

**Date: 28.07.2014****Model: All Vehicles****Number: 2014/05**

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Service Manager		Service Reception		Lotus Technicians		Parts Manager	
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TITLE:

To reinforce the importance of checking and clearing stored fault codes at time of PDI (Pre-Delivery Inspection).

REASON:

The increased frequency of battery disconnection/reconnection that vehicles are subjected to during transportation from the factory to the dealer or in some instances the prolonged storage, vehicle inactivity and resultant battery discharge may result in DTC's (Diagnostic Trouble Codes) being generated by the vehicles ECU (Electronic Control Unit).

To ensure customer satisfaction one of the actions listed in the 'Start Engine' section of the current PDI form LSL345G is:

'Use Lotus TechCentre to check for stored codes'

ACTION:

To prevent any inconvenience to the new vehicle owner resulting in an unscheduled return visit to your dealership prior to the vehicle's first service please ensure that:

- Lotus TechCentre is used to check for stored or pending codes once the engine has been started and has ran for a sufficient time to inspect fluid leaks etc as described in the 'Start Engine' section of the PDI checklist.
- A drive cycle of a reasonable duration may have to be performed before illumination of either the Service (Spanner) light or MIL (Malfunction Indicator Lamp) occurs, therefore a Lotus TechCentre check must be repeated after a suitably comprehensive 'Road Test Performance Check' as described in the PDI checklist has also been carried out.

CHARGES:

No charges are associated with clearing fault codes as part of the standard PDI process.

Warranty claims are only acceptable where a fault generated requires actual repair action to permanently clear it, (which requires submission of a pre-authorisation request form at the time of PDI).

Ends.

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