



CARS

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By Recall Management Division at 3:26 pm, Oct 30, 2013

Our Ref: TA/USREP/573

Your Ref: 13V-314

Date: 23rd October 2013

Chief
Recall Management Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington
D.C. 20590

Subject: Part 573 Recall Notice #13V-314 – Follow-Up Report

This information is submitted in accordance with the requirements of Title 49 Part 573 of the Code of Federal Regulations. Lotus Cars Limited would like to advise the Administrator of further information that has become available relating to Recall Notice 13V-314.

Annex A (attached) details defect information as required by the aforementioned regulation. Please contact the undersigned if you have any questions.

Yours sincerely

Ian Cawdron
Principal Legislation Engineer
Type Approval Department
Lotus Cars Ltd
Tel: +44(0)1953 608297
Email: icawdron@lotuscars.com

Annexes:

- A. Defect Information Report
- B. Affected VIN Ranges
- C. Oil Cooler Hose Assembly
- D. Customer Reimbursement Plan

Enclosures:

- 1. 2013-03R_Recall Letter_Federal_v2
- 2. sb_2013_03R_USA_Evora_LHR_Oil_Cooler_Hose_Recall.pdf



Defect Information Report

573.6(c)(1) **Manufacturers Name**

Full Corporate Name: Lotus Cars Limited

Designated Agent: Mr Arnold Johnson
Lotus Cars USA Inc

Official Contact: Mr Ian Cawdron
Principal Legislation Engineer
Email: icawdron@lotuscars.com
Tel: +44 (0)1953 608297

Customer Enquiries: Mr Ron Mann
Customer Services & Warranty Manager
Email: rmann@lotuscars.com
Tel: (770) 476 6564

573.6(c)(2)(i) **Identification of Vehicles**

Vehicles affected are 2011 model year Lotus Evora supercharged, manual gearbox cars. Affected vehicles have been built with a flexible oil hose that could chafe against a chassis bulkhead, increasing the risk of hose rupture.

Make: Lotus
Line: Evora
Model Year: 2011
Month/Year of
Manufacture: Sep 2010 – Sep 2011
Affected VIN: See Annexe B

573.6(c)(3) **Number of Vehicles Potentially Containing the Defect**

80 vehicles in the United States are affected by this recall:

2011MY Evora S 80

573.6(c)(4) **Percentage of Vehicles Actually Containing the Defect**

The percentage of vehicles estimated to actually contain the defect is 100%.

573.6(c)(5) **Description of Defect**

There have been two incidents where an engine oil cooler hose has ruptured resulting in oil loss. A lack of clearance between the hose and the edge of a



composite bulkhead may result in abrasion to the hose due to the natural movement of the engine (see Annex C).

It has been established that in the event of hose failure, engine oil may be ejected onto the road surface and/or rear wheels which could cause a reduction in vehicle control and potential engine failure. There may also be a loss of oil into the engine bay area resulting in an increased risk of fire. This could result in a crash, serious injury or fatality.

The pipe in question is a Lotus designed part, manufactured by Delta Aircraft Services and is used exclusively on Evora supercharged, manual gearbox variants. The part is now obsolete following a system design change implemented with the introduction of the Evora auto gearbox variant.

573.6(c)(6) **Chronology of Principal Events**

Date	Detail
23-Nov-12	1st reported failure (warranty claim)
07-Jan-13	2nd reported failure (warranty claim)
09-Jan-13	Concern # 600CON0118 raised - engineering investigation commenced
09-Jan-13	Non-Conformance Report # C010/13 raised
10-Jan-13	Root cause identified: 'insufficient dynamic clearance for the hose and this is down to a number of factors (hose movement due to internal pressure, dynamic engine movement and discrepancies between modelled hose "constrained" routing and physical part routing.'
04-Jun-13	Initial engineering investigation complete. Report submitted to Proton board
11-Jul-13	Proton board concluded that there are safety implications. Recall approved
17-Jul-13	NHTSA and Transport Canada notified

573.6(c)(7) **Non-Compliance Test Report**

Not applicable.

573.6(c)(8)(i) **Proposed Remedial Program**

Lotus can now offer an oil cooler hose kit which is fitted as a direct replacement for the original hose. The revised hose dimensions ensure that the rubber section of the assembly can no longer make contact with the chassis or bulkhead panel.

573.6(c)(8)(ii) **Notification Dates**

Estimated dates for dealer and customer notification are detailed below. A copy of the proposed letter to owners is attached (see Enclosure 1) and the reimbursement plan is included at Annex D.

Dealer notification: 25th November 2013

Customer notification: 2nd December 2013



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573.6(c)(10) **Representative Copy of all Notices, Bulletins etc**

See Enclosure 2.

