

**Date: 25.11.2013****Model: '11MY Evora S****Number: 2013/03R
USA**

Copy files should be maintained by:

Service Manager		Service Reception		Supervisor		Parts Manager	
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TITLE:

Service level replacement of the LH Rear Oil Cooler (Feed) Hose.

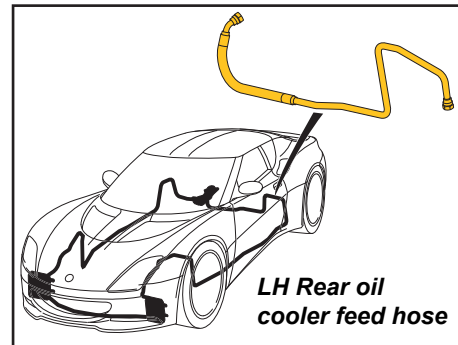
REASON:

To reduce the potential for cooler hose leaks.

Background

Oil leaks to the LHR oil cooler line feed hose connecting the engine thermostat/sandwich plate assembly to the LH bodyside oil feed pipe located to the left hand rear of the engine bay area have occurred in a small number of manual Evora S specification vehicles fitted with twin engine oil coolers manufactured between September 2010 and September 2011.

The cause of the leak has been attributed to the rubber section of the hose assembly rubbing against chassis step/lower edge of rear bulkhead panel.



Lotus has identified that a lack of clearance between the oil cooler hose and the edge of the bulkhead, which, in extreme circumstances, may result in abrasion to the hose due to the natural movement of the engine.

Note: Evora IPS, S-IPS and '12MY onwards manual supercharged models are not affected by this recall action due to their revised oil cooler configuration and hose routing.

Risk

It has been established that in the event of hose failure, engine oil may be ejected onto the road surface and/or rear wheels which could cause a reduction in vehicle control and potential engine failure. There may also be a loss of oil into the engine bay area resulting in an increased risk of fire.

ACTION:

Lotus Cars can now offer a LHR oil cooler line feed hose kit* which is fitted as a direct replacement for the original hose* but the revised hose dimensions ensure that the rubber section of the assembly can no longer make contact with the chassis or bulkhead panel.

- Affected vehicle owners have now been informed that a precautionary safety recall applies, and advising them to contact their dealer to have the necessary rectification work carried out. A specimen letter is attached for information.
- Notwithstanding the above, dealers should immediately contact their own customers wherever possible, and arrange an early appointment.

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LOTUS CARS LIMITED

Potash Lane Hethel Norwich Norfolk NR14 8EZ England T +44 (0) 1953 608 000 F +44 (0) 1953 608 514 www.group Lotus.com
Registered Office: Potash Lane Hethel Norwich Norfolk NR14 8EZ in England No. 895081 VAT Reg No. GB 105 9863 55

- Dealers should immediately check any cars in their sales stock and any affected customer cars currently on site.
- Any affected vehicle by campaign status will be displayed if its VIN is entered onto DC611 on the Lotus Dealer Connect warranty system.
- A quantity of LHR oil cooler line feed hose kits* will be mandatorily issued to all Lotus Dealerships.
- Additional quantities of hoses can be ordered via the parts system of Lotus Dealer Connect as required.

*Note: Evora 'S' VINS from BH_10907 to BH_11702 are fitted with a compression adaptor coupling positioned between the cooler hose and sill pipe connection, (see illustration below). The compression adaptor coupling is **not** compatible with the majority production LHR oil cooler feed line hose connections as fitted from VIN BH_11703 onwards.

Therefore when carrying out this recall action it is essential to ensure the correct Aftersales service level kit is available for the VIN number applicable.

