



Date: 17.03.2014

Model: All '11MY Federal Elise/Exige Models

Number: 2014/03  
USA

Copy files should be maintained by:

Service Manager		Service Reception		Supervisor		Parts Manager	
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**TITLE:**

Installation of new software into '11MY Elise/Exige I.P. (Instrument Pack) and any Aftersales service replacements fitted to '08 - '10MY vehicles as required.

**REASON:**

Reports of intermittently inoperative\* instrument packs have been brought to the attention of the Lotus Customer Service Department.

\*Inoperative defined as total failure of the instrument pack including non functioning speedometer, tachometer, panel illumination, LCD display and all Tell Tale lamps except for the security alarm Tell Tale.

For the Federal market this concern has been contained to Elise and Exige '11MY vehicles as well as any '08 - '10MY Elise/Exige models that have been retrofitted with any of the instrument pack part numbers (which were also supplied as service level replacements) listed below:

Part Number	Description	Designation
A121N0007F	'11MY MPH	} Introduction of '11MY as well as 1ZR powertrain Elise
A121N0008F	'11MY KPH	
B121N0007F	'11MY MPH	} Updated to support Bosch ABS brake module and Exige S
B121N0008F	'11MY KPH	
C121N0007F	'12MY MPH	} Updated with new graphic design/grey dials on instrument face
C121N0008F	'12MY KPH	

It has been possible to restore functionality to a 'Blacked-out' instrument pack by disconnecting the battery negative cable for a short period i.e., 30 + seconds which performs a 'systems reset' on the pack upon battery cable reconnection. Unfortunately this procedure will only temporarily restore functionality and the instrument pack may still experience repeat 'Blackout' type failures.

The cause of this failure has been identified as a fault within the software (Versions 5.05 or 6.03) introduced for the '11MY instrument pack.

To rectify this issue, the 'C' level instrument packs are now installed with updated software (Version 6.07) and have been fitted on production as a running change from '14MY VIN EHD10399.

**ACTION:**

The latest level software has been made available in a program format that can be directly downloaded into the instrument pack via the vehicles ODB connector using the Lotus TechCentre laptop\* and VCD (Vehicle Communication Device) part number T000T1472F.

\*Although Lotus TechCentre is not required for the update procedure, the dedicated TechCentre laptop must be used as the required VCD software is already installed.

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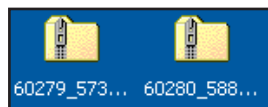
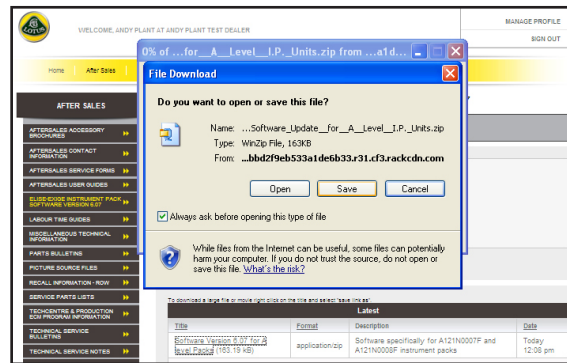
Note: This action should also be carried out where it is known that a specific '08 - '10 MY vehicle has had an '11 or '12MY instrument pack fitted as an Aftersales service level replacement.

Please check and identify any affected VIN numbers from your inventory stock, dealer demonstrators and customer records that you have on file.

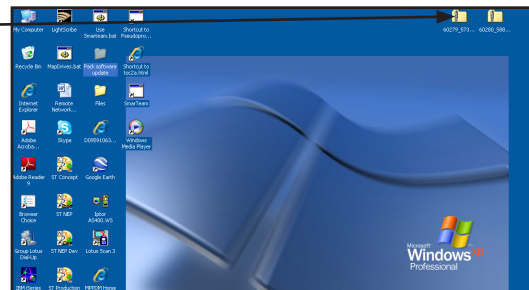
Affected vehicles will be displayed if their VIN is entered on DC611 on Lotus Dealer Connect (campaign number 2014/03).

