



Date: 30.11.2018

Model: Evora Model Range
from '18 Model Year VIN JHB20905 to
JHA11273

Number: 2018/01R
Federal & Canadian
Markets

Copy files should be maintained by:

Service Manager		Service Reception		Supervisor		Parts Manager	
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TITLE:

Re-torque of the steering column cartridge screw.

REASON:

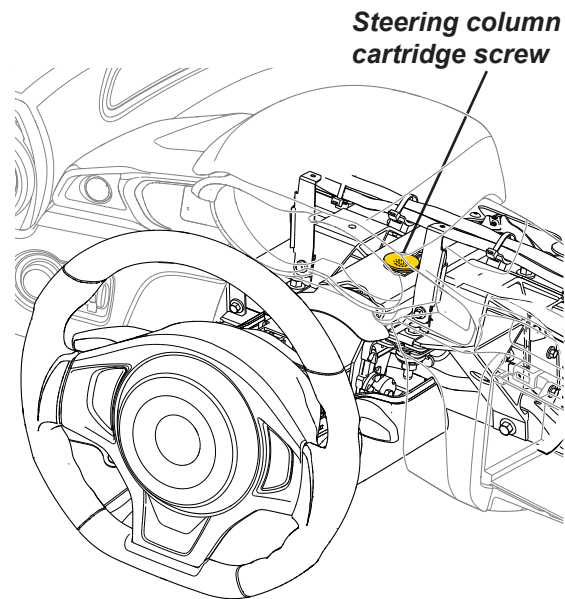
A misbuild issue of the steering column assembly fitted to the Evora model range has been identified in a small number of vehicles manufactured between 17/04/2018 to 02/10/2018. As a result the steering column cartridge screw may not have been tightened to its specified torque of 5 Nm.

Risk

This issue does not present a safety risk under normal driving conditions, even if the column cartridge screw is loose. But in the event that the screw disengages from the column cartridge thread, the correct action of the collapsible section of the steering column cannot be predicted under crash conditions, which could result in serious injury or fatality.

ACTION:

- The screw can be tightened to the correct torque without removing the instrument fascia panel and a 5mm ¼ inch drive Allen socket (Lotus part number T000T1542F) suitable for use within the confined interior space of the fascia panel assembly has been dispatched to every dealer who has taken delivery of an affected vehicle.
- Lotus is using its own sales records to inform the owners of all affected vehicles 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 on page 3 of this bulletin for information.
- Notwithstanding the above, dealers should immediately contact their own customers wherever possible to arrange an early appointment.
- Dealers should immediately inspect any cars in their sales stock and any affected customer cars currently on site.
- Any affected stock vehicles must be retained at the dealership until the steering column cartridge screw has been tightened to the correct torque as instructed in this bulletin.
- Any affected vehicle by campaign status will be displayed if its VIN is entered onto DC611 on the Lotus Dealer Connect warranty system, campaign number 2018/01R.
- Affected VIN's are also listed on page 5 of this bulletin.



SERVICE BULLETIN CLASS 1

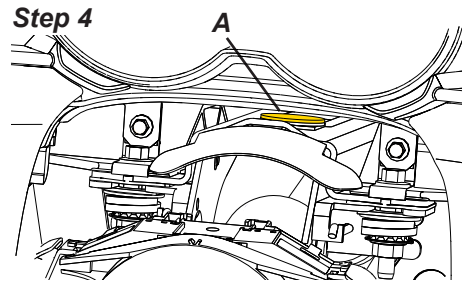
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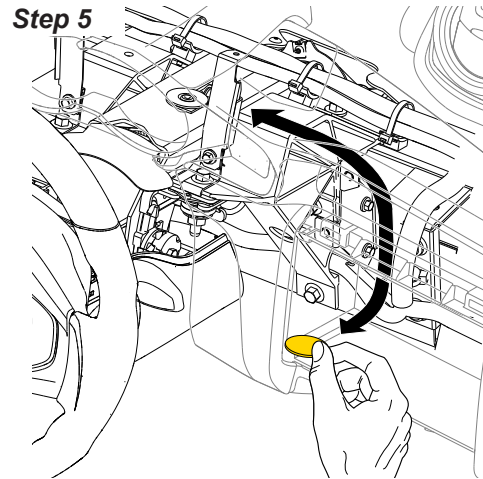
Potash Lane Hethel Norwich Norfolk NR14 8EZ England T +44 (0) 1953 608 000 F +44 (0) 1953 608 514 www.group Lotus.com
Registered Office: Potash Lane Hethel Norwich Norfolk NR14 8EZ in England No. 895081 VAT Reg No. GB 105 9863 55

Column Cartridge Screw Tightening Procedure:

1. Disconnect the vehicle battery; refer to service notes section MH.7 for further information.
2. Remove the upper column steering shroud; refer to service notes section VG.4 for further information, then tilt the steering column to its most downward position.
3. Remove the audio head unit; refer to service notes section MH.6 for further information.
4. With the upper steering column shroud removed, a self adhesive protective patch (A), which is affixed directly on top of the column cartridge screw, should be visible just below the instrument pack mounting body.

