



Date: 25.04.2024

Model: All Emira Models

Number: TSB-131-24012

Copy files should be maintained by:

Service Manager		Service Reception		Supervisor		Parts Manager	
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TITLE

Correct use of EmiraDS and the Lotus Insight tool to prevent vehicle or diagnostics issues.

REASON

The information contained in this bulletin has been prepared in an attempt to resolve recent issues reported to Technical Support and also to prepare all global dealers for the release of additional functions in EmiraDS to support the 4-cylinder version of Emira.

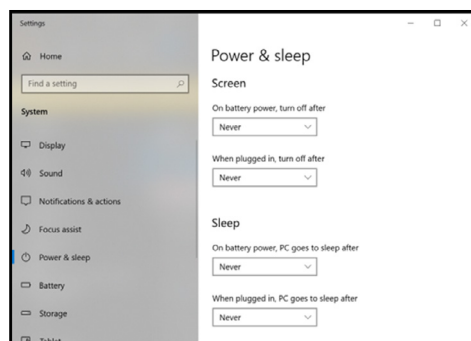
ACTION

The information below must be followed to ensure optimum performance of EmiraDS with the Lotus Insight tool.

Lotus Insight Tool (Getac Tablet)

You must never:

- Perform unapproved modifications to Lotus Insight Tool (Getac Tablet).
- Install a local firewall or antivirus software.
- Install non-Lotus software applications (other brand software) – this includes anything not requested by Lotus Cars or Technical support.
- From the Windows setting screen, select the 'Power & Sleep' option and select 'Never' for every option. This will prevent the Insight Tool from going to sleep during a SW download, potentially causing programming to fail.



Violating any of these conditions will invalidate the warranty of the Lotus Insight tool.

Dealer WiFi and Internet Capability

- There must be an unrestricted internet or WiFi connection for optimum operation especially during software downloads. Where a Firewall or dealer network security or other intermediary limitation exists, this can cause EmiraDS to not operate correctly.
- Guidelines for stable and appropriate bandwidths are: A minimum of 100MBps (download)/20MBps (upload)
- Speedtests should be regularly conducted verifying this capability in order to prevent problems with usage.

Components damaged due to poor dealer infrastructure will not be accepted as warranty issue.

Diagnostic Sessions & Diagnostic Log Files

- A number of log files are recorded by EmiraDS during each session. These include a record of the steps carried out, the battery voltage (for example), time & date, technician log in details (!), VCI driver version amongst many other parameters.
- We use these log files to help to provide technical support and improve the system

Uploading log files AND "Finalizing" the diagnostic session must be done for any future technical support requests.

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Correct and Appropriate use of SW UPGRADE vs Module RELOAD

EmiraDS provides many functions to support both software upgrades (when available) and also when physical control modules are replaced.

- RELOAD: It is important to use SW UPGRADE and RELOAD correctly as improper use can damage components. RELOAD should only be used when hardware has been replaced unless otherwise instructed by technical support or a technical bulletin to carry out a specific task.
- SW UPGRADE will be presented upon checking the availability of new software and this may be subject to a specific bulletin relating to the changed software.

Additional EmiraDS Functionality

- New powertrain and security functions will be released for AMG control modules. Please refer to any future technical bulletins describing correct use.
- Guided fault tracing and component adaption routines will support problem identification and repair recommendation.

It is recommended to consult technical support for additional guidance.

Ensure the Latest Correct Mongoose MFC3 VCI Driver is Installed

- The latest VCI driver can be downloaded from the Aftersales Portal*.
- To prevent problems with VCI use, you should ensure the VCI is connected to your Insight Tool when updating the VCI driver. This also updates the VCI firmware at the same time.

Failure to follow the steps above can cause the VCI driver to lose synchronisation and it will become inoperable. The replacement of the VCI driver under these circumstances will not be covered under warranty.

*Available to download from the Aftersales Dealer Portal at: <https://dealerportal.uslotservice.lotuscars.com/log-in> - from the Aftersales tab, select VCI Driver.

Use of 12V Battery Support Device

- A battery support device must have a minimum 50Amp capability, the recommendation is 100Amp capability.
- SW download is inhibited if the battery is not connected to a suitable battery support unit
- The SW download process mandates that a battery support device is fitted and switched on before allowing to proceed with any steps.
- Log files generated during software download record if a battery support device was used.

Technical support will not be able to recover control units damaged as a result of a battery support device not being used during SW download.

Vehicle Usage Mode

Please ensure familiarisation with the relevant Vehicle Usage Modes – the description of these can be found in EmiraDS for reference under CEM Information

Disclaimer

Warranty claims relating to either damaged/inoperable Insight Tools, VCI drivers or vehicle modules will be rejected if any of the steps/requirements shown in this bulletin were not adhered to.

CHARGES

No charges are associated with the contents of this bulletin.

Ends