



Lotus Cars USA, Inc.

SAFETY RECALL NOTICE

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

IMPORTANT SAFETY RECALL

This notice applies to your vehicle VIN «VIN17»

Lotus Recall 2014/02R (NHTSA recall # 14V-280)

Dear «GreetingLine»

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 certain oil cooler hoses 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 road wheels and/or brakes 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.

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;
- (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.



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WHAT WE WILL DO

Further to the interim notification letter recently sent to all registered owners, replacement parts are now available. 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?

Lotus has identified you as the registered owner of the above vehicle. 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 5 hours. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

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 change of ownership form enclosed with this letter 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.

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. B Shepherd
Customer Services & Warranty Manager
Lotus Cars USA, Inc.



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

Name: _____

Address: _____

City: _____

State: _____

Zip: _____