

# Urgent – Immediate Action Required

## MP4 12C Passenger Front Airbag Module Replacement – North America

<b>Bulletin Type:</b>	Safety Recall Campaign
<b>Reference Number:</b>	11 N 016
<b>Recall Reference:</b>	012
<b>Attention:</b>	Service Managers and Retailer Technicians
<b>Affected Vehicles:</b>	MP4 12C (Zone A)
<b>Situation:</b>	Airbag recall
<b>Procedure:</b>	Please refer to the instructions outlined in this document to replace the passenger front airbag module and return the removed module to the supplier.
<b>Date:</b>	16 <sup>th</sup> March 2018

### Urgent Safety Recall Campaign – MP4 12C Passenger Front Airbag:

- Retailers must 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.

For more details, please read the bulletin below.

This Safety Recall Campaign will cover:

1. Immediate Action Required
2. Passenger Front Airbag Module Replacement Instructions
3. Documentation and Labelling Requirements
4. Packaging and Labelling Instructions
5. Shipping Instructions

On 9<sup>th</sup> December 2016, the National Highway Traffic Safety Administration (NHTSA) added McLaren Automotive Limited to the list of manufacturers affected by the Takata airbag recall. According to NHTSA's press release, "a combination of time, environmental moisture and fluctuating high temperatures contribute to the degradation of the ammonium nitrate propellant in the inflators. Such degradation can cause the propellant to burn too quickly, rupturing the inflator module and sending shrapnel through the airbag and into the vehicle occupants."

### 1. Immediate Action Required

Retailers must 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 due to the fact that it was not purchased from their location.

## 2. Passenger Front Airbag Module Replacement Instructions

**Care Point:** Do not deploy the airbag once it is removed from the vehicle

**Care Point:** Keep the box of the new airbag module in its original shape as this will be used to package and return the old airbag module

**Care Point:** Before the new airbag module is installed to the vehicle, ensure that the serial and part numbers are recorded on the N-015 Airbag Module Record form which has been sent together with this bulletin

### Step 1

Please refer to the following Service Information System (SIS) instructions to remove the passenger front airbag module:

Coupe vehicles: "AA-RM-06N04-01-004 - Remove/install Passenger Airbag - Coupe"

Spider vehicles: "AB-RM-06N04-01-004 - Remove/install Passenger Airbag - Spider"

### Step 2

Once the airbag has been removed from the vehicle, please complete the attached form "N-015 Airbag Module Record" and attach to the relevant Warranty Work Package.

## 3. Documentation and Labelling Requirements

The following shipping documents and labels are required to return the removed airbag modules.

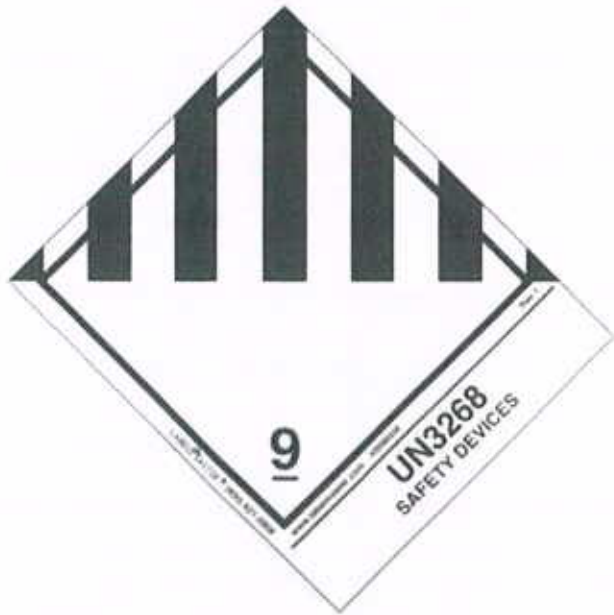
- Return Label: This label is supplied with each new airbag module and must be affixed to the return box.