**Preparation:**

- Two Zip files (one for 'A' level and one for 'B' & 'C' level packs) are available to download from the Lotus Dealer Portal. They are located in: Aftersales>Elise/Exige Instrument Pack Software Version 6.07.



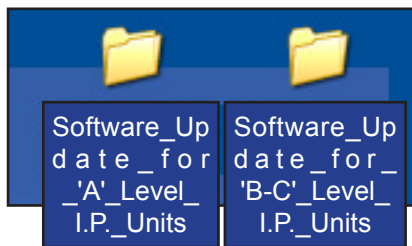
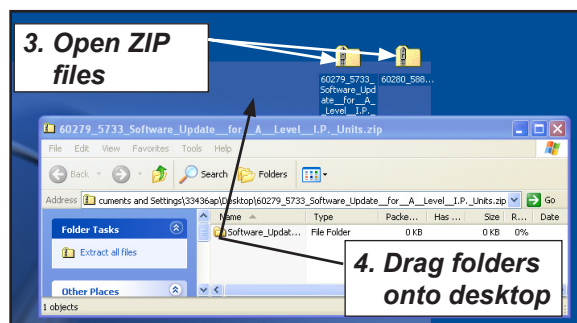
- Download both ZIP files and save them to the desktop of your Lotus TechCentre laptop.



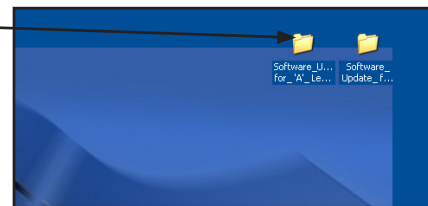
- Open both zip files.

- Drag the program folders contained within the files onto the TechCentre desktop.

Note: The programs contained within the files will **NOT** successfully run if the EXE file contained within the folder is activated whilst still located within the zip file.



- The ZIP files can now be deleted leaving the 2 'named' program folders remaining on the desktop display.



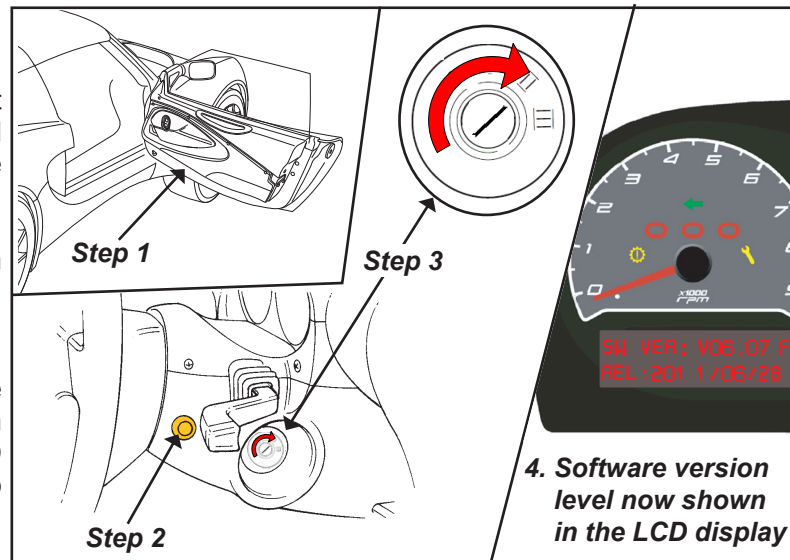
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### Confirmation of current software level

Carry out the following procedure to check the current software level already installed in the instrument pack.

1. Open the driver's door.
2. Push in and hold the instrument panel illumination button located on the right hand side of the steering column shroud.
3. While holding in the illumination button, turn the key to the IGN ON (position 2).
4. The currently installed software level version will be shown on the top left hand side of the LCD display in the place of the trip meter, i.e., VER.6.03 or 5.05.



If SW VER: V06.07 is displayed, the latest software is already installed and the update process is not required, but if the campaign action is shown as outstanding on DC611 for the specific VIN then a claim for verifying the software level may still be submitted (see 'CHARGES' section on page 5 for further information).

