

Subject: FW: VOQ 10419914 additional info to file
Date: Friday, August 26, 2011 9:03:46 AM
Attachments: [VOQ001.pdf](#)

www.safercar.gov

-----Original Message-----

From: Reid, Randy (NHTSA)
Sent: Friday, August 26, 2011 8:58 AM
Subject: FW: VOQ 10419914 additional info to file
add this attachment to VOQ 10419914, private repository per Ali's request.

-----Original Message-----

From: NHTW48-122@dot.gov [<mailto:NHTW48-122@dot.gov>]
Sent: Thursday, August 25, 2011 8:06 AM
To: Reid, Randy (NHTSA)
Cc: Motamedamin, Ali (NHTSA)
Subject: VOQ 10419914 additional info to file

Please open the attached document. It was sent to you using a Xerox WorkCentre Pro.

Sent by: Guest [NHTW48-122@dot.gov]

WorkCentre Pro Location: W48-122
Device Name: NHTW48-122XEWCP3545

US.DOT MFP.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

17-AUG-2011

Repository Reference No.
10419914**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City ATLANTA

State GA

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

SCCPC1110 [REDACTED]

Make
LOTUSModel
ELISEModel Year
2005

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

 Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

29-MAR-2010

 Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING

Failure Mileage
29268Failure Speed
55**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

 Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

 Yes No

Fire

 Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

THIS IS A COMPLAINT FOR A 2005 LOTUS ELISE OIL LINE FAILURE. I PREVIOUSLY REPORTED TWO OIL LINE FAILURES TOGETHER BUT IN RETROSPECT SHOULD HAVE REPORTED THEM INDIVIDUALLY AS THEY OCCURRED AT SEPARATE TIMES. THE FIRST OIL LINE FAILURE OCCURRED ON 3/29/2010. I CAME OUT TO MY CAR IN THE PARKING LOT AND THERE WAS A LARGE PUDDLE OF OIL UNDER IT. I DID NOT EVER SEE A DROP OF OIL FROM THE CAR PREVIOUSLY. I PAID 1,066 TO GET THE DRIVER SIDE OIL LINE REPAIRED. I WAS TOLD THAT THE PASSENGER SIDE OIL LINE SHOULD BE FIXED BUT I WAS NOT TOLD THAT IF IT FAILED WHILE DRIVING THAT I COULD POTENTIALLY LOSE CONTROL OF THE CAR. THE PASSENGER SIDE OIL LINE DID INDEED FAIL 4 MONTHS LATER BUT THIS TIME WHILE I WAS DRIVING ON A HIGHWAY GOING 55MPH. THE ENTIRE OIL CAPACITY OF THE ENGINE SPRAYED ONTO THE PASSENGER SIDE FRONT AND REAR TIRES AS WELL AS THE WINDSHIELD. NOT ONLY WAS IT LIKE DRIVING ON A SHEET OF ICE, I COULD NOT SEE ANYTHING. LUCKILY THERE WAS NO ONE IN THE LANE NEXT TO ME AS I SLID INTO IT. I WAS ABLE TO GAIN CONTROL OF THE CAR AND PULL OVER. BY THE TIME I PULLED OVER THE ENGINE WAS RUINED REQUIRING ME TO PAY APPROXIMATELY 8,000 FOR A NEW ENGINE AND NEW OIL LINES. I HAVE PICTURES OF THE CAR SHOWING THE ENTIRE PASSENGER SIDE OF THE CAR COVERED IN OIL.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Motamedamin, Ali (NHTSA)

From: Motamedamin, Ali (NHTSA)
Sent: Thursday, August 25, 2011 8:42 AM
To: [REDACTED]
Subject: RE: Lotus oil line failure

[REDACTED] I appreciate the info, if you can find the other oil line failure invoice that would be helpful in our investigation efforts. Thanks for your interest in highway safety.

Ali

Ali Motamedamin
Safety Defects Engineer/ Federal Investigator
NHTSA- Office of Defects Investigation
U.S. Department of Transportation
2023667021 direct
18775368368 ext 67021

From: [REDACTED]
Sent: Sunday, August 21, 2011 7:45 PM
To: Motamedamin, Ali (NHTSA)
Subject: Lotus oil line failure

Ali - I really appreciate your call the other day about the two oil line failures that I had with my 2005 Lotus Elise. I have attached the photo that I took on 7/27/2010 showing the car after the passenger side oil line failed and sprayed oil on the wheels, tires, brakes and windows. I have also attached the service record from the first oil line failure (driver side) that occurred on 3/29/2010. They state on the repair record that they recommended repairing the other oil lines after the first one failed. What they did not tell me was that if the other oil line failed while driving on a highway it could be potentially catastrophic and life threatening. I was not able to find the service records from the second oil line failure but I will continue to look for them. If you have any further questions please do not hesitate to contact me. Thank you once again for conducting this investigation. [REDACTED]

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[REDACTED]
Craniofacial Surgery Fellow
Children's Healthcare of Atlanta
[REDACTED]



● DURHAM, NC • 54

21050

272085



MILLENNIUM AUTOMOTIVE GROUP



4511 Chapel Hill Blvd. - Durham, NC 27707
(919) 489 6531
www.sportdurst.com

INVOICE

PAGE 1

SERVICE ADVISOR: 1826 RALPH EVANS

DURHAM, NC
HOME [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	05	LOTUS ELISE2	SCCPC11105[REDACTED]		25474/25474	T1292
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
30MAR10 DD			17:00 29MAR10			CASH
R.O. OPENED	READY	OPTIONS: DLR:23836				30MAR10
08:26 29MAR10	13:02 30MAR10					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A TOW IN-CUSTOMER SAW LARGE PUDDLE OF FLUID LEAKING FROM LEFT FRONT WHEEL AREA

R DIAGNOSED AND REPLACED LEFT OIL COOLER SUPPLY LINE. RECOMMENDED REPLACED OTHER TWO LINES. CUSTOMER DECLINED.

1889CPLOT						770.00	770.00
1	A120K0027F	HOSE,O/COOLER-S/WICH	PLATE L/H		124.69	124.69	124.69
1	5555-CS-FRET	WARR-CSO	FREIGHT		18.70	18.70	18.70
1	B120E6277S	OIL FILTER-2ZZ	(LOTUS BRANDED)		21.90	21.90	21.90
9	AFL-01	AMZOIL	EURO FORMULA		14.61	14.61	131.49

CUSTOMER PAY ENVIRO/DISPOSAL FOR REPAIR ORDER

7.25

Free LOF Next visit
4/7/10

R. Cu

A storage fee of \$15.00 per day will be assessed after the customer has been notified that the repair work has been completed.

DIAGNOSTIC TIME: We charge for our diagnostic time, whether the actual repairs are performed or not. In case of a teardown for inspection or estimate, there will be a additional charge for reassembly on declined repairs.

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, Sport Durst Chrysler Dodge Jeep, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Sport Durst Chrysler Dodge Jeep neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

I hereby authorize the repair work to be done along with the necessary material and hereby grant you and or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and or inspection. An express mechanic's lien is hereby acknowledged on below car or truck to secure the amount of repairs thereto. Not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. It is agreed and understood that if the purchases listed below are not paid when due, I, we or either of us agree to pay all attorney fees and all other costs which may be incurred in the collection of this account. All repairs are considered satisfactory unless we are advised (in writing) within ten days from date of the this order.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	770.00
PARTS AMOUNT	296.78
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	7.25
TOTAL CHARGES	1074.03
LESS INSURANCE	0.00
SALES TAX	23.00
PLEASE PAY THIS AMOUNT	1097.03

CUSTOMER COPY