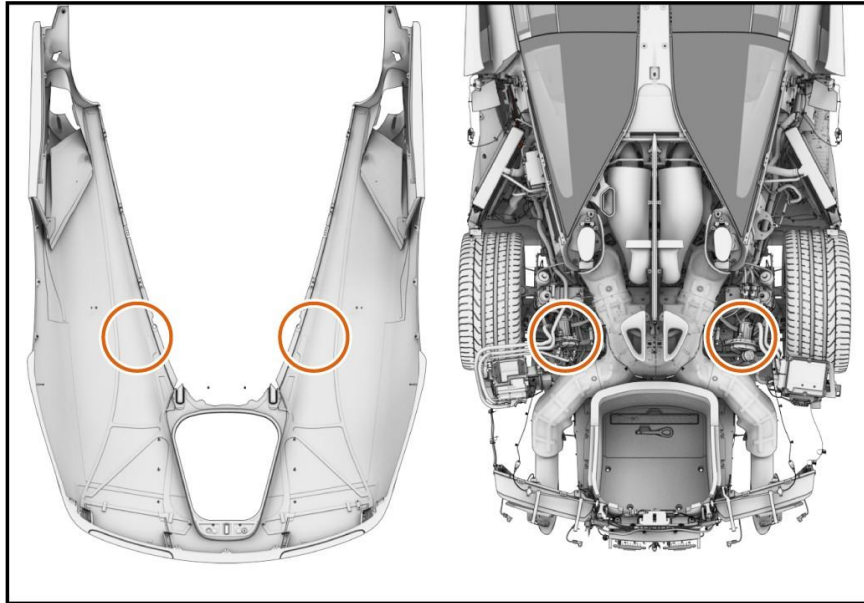


Image 1 Rework Area

2. Parts Information

The below parts are required to action this rework. All parts/consumables are available to order via Unidial 2.

PART NUMBER	PART DESCRIPTION	QUANTITY
11Q0385CP	Coroplast tape	1
23AE964CP	25mm Twist tube (900mm)	1
23AE965CP	25mm Twist tube (500mm)	1
00RE014	Edge Protectors	12
00RL010	Cable tie	3
00RG024	Cable tie – Edge Clip	9
00RG025	Cable tie – Edge Clip	9

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

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

Care Point: Retailers must contact their RAM prior to scheduling an appointment for this Service Campaign

Due to the bespoke nature of Speedtail vehicles, McLaren Automotive requests that Retailers contact their RAM prior to scheduling an appointment for this Service Campaign.

The RAM will coordinate with McLaren Head Office to offer a Mobile Technical Support Engineer for support with this re-work. Attendance of a Mobile Technical Support Engineer will be decided on a case-by-case scenario and subject to availability.

The Work Instruction document ‘Speedtail Clam and Harness Rework - Work Instructions’ has been attached to this Bulletin for reference. This document contains the relevant work instructions and care points to ensure the required work is completed correctly. Also attached can be found three template sheets that are required to complete the work.

4. Warranty Information

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

Retailer completes the Service Campaign **with** Mobile Technical Support Engineer attendance:

Description	Repair Time
Speedtail Clam and Harness Rework (with Mobile Technical Support)	1hr*

*Retailers must submit detailed breakdown of the supporting work they carried out alongside the Mobile Technical Support Engineer if they wish to claim additional time.

If it is decided that a Retailer will complete the Service Campaign **without** Mobile Technical Support Engineer attendance, an additional time of 8.6hrs can be added to the Service Campaign claim for a maximum of 9.6hrs.

Description	Repair Time
Speedtail Clam and Harness Rework (Completed by Retailer in full)	9.6hrs** total

**This is the maximum total claimable time when a Retailer completes the entire rework without support from a Mobile Technical Support Engineer.

Care Point: Retailers must contact their RAM prior to scheduling an appointment for this Service Campaign.

Care Point: Follow the McLaren Service Portal/SIS instructions and care points carefully when removing the rear clam to avoid causing damage to it and/or its components.

Care Point: A minimum of three people are required to handle the rear clam when it is being removed.

Care Point: Take care when removing the rear clam as rear quarter glass can be damaged/broken if mishandled. Always follow McLaren Service Portal/SIS instructions and care points.

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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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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