Peel this label and place on the left side of the upper panel of the box covering old labels  
"DO NOT COVER CLASS 9 DIAMOND"

TK HOLDINGS INC.  
1199 Austin Court  
Howell, MI 48843

Return Label

- Hazard Class 9 and UN3268 safety device label:



Safety Device Label

- Bill of Lading Document: This document must be completed and printed with two copies, one copy must be handed to the collection agent and the second copy kept for the Retailer's record (this must be archived for at least 2 years).

CORREX Bulk Motor Freight		PRIDE	
BOL# 36714171			
From: NRG Software LLC 10437 Innovation Drive Wauwatosa WI 53225 Phone: 262 632 0500 Fax: Contact: Chris Larson	To: Arizona Sunny Riders 2450 McCullough Blvd Model Building Lake Havasu City AZ 86406 Phone: 927 225 7475 Fax: Contact:	Ship Date: 11/13/2015 Ship Time: 4:00 PM - 5:00 PM 100 lbs order received 7/20/15 Please contact customer service AMBA	BOL Third Party PSE/PAS to FreightAuto.com 16025 W 117th Street Lenexa KS 66218
No. of Pieces: 1 Weight: 125 Volume: 17.75 (125 lbs)	No. of Pieces: 1 Weight: 125 Volume: 17.75 (125 lbs)	No. of Pieces: 1 Weight: 125 Volume: 17.75 (125 lbs)	No. of Pieces: 1 Weight: 125 Volume: 17.75 (125 lbs)
<b>INVALID BOL - DO NOT USE</b>			

Bill of Lading Document

- Emergency Response Guide (ERG) Document: This document must be completed and handed to the collection agent.

**SHIPPER'S DECLARATION FOR DANGEROUS GOODS**

Shipper: **ABC Chem Co Inc.**  
**123 Acid Blums**  
**Spplv118, CN L4Z 1X8**  
**Canada**

As Shipped No. \_\_\_\_\_  
 Page \_\_\_\_\_ of \_\_\_\_\_ Pages  
 Shipper's Reference Number: \_\_\_\_\_

Contents: \_\_\_\_\_

*(To complete one copy of this declaration for each container to be shipped in this parcel)*

**HAZARDOUS DETAILS**  
 This section is to be completed by the shipper at the time of departure.  
 (See 4.2.1.1)

Proper Shipping Name: \_\_\_\_\_  
 Hazard Class: \_\_\_\_\_  
 Packing Group: \_\_\_\_\_  
 UN Number: \_\_\_\_\_

Point of Destination: \_\_\_\_\_  
 Proper Shipping Name: \_\_\_\_\_  
 Hazard Class: \_\_\_\_\_  
 Packing Group: \_\_\_\_\_  
 UN Number: \_\_\_\_\_

**NATURE AND QUANTITY OF DANGEROUS GOODS**

UN No.	Proper Shipping Name	Class or Division (where applicable)	Special	Quantity and type of packing	Hazard	Substance

Additional Handling Information: \_\_\_\_\_  
 Signature made under the provisions of (IATA): \_\_\_\_\_

Emergency contact 24 hr. number: **24 hr. no.: 1-888-000-000**

I hereby declare that the contents of this consignment are fully and accurately described above by the proper shipping name, and are classified, packaged, marked and labeled properly, and are in all respects in proper condition for transport according to applicable International and National Governmental Regulations. I declare that all of the applicable air transport requirements have been met.

Name of Shipper: \_\_\_\_\_  
 Signature: \_\_\_\_\_  
 Title: \_\_\_\_\_

Emergency Response Guide

#### 4. Packaging and Labelling Instructions

**Care Point:** Ensure that personnel wear protective gloves when working with these packages

**Care Point:** If a replacement box is needed, please contact XPO Customer Service to request a new box. Please refer to page 7 of this document for further details

**Step 1**

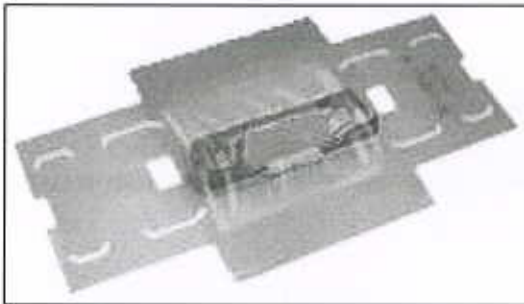
Confirm that the box that the new airbag was delivered in is in an acceptable condition, with no signs of damage.



