



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 2018/01R (NHTSA recall # 18V-781)

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 certain 2018 model year Evora vehicles. It has been determined that manufacturing defects within the internal components of the steering column may have occurred in certain USA specification vehicles manufactured between April 2018 and October 2018. Lotus has identified you as the registered owner of the above vehicle.

WHAT IS THE RISK?

It has been established that in the event of a crash, the steering column may not properly collapse as intended, which could result in serious injury or death.

WHAT WE WILL DO

Your Lotus dealer will inspect, and repair the steering column assembly as necessary, to ensure the correct assembly of your vehicles steering column. Your Lotus dealer will carry out this work free of charge to you.

WHAT SHOULD YOU DO?

Please contact your Lotus dealer as soon as possible to arrange a service date for the repair of the steering column assembly. Instructions for this procedure have been sent to your dealer. The labor time necessary to perform this service correction is approximately 0.5 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



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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. 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: _____