573.6(c)(11) **Manufacturers Recall Code**

2013/03R



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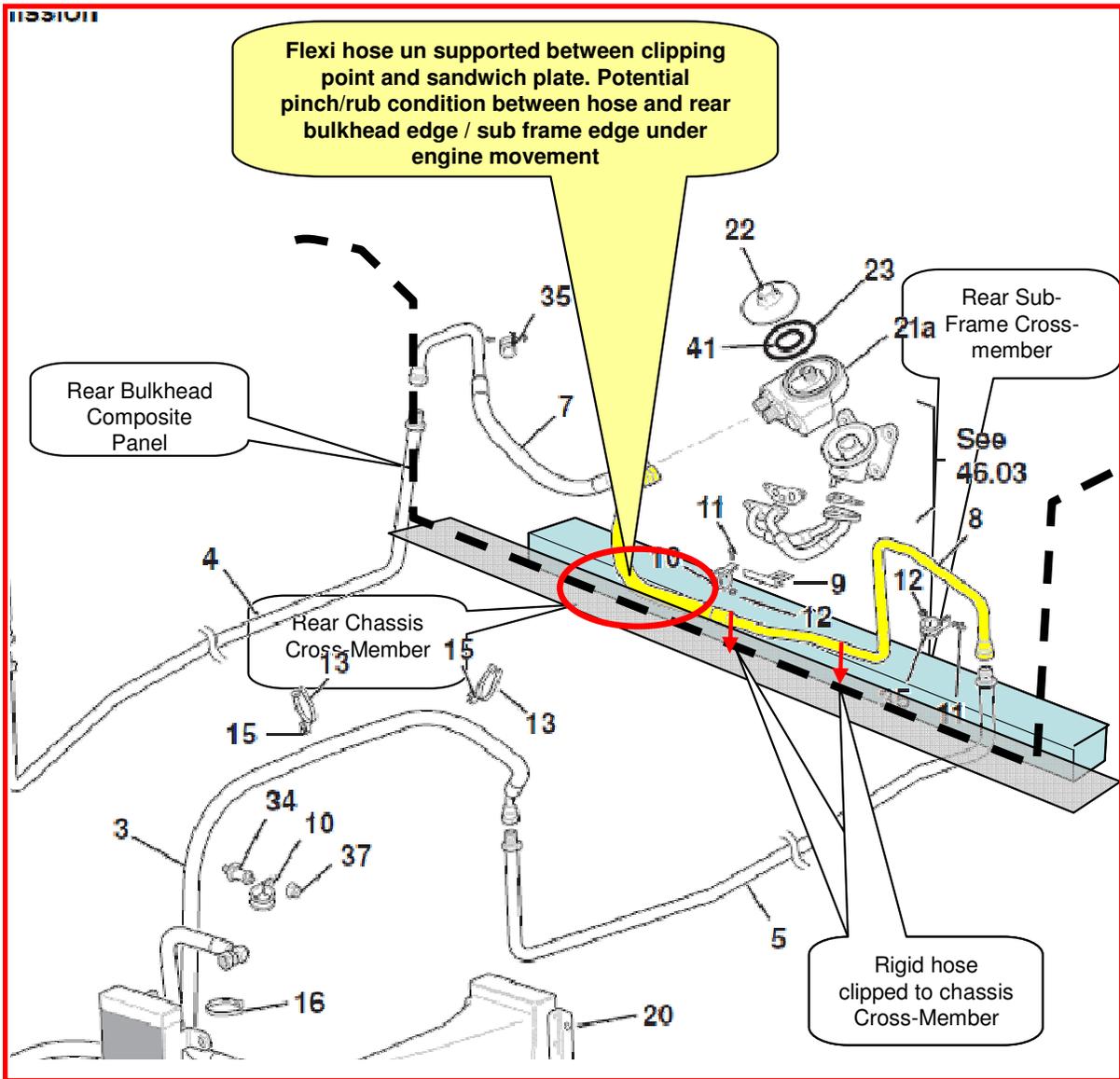
Annexe B to
TA/USREP/573
Dated 23rd October 2013

AFFECTED VIN RANGES

SCCLMDSC0BHA
SCCLMDSC4BHA
SCCLMDSCXBHA
SCCLMDSC2BHA
SCCLMDSC6BHA
SCCLMDSU4BHA
SCCLMDSU8BHA
SCCLMDSC7BHA
SCCLMDSUXBHA
SCCLMDSC8BHA
SCCLMDSU2BHA
SCCLMDSU3BHA
SCCLMDSU1BHA
SCCLMDSU0BHA
SCCLMDSC1BHA
SCCLMDSC9BHA
SCCLMDSU7BHA
SCCLMDSU5BHA
SCCLMDSC0BHA
SCCLMDSU9BHA
SCCLMDSU6BHA
SCCLMDSC3BHA



OIL COOLER HOSE ASSEMBLY





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Annexe D to
TA/USREP/573
Dated 23rd October 2013

Customer Reimbursement Plan

1. Claimants¹ to be reimbursed for repairs conducted between 17th July 2012 and 12th December 2013 (customer notification + 10 days)

2. Claims will be refused if:

- a) Repairs² are not of the same type as the recall remedy (i.e. hose repair or replacement)
- b) The repair did not address the problem that led to the recall
- c) The repair was not reasonably necessary to correct the defect that led to the recall

3. Claims will only be paid if adequate documentation is provided:

- a) Name and mailing address of the claimant;
- b) Vehicle make, model, model year, and vehicle identification number of the vehicle;
- c) Identification of the recall (either the NHTSA recall number or the manufacturer's recall number);
- d) Identification of the owner or purchaser of the recalled motor vehicle at the time that the pre-notification remedy was obtained;
- e) A receipt for the pre-notification remedy, which may be an original or copy
- f) Receipt must indicate that the repair addressed the defect or noncompliance that led to the recall or a manifestation of the defect or noncompliance, and state the total amount paid for the repair of that problem.

4. Within 60 days, claimant will be reimbursed for lesser of:

- a) Cost paid by claimant for repair
- OR
- b) Lotus retail cost of parts + labour, taxes etc

5. Claims for reimbursement should be sent to:

Mr Ron Mann
Customer Services & Warranty Manager
Lotus Cars USA Inc.
2402 Tech Center Parkway
Suite 600
Lawrenceville
U.S.A.

Notes:

- 1. **Claimant** means a person who seeks reimbursement for the costs of a pre-notification remedy for which he or she paid.
- 2. **Repair** is defined as all parts, labour, disposal of waste, taxes etc associated with rectifying the defect that led to the recall. This also includes all parts that failed as a result of the defect, including engines and associated parts, provided the above conditions are met.

Customer Reimbursement Plan - Contd

