



CARS

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 2019/01R (NHTSA recall # 19V-263)

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 2017 and 2018 model year Evora USA specification vehicles manufactured between August 2016 and December 2018 fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) Number 208, "Occupant Crash Protection".

It has been determined that the toe board fitted to the front passenger footwell was incorrectly manufactured, resulting in a reduction in stiffness compared to a correctly manufactured toe board. Lotus has identified you as the registered owner of the above vehicle.

WHAT IS THE RISK?

In the event of a crash, the toe board may deform allowing increased front passenger movement which could result in an increased risk of injury to the upper leg area.

WHAT WE WILL DO

To ensure compliance with Federal Motor Vehicle requirements FMVSS 208 (Occupant Crash Protection) the toe board on your current vehicle will be replaced with a toe board manufactured from material of slightly higher tensile strength at no cost to you.

WHAT SHOULD YOU DO?

The risk of this type of injury is removed or reduced by correct seatbelt usage. Lotus' recommendation is always for all vehicle occupants to wear seat belts and wear them properly.

Please contact your Lotus dealer as soon as possible to arrange a service date for the replacement of the passenger toe board. Instructions for this procedure have been sent to your dealer. The labor time necessary to perform this replacement 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.



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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 non-compliance 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 replacement 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.



Lotus Recall 2019/01R (NHTSA recall # 19V-263V)

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

Name: _____

Address: _____

City: _____

State: _____

Zip: _____