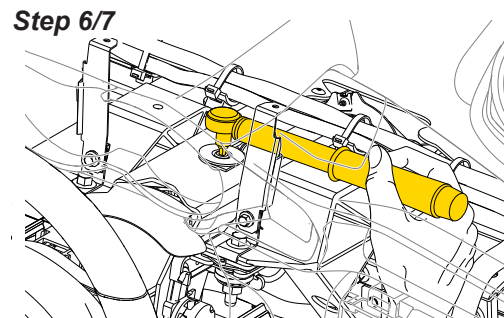


5. Place a hand through the unit aperture and route it towards the top of the steering column, feel for the self adhesive protective patch, remove and retain for refitment.

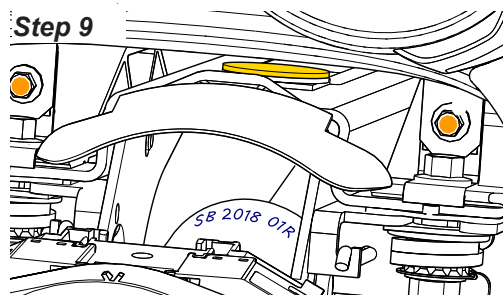


Note: it is possible that the patch is obscured by harness wiring, take care not to use excessive force when moving the wiring, as this may cause damage to harness and connector plugs.

6. Using the 5mm Allen socket provided and a suitable ¼ inch drive torque wrench, pass it through the audio unit aperture, guiding the Allen socket onto the head of the column cartridge screw.
7. Tighten the screw to 5 Nm, (if the screw was loose, then up to ½ turn will be required to achieve the required torque figure).
8. Remove the torque wrench and refit the self adhesive protective patch onto the steering column over the top of the column cartridge screw.



9. Using a suitable marker pen, write the recall campaign number (2018/01R) on the top of the ignition barrel/lock housing.
10. Refit all ancillary components previously removed.



CHARGES:

A warranty claim for 0.5 hours labor time per vehicle may be submitted on Lotus Connect, option DC603, Bulk Entry Campaign. entering campaign number 2018/01R.

Ends.

LOTUS CARS LIMITED



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»

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 2018 model year Evora vehicles. It has been determined that manufacturing defects within the internal components of the steering column may have occurred in a small number of USA specification vehicles manufactured between April 2018 and October 2018.

WHAT IS THE RISK?

It has been established that the correct operating action of the collapsible section of the steering column cannot be predicted under crash conditions, which could result in serious injury or fatality.

WHAT WE WILL DO

Your Lotus dealer will carry out a remedial work to ensure the correct assembly of your vehicles steering column. 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 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 within three (3) days, we recommend you contact Lotus customer service by calling 1-800-24-LOTUS (1-800-245-6887).

47584 Galleon Drive, Plymouth, Michigan, MI 48170 Tel: 001 734 995

SERVICE BULLETIN CLASS 1



Lotus Cars USA, Inc.

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

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

Name: _____

Address: _____

City: _____

State: _____

Zip: _____

47584 Galleon Drive, Plymouth, Michigan, MI 48170 Tel: 001 734 995

SERVICE BULLETIN CLASS 1

Vehicles Listed in 2018 Model Year Serial Number Order Affected by Recall Number 2018/01R

SCCLMDVN6JHB20905
SCCLMDVN2JHB10906
SCCLMDVNXJHB20907
SCCLMDVD7JHB10908
SCCLMDVD4JHB20909
SCCLMDVN9JHA10933
SCCLMDVN0JHA10934
SCCLMDVN2JHA10935
SCCLMDVN4JHA10936
SCCLMDVDXJHB11017
SCCLMDVN8JHA11071
SCCLMDVN5JHA21072
SCCLMDVD2JHA11073
SCCLMDVN1JHB11125
SCCLMDVD4JHB11126
SCCLMDVN5JHA11237
SCCLMDVN7JHA11238
SCCLMDVN4JHA21239
SCCLMDVN0JHA21240
SCCLMDVN7JHA11241
SCCLMDVN4JHA21242
SCCLMDVN6JHA21243
SCCLMDVN2JHA11244
SCCLMDVN4JHA11245
SCCLMDVN1JHA21246
SCCLMDVN8JHA11247
SCCLMDVNXJHA11248
SCCLMDVN7JHA21249
SCCLMDVN8JHA11250
SCCLMDVNXJHA11251
SCCLMDVN5JHA11254
SCCLMDVN7JHA11255
SCCLMDVN9JHA11256
SCCLMDVN6JHA21257
SCCLMDVN2JHA11258
SCCLMDVN4JHA11259
SCCLMDVN0JHA11260
SCCLMDVN2JHA11261
SCCLMDVNXJHA21262
SCCLMDVN6JHA11263
SCCLMDVN8JHA11264
SCCLMDVN5JHA21265
SCCLMDVN7JHA21266
SCCLMDVN5JHA11268
SCCLMDVN7JHA11269
SCCLMDVN5JHA11271
SCCLMDVN7JHA11272
SCCLMDVN9JHA11273

SERVICE BULLETIN **CLASS 1**