

**Date: 16.03.2022****Model: All Toyota powertrain vehicles
from 2004 Onwards****Number: 2021/06
Issue 2**

Copy files should be maintained by:

Service Manager		Service Reception		Lotus Technicians		Parts Manager	
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This revised technical service bulletin replaces bulletin 2021/06 Issue issued 16.06.2021.**TITLE:**

Standard information required and procedures to be followed when reporting ECU & TCU faults.

REASON:

There is often insufficient, or inconsistent information received from dealers when reporting ECU & TCU related faults, this can lead to unacceptable delays in repairing vehicles.

IMPORTANT: Before investigating any ECU or TCU related issues, first ensure the latest software files have been flash programmed into the relevant modules.**ACTION:**

To resolve these inconsistencies, from the issue of this bulletin, when reporting ECU & TCU faults to the Aftersales department, Field Service Engineers require the following:

A. Standard information to be included in the email subject header line.**B.** Basic information/files from Lotus 20/20 to be included in the initial email.**Action A:** Example of standard information required on the subject header line on the initial email sent to Lotus Cars:

Full 17-digit VIN of Vehicle: SCCLMDVN1HHA2XXXX
Model Year: 2019
Model: Evora
Type: 430
Transmission (AT/MT): AT
Fault Code/Description of Issue: P0101 Mass or Volume Air Flow Circuit Range/Performance
Vehicle Mileage or KM: 12,284 ml
Dealer Name: Lotus of XXX

One single email thread with the above header format, should be kept for all communications regarding an issue until it is resolved, this ensures one email contains the complete information, timeline & history for all communications concerning the issue.

Action B: Using Lotus 20/20 diagnostic tool, always save the files listed below and include them in your initial email when contacting your nominated Field Service Engineer (see action A).If a vehicle has set a DTC or MIL light, **DO NOT CLEAR THE FAULT CODES BEFORE SAVING THESE FILES.** Clearing the codes will erase this data and useful information regarding the fault will have been lost. THIS COULD RESULT IN LOTUS CARS NOT HAVING SUFFICIENT INFORMATION TO HELP YOU DIAGNOSE THE DTC FAULTS REPORTED!**If available the required .pdf files are:**

Freeze Frame data .pdf ECU
DTC's .pdf ECU DTC's & TCU DTC's
Information .pdf ECU Info & TCU Info
TCU Performance Data .pdf ECU & TCU

Note: Never send screen shots of this information.

Continued..

LOTUS CARS LIMITED

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Sample Email

Shown below is the format of the email that should be sent to your nominated Field Service Engineer after actions A & B have been carried out.

 Send	To	The Dealers Nominated Field Service Engineer
	Cc	
	Bcc	
	Subject	FW:SCCLMDVN1HHA2XXXX, 2019 Evora 430 AT, P0101 Mass or Volume Air Flow Circuit Range/Performance, 12,284 mi, Lotus of XXX

Hello,

We require assistance regarding a P0101 Mass or Volume Air Flow Circuit Range/Performance fault code issue on the above vehicle.

Customer Description of fault:

- e.g. Vehicle driving OK, cruising along the freeway at 55 – 65 mph when the MIL light came on.

Dealer Technical Description of the Issue:

- A more technical description of the issue
 - e.g. *This is the second time this vehicle has presented with a P0101 DTC set, after downloading all the require files, we've cleared the fault codes and have test driven the vehicle a number of times, however we are unable reproduce the fault set by the customer?*
- What does the vehicle drive like
 - e.g. *The vehicle drives as normal, unable to detect an issue.*
- Any checks and testing carried out to date + What are the results
 - e.g. *1st checked the inlet system is stock and in good condition – Inlet system stock, air filter replaced at last P0101 event.*
 - e.g. *Then carried out visual checked of MAF sensor – All seems OK, no contamination of sensor etc.*
 - e.g. *etc. etc. (the more detailed and accurate the information provided the better).*

Please find attached required Lotus 20-20 files:

- Freeze Frame .pdf (for ECU)
- DTC .pdf's (for ECU & TCU)
- ECU Info .pdf's (for ECU & TCU)
- Performance Data Information .pdf's (for ECU & TCU)
- ECU Info .pdf's (for ECU & TCU)

As requested by the Field Service Engineer, we have also carried out the Basic Ignition On and Hot Idle tests, logging the required Basic Channels, please find attached 20/20 live data log files:

- 20200625_Log01_Ignition_On.csv
- 20200625_Log02_Hot_Idle.csv

Any other relevant info / documentation / photo's etc.

- Please find attached

Regards,
Technician name

After receiving this information, your Field Service Engineer will contact you with instructions on what to do next, to help resolve the issue.

CHARGES:

No warranty charges are associated with the contents of this bulletin.

Ends.

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