### Care points before starting software update procedure:

**Laptop:** Ensure that the TechCentre laptop will not go into standby mode in less than 5 minutes if no keystrokes have been detected. If the laptop is not normally connected to an external power supply whilst in the workshop then ensure its battery is sufficiently charged to carry out this procedure.

**Vehicle:** If the vehicles battery condition is not known then it is recommended to connect the battery cables to an external charger whilst performing the update procedure.

- Ensure all instrument pack functions are operating as expected before carrying out the update procedure.
- Ensure the engine temperature is cool and the recirculation pump is not running or may potentially start running whilst the update procedure is being carried out.
- Running of this application while the recirculation pump is running will damage the instrument pack!

**WARNING:** If the update procedure is interrupted, the instrument pack will become un-programmed and non-operational. It will need to be removed and a new one fitted to the vehicle. This will not be accepted as a Warranty return and must be replaced at the cost of the Dealer.

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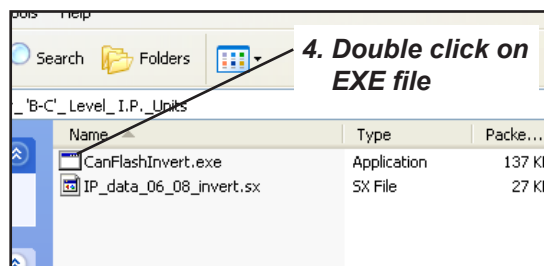
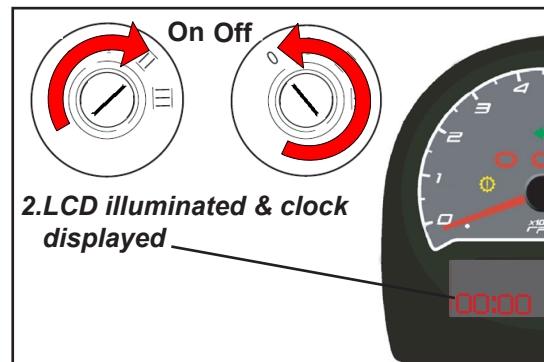
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### Updating Software

Using the Lotus TechCentre laptop, connect the VCD to the OBDII connector located underneath the scuttle beam on the passenger footwell.

Note: Although carrying out this software level update procedure should not affect the instrument packs variant code, it is recommended to record the vehicles odometer mileage reading as well as its variant code using Lotus TechCentre before commencing (Note: Only applicable to '11MY vehicles onwards fitted with a Bosch ABS controller).

1. Close Lotus TechCentre application (if open).
2. Turn the ignition key to IGN ON (position 2), and then turn back to the OFF position but do not remove the key i.e. The LCD must be illuminated and displaying the clock.
3. Wait 5-10 seconds. (This allows for all relays in the engine bay to finish cycling, the recirculation pump to stop and the CAN-bus to stabilise).
4. Open up the applicable program folder previously stored on the laptop and double click on the EXE file to run the application.

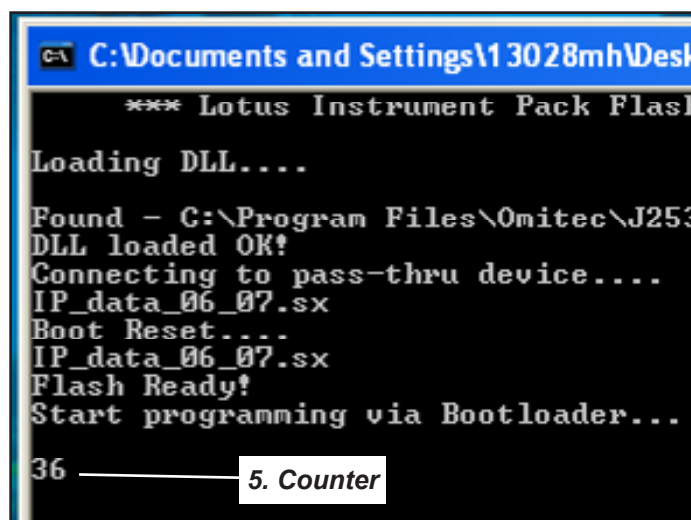


Note: Only very early '11MY Elise models were fitted with 'A' level instrument packs, therefore it is recommended to use EXE file from the 'B-C' level folder in the first instance. In the event that the vehicle was fitted with an 'A' level instrument pack then installing the later file will be apparent as the LCD display will be 'inverted' (upside down) once the procedure has been carried out.