Service Level Kits

Vehicle VINS from
BH_10907 to BH_11702

Kit part number A132KXXXXXS

Kit contents

- 1 x A132KXXXXXS Hose
- 2 x A120K6013S Sandwich Plate Washers

Vehicle VINS from
BH_11703 onwards

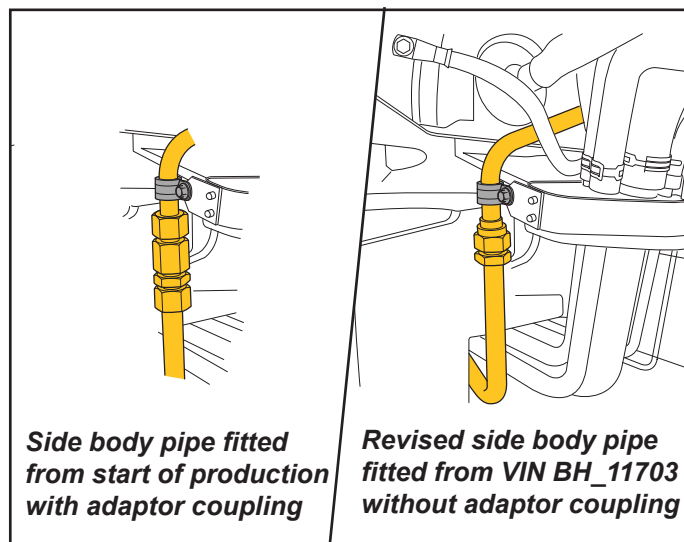
Kit part number A132KYYYYYS

Kit contents

- 1 x A132KYYYYYS Hose
- 2 x A120K6013S Sandwich Plate Washers

Because the majority of vehicles affected by this recall action are post VIN BH_11702, kit part number A132KYYYYYS will be mandatorily issued with kit part number A132KXXXXXS available to order as required.

So that this recall action can be carried out with the minimum of inconvenience to the vehicle owner it is important to confirm the vehicle details and pre-order kit part number A132KXXXXXS if their VIN is prior to BH_11703.



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Timely Repair

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owner may be entitled to an identical or reasonable equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome solutions, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the letter that is being sent to owners, the owners are being instructed to contact the Lotus Customer Service if their dealer does not remedy the condition within three (3) days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

Method of Repair

The procedure for LHR oil cooler line feed hose removal and replacement is described in section KJ.7, Engine Cooling of the Evora Service Notes which are available for viewing/download on the Lotus Dealer Portal, website address: <http://dealers.lotuscars.com>.

All current production and Aftersales service level hoses are listed in the Service Parts List, section 46.06.

CHARGES:

A warranty claim for 3.1 hours labor, 1 x oil cooler hose kit as well as a reasonable sublet value for up to 1 litre of oil may be claimed by submitting a claim on Lotus Connect, option DC603, Bulk Entry Campaign, entering campaign number 2013/03R, select inspection type:

01: For VINS BH_10907 to BH_11702 vehicles requiring Aftersales kit part number A132KXXXXXS.

02: For VINS BH_11703 and onwards vehicles requiring Aftersales kit part number A132KYYYYYS.

Ends.

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Lotus Cars USA, Inc.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle VIN «VIN17»

SAFETY RECALL NOTICE

[lotus owner]
[address line 1]
[address line 2]
[address line 3]

Lotus Recall 2013/03R (NHTSA recall # 13V-314)

Dear «GreetingLine»

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 2011 model year Evora S (Supercharged) vehicles. It has been determined that engine oil leaks have occurred from an oil cooler hose specifically used on the supercharged engine in a small number of USA specification vehicles manufactured between September 2010 and September 2011.

WHAT IS THE RISK?

It has been established that in the event of hose failure, engine oil may be ejected onto the road surface and/or rear wheels which could cause a reduction in vehicle control and potential engine failure. There may also be a loss of oil into the engine bay area resulting in an increased risk of fire. This could result in a crash, serious injury or fatality.

WHAT WE WILL DO

The remedial work required involves the replacement of the oil cooler hose to a revised specification. Your Lotus dealer will carry out this work without charge to you.

WHAT SHOULD YOU DO?

Please contact your Lotus dealer as soon as possible to arrange a service date and to enable the dealer to order the necessary parts for the repair. Instructions for making this correction have been sent to your dealer and the parts are available. The labor time necessary to perform this service correction is approximately 3 hours. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.



Lotus Cars USA, Inc.

Your Lotus dealer is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible. If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact Lotus customer service by calling 1-800-24-LOTUS (1-800-245-6887).

If, after contacting your dealer and Lotus customer service, you are still unable to have the safety defect remedied without charge and within a reasonable time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, DC 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>.

This letter identifies you as an owner of a vehicle affected by this recall. Presentation of this letter to your dealer will assist in making the necessary correction in the shortest possible time. If you have sold or traded your vehicle, please let us know by completing the cut-off slip below and returning it in the postage paid envelope enclosed.

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.

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

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

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Lotus Recall 2013/03R (NHTSA recall # 13V-314)

Please note that the ownership of Lotus Evora, VIN «VIN17», has been transferred to:

Name: _____

Address: _____

City: _____

State: _____

Zip: _____

2402 Tech Center Parkway, Suite 600, Lawrenceville, GA 30043 Tel: 770-476-6540 Fax: 770-476-6541