 <p align="center">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</p>				FOR AGENCY USE ONLY 100148	
				Date Received 05-JUL-2012 AUG 06 2012	Repository <input type="checkbox"/> Reference No. 10464247
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City	State	Zip Code			
SAN ANTOINO	TX				
<p><i>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).</i></p>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side SCCPC11175H		Make LOTUS	Model ELISE	Model Year 2005	
Date Purchased 9/28/2005	Dealer's Name and Telephone Number GONZABA AUTOPLEX - LOTUS SAN ANTONIO		Engine: No: Cylinders 4	Fuel Type: GAS	
Original Owner [Signature]	Dealer's City SAN ANTONIO	State TX	Zip Code 78209		
Transmission Type 6 SPD	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 04-JAN-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)			Failure Mileage	Failure Speed	
N/A					
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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input checked="" type="checkbox"/> For 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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2005 LOTUS ELISE. THE CONTACT STATED THAT HE RECEIVED A RECALL NOTICE IN JANUARY 2012 FOR NHTSA CAMPAIGN ID NUMBER:11V510000 (ENGINE AND ENGINE COOLING). THE CONTACT STATED THAT HE TRIED TO GET THE VEHICLE REPAIRED BUT THE MANUFACTURER STATED THAT THEY WERE WORKING ON TRYING TO DETERMINE HOW TO REPAIR THE VEHICLE. THE CONTACT STATED HE WANTED TO GET THE VEHICLE REPAIRED BUT IT WAS TAKING TOO LONG FOR THE VEHICLE TO BE SERVICED UNDER THE RECALL, WHICH HAD EXCEEDED A REASONABLE AMOUNT OF TIME. THE CONTACT HAD NOT EXPERIENCED A FAILURE.</p>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
<p>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 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.</p>					

Correspondence Research Division

Office of Defects Investigation

Enforcement

July 24, 2012

Subject: Failure To Comply, RE: Recall Notice Issued January 2012, under NHTSA#11V-510

Attachment: Copy of Recall notice from Lotus Cars USA, Inc.

Vehicle Owner's Questionnaire from DOT

This vehicle was put on Recall Notice because of a possible failure in the oil cooler hose. If this occurs, one may experience a loss of vehicle control because of oil being deposited on the wheel, tire or brake lining. There could also be an increased risk of fire because of the presence of flammable vapor. Lotus indicates that this could result in a crash, serious injury or fatality. This makes for a wonderful driving experience. The anticipation could kill you. And yet, there does not seem to be a fix insight. I suppose that in the event of a catastrophic occurrence as outlined above, Lotus would be legally indemnified because all they have to do is say, "We told you so". In addition, if none of the bad things mentioned in the "Risk" paragraph of the Recall notification actually happens, the massive amount of oil that would be lost if the oil cooler hose breaks, would cause the engine to freeze up. To buy and install a new engine in a Lotus would probably cost between 15 and 20 thousand dollars.

After sitting on this notice for about three or four months, I called the Lotus number contained in the notice—1-800-245-6887--. All they could or would say was that they, Lotus, was working on a fix. The dealer that I purchased the car from is no longer in business because in his words, "Lotus was not a good business partner". Wish I would have known that before I bought the car. The nearest service facility is about 90 miles away in Austin, Texas. My problem, not yours. So, my car sits in my garage, unused because the Lotus folks who build these cars from the ground up and have been doing so for years and years cannot

fix a compromised oil cooler hose. And, to add insult to injury, I believe that it is against the Consumer Protection Laws to sell a product that is currently on recall notice and has not been fixed. So, in its current condition, the car is mine, like it or not. There appears to be no reason for this unacceptable time lag by Lotus. I suspect that they are trying to get away with a cheap fix and perhaps that isn't possible under the circumstances. They should understand that if someone files an unlawful death suit against them, they could lose millions in a compensation payout not to mention the millions lost in unfavorable advertisement.

I hope you can shake their tree... Thanks for your intercession,

[Redacted signature block]



Lotus Cars USA, Inc.

SAFETY RECALL NOTICE

16*3176***AUTO**MIXED AADC 300**

San Antonio, TX



Lotus Recall 2012/01R (NHTSA recall # 11V-510) – Interim Notification

Vehicle VIN SCCPC11175H

Dear

Lotus has identified you as the registered owner of the above vehicle. This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Lotus has decided that a defect, which relates to motor vehicle safety, exists in certain 2005, 2006 and 2007 model year Elise and Exige vehicles. It has been determined that oil cooler hose leaks have occurred in a small number of USA specification vehicles manufactured between 1 June 2004 and 30 November 2006.

WHAT IS THE RISK?

A failure of the oil cooler line may result in oil being deposited on the wheel and/or tire and/or brakes. This could cause reduced or loss of control, reduced braking efficiency and an increased risk of fire because of the presence of flammable vapour. This could result in a crash, serious injury or fatality.

WHAT WE WILL DO

We will notify you again as soon as a campaign remedy is available for your vehicle.

WHAT YOU SHOULD DO

Prior to the issue of the campaign, we recommend that you monitor your vehicle closely for indications of oil leaks.

If an oil cooler line failure occurs the driver may observe one or more of the following warning signs:

- (1) Oil pressure warning light illuminated whilst the engine is running;
- (2) Signs of oil under the front or rear of the vehicle whilst the vehicle is parked;

2402 TechCenter Parkway Lawrenceville, GA 30043 Tel: 770-476-6540
Fax: 770-476-6541



Lotus Cars USA, Inc.

- (3) Excessive oil consumption;
- (4) Trail of oil on the road;

If you observe any of the above before driving, do not drive the car and contact your Lotus dealer. If your oil pressure warning light illuminates whilst driving, or if you have any other reason to suspect that an oil line has become detached, stop your vehicle immediately in a safe and controlled manner and contact your Lotus dealer.

Your Lotus dealer is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible. You may also contact Lotus customer service by calling 1-800-24-LOTUS (1-800-245-6887).

WHAT IF YOU HAVE OTHER QUESTIONS?

Please visit <http://www.lotuscars.com/en/customer-service> or call 1-800-24-LOTUS (1-800-245-6887) for further information.

WHAT HAPPENS NEXT?

We will advise you in a separate letter when a campaign remedy is available for your vehicle. After you receive that separate letter, if you believe that we have failed or we are unable to provide a remedy without charge or within a reasonable time after we advise you in writing that a campaign remedy is available for your vehicle, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

If you have sold or traded your vehicle, please let us know by completing the slip below and returning it to the address at the foot of the page or email rmann@lotuscars.com. If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the vehicle lessee within ten days.

We are sorry to cause this inconvenience; however, we have taken this action in the interests of your safety and continued satisfaction with our products.

Mr. Ron Mann
Customer Services & Warranty Manager
Lotus Cars USA, Inc.

U.S. Department
of Transportation

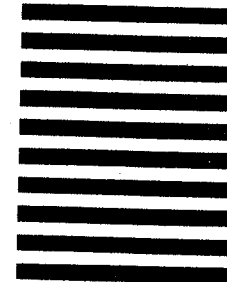
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Traffic Safety
Administration**

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Washington, D.C. 20077-9382

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National Highway Traffic Safety Administration
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