

Body in White Enquiry Process - Carbon Fibre Tub Damage

Bulletin type: Aftersales
Reference number: AFT.016.2020
Campaign reference: N/A
Attention: Retailer Aftersales Managers, Retailer Service Managers, Retailer Service Advisors, Retailer Technicians, Retailer Parts Managers, Retailer General Managers
Affected vehicles: All
Situation: We have introduced a new procedure for requesting a body-in-white (BIW)
Procedure: Please follow the guidance outlined in this Bulletin
Date: 27th February 2020

This bulletin will cover:

1. Overview
2. BIW Enquiry Process
3. Technical Request Requirements
4. Decision Process

1. Overview

We sporadically receive requests to supply a replacement body-in-white (BIW), due to a vehicle suffering accident damage to the carbon fibre tub structure.

In order to improve the speed and level of service provided to all Retailers, the process for evaluating BIW requests has now been standardised.

2. BIW Enquiry Process

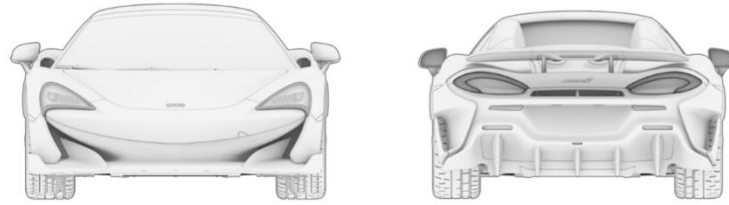
With immediate effect all requests that we receive to supply a replacement BIW must be submitted as a Technical Request, using the Retailer Portal. These will then follow the standard Technical Request process.

3. Technical Request Requirements

A Technical Request must be submitted in every case with the following details:

- Under the 'Type of Assistance Required' heading, select 'Part Technical'

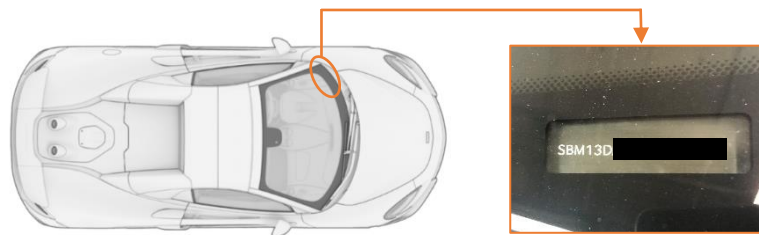
- Include full details of the damage to the vehicle and how it was sustained if known
- Attach close-up images of the damage and all images as shown in the below examples:



Front view showing the entire vehicle / rear view showing the entire vehicle



Left side view showing the entire vehicle / right side view showing the entire vehicle



Windscreen VIN clearly shown

4. Investigation Process

Once the Technical Request has been received, it will be acknowledged by the technical team and an investigation into the feasibility of the repair will be completed.

It is anticipated that it will not be possible to repair every vehicle and this will depend on a number of factors including the severity of the damage, ongoing safety and parts availability. Providing all necessary information as stated above within the Technical Request will allow us to advise on the appropriate repair steps at the earliest opportunity.

A bulletin with relevant updates will be communicated in due course following the appointment of McLaren Approved Bodyshops and once any further process for determining carbon fibre damage has been agreed.

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

Best regards,