**Step 2**

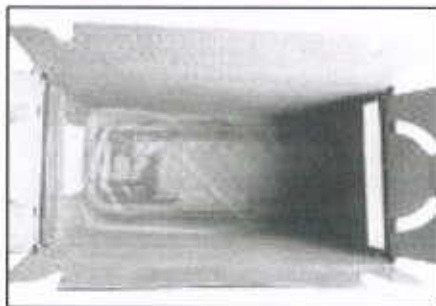
Place the removed airbag module under the plastic layer on the tray in the position shown in the picture below.

Fold the tray sides 90 degrees from the base.



**Step 3**

Insert the assembled tray into the box.



#### Step 4

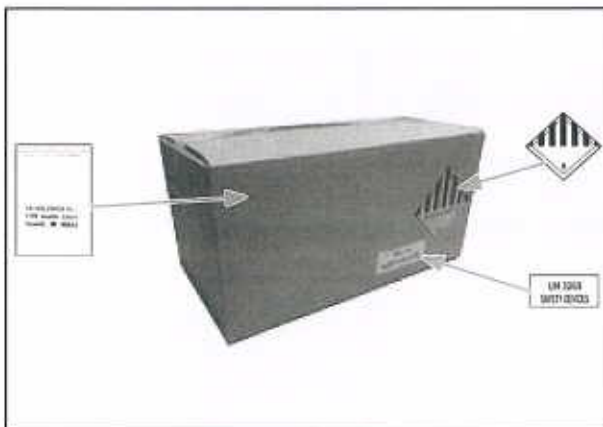
Close and seal the box using standard packing tape.



#### Step 5

Attach the three labels in the position shown on the outside of the box.

- Hazard Class 9 label.
- UN3268 Safety device label.
- Return Label.



### 5. Shipping Instructions

#### Step 1

Place the box(es) on a wooden pallet. Once 5 or more modules have been accumulated and are ready for return, please contact XPO Logistics on +1-877-650-3476 to arrange collection.

The following information must be available:

- Retailer #
- Quantity of boxes and pallets
- Email address and contact number

#### Step 2

On the day of collection by XPO Logistics, provide a copy of the Bill of Lading document to the collecting agent and retain the second copy for your records (the document must be archived for at least 2 years).

Labels and new boxes can be obtained from XPO Customer Service via email or telephone.

**XPO Customer Service Contact Details:**

Email address: [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com)

Telephone number: +1-210-250-5079

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

Best regards,



Carl Whipp  
Aftersales Director



David Bodily  
Head of Service Operations



Mike Sopp  
Technical Support Manager

The information contained in McLaren bulletins is for internal use only by McLaren Authorised Retailers and must not be published on external websites or social media forums etc.

All bulletins (Information/Campaign/Recall) issued by McLaren Automotive Limited ("McLaren") are intended only for use by technicians who have attended McLaren technical training courses. McLaren trained technicians have the equipment, tools, safety instructions and the know how to perform the job properly and safely. McLaren Bulletins are written to inform McLaren technicians of conditions that may occur on some McLaren vehicles, or to provide information that could assist diagnosing a McLaren vehicle. Part numbers listed in McLaren bulletins are for reference only. Always check with the parts department to verify the latest part numbers.

## Warranty Information

Description	Resolution Code	Repair Time
Passenger Front Airbag Module Replacement	CPCPC101A11A9901	5.0 Hours

## Parts Information

Description	Part Number	Quantity	Order Process
AIRBAG-PASS-LHD	11NA010CP	1	Unipart
M6 NUT	11N2398CP	4	Unipart