If this happens then repeat the procedure using the EXE file in the 'A' level folder to return the LCD display to its correct orientation.

5. The following loading screen will appear and note the "Success" messages in the screen. The counter in the middle of the screen will start at zero and count to 1018 within approximately 3 to 4 minutes.

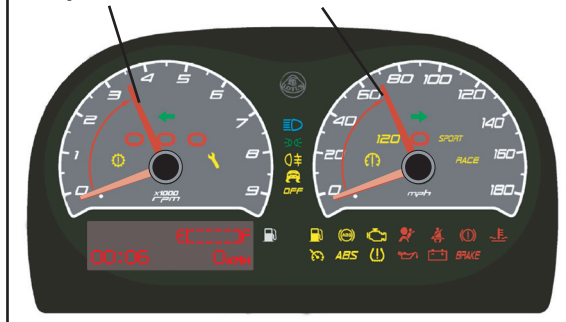
**WARNING:** Do not touch the keyboard or interrupt the process, wait for the counter to reach 1018. Interrupting the download process will damage the instrument pack!



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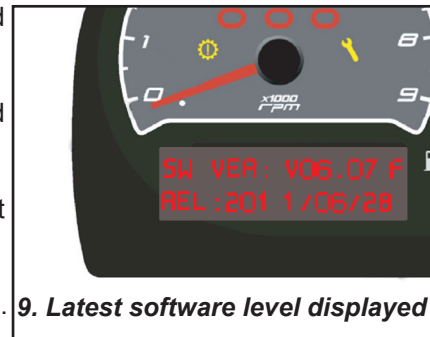
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6. After 3 to 4 min (Approx) and the counter reaching 1018, the speedometer and tachometer needles will sweep indicating the software update procedure is complete.
7. Disconnect the VCD from the computer and the vehicle.
8. Check new software has loaded successfully by doing a software level version check again as described on page 2 of this bulletin.
9. The software level version shown on the LCD display should now show – SW VER: V06.07

**6. Speedometer & tachometer needles**


The instrument pack should not need to be re-variant coded after this update but perform the final checks shown below:

- Ensure vehicles mileage as shown on the odometer has not changed.
- The vehicle runs normally.
- All instrument pack functions and tell tales operate as expected.


**9. Latest software level displayed**

Note: in the unlikely event the procedure should fail it can be attempted again by repeating steps 1 to 9 as shown on pages 3 & 4.

**Should a second attempt fail then try the following:**

- Remove power to the vehicle (remove battery connection or Instrument Pack battery supply fuse) for 30 seconds.
- Disconnect the VCD.
- Shut down the laptop and then restart it.
- Reconnect power and wait 5 minutes.
- Reconnect the VCD.
- Check vehicle diagnostic CAN connections using TechCentre.
- Try the update procedure again.

**CHARGES:**

A warranty claim may be submitted on Lotus Connect, option DC603, Bulk Entry Campaign, enter campaign number 2014/03 selecting the relevant inspection type:

- Inspection type 1: 0.1hr/car - Confirmation that software version V06.07 is already installed.  
 Inspection type 2: 0.3hr/car - Update instrument pack to software version V06.07.

Note: If you are aware of any '08 - '10 MY Elise variants that have been fitted with an '11 or '12MY instrument pack as an Aftersales service level replacement then please submit a pre-authorisation request form to the Lotus Cars Warranty department showing proof of fitment.

The VIN number will be added to the campaign action so that its software level update can also be submitted as a campaign type claim.

Ends.

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