



Date: 30.11.2018

Model: Evora Model Range
from '18 Model Year VIN JHD20828 to
'19 Model Year VIN KHD28008

Number: 2018/01R
EU, ROW & EAME
Markets

Copy files should be maintained by:

Service Manager		Service Reception		Supervisor		Parts Manager	
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TITLE:

Re-torque of the steering column cartridge screw.

REASON:

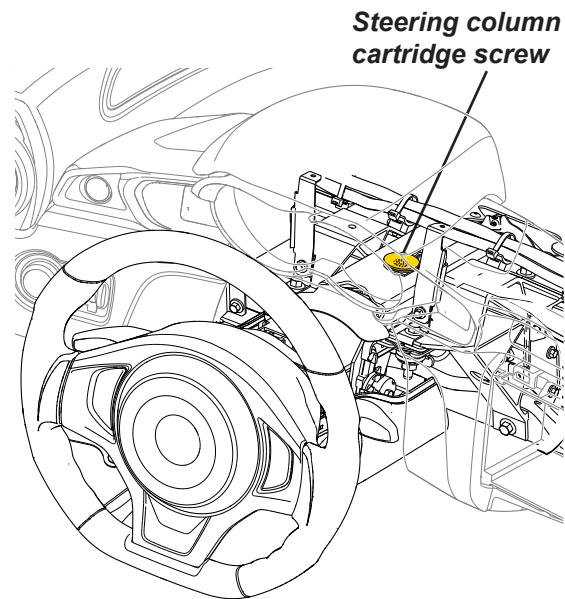
A misbuild issue of the steering column assembly fitted to the Evora model range has been identified in a small number of vehicles manufactured between 05/03/2018 to 02/10/2018. As a result the steering column cartridge screw may not have been tightened to its specified torque of 5 Nm.

Risk

This issue does not present a safety risk under normal driving conditions, even if the column cartridge screw is loose. But in the event that the screw disengages from the column cartridge thread, the correct action of the collapsible section of the steering column cannot be predicted under crash conditions, which could result in serious injury or fatality.

ACTION:

- The screw can be tightened to the correct torque without removing the instrument fascia panel and a 5mm ¼ inch drive Allen socket (Lotus part number T000T1542F) suitable for use within the confined interior space of the fascia panel assembly has been dispatched to every dealer who has taken delivery of an affected vehicle.
- Lotus is using its own sales records to inform the owners of all affected vehicles that a precautionary safety recall applies and advising them to contact their dealer to have the necessary rectification work carried out. A specimen letter is attached on page 3 of this bulletin for information.
- Notwithstanding the above, dealers should immediately contact their own customers wherever possible to arrange an early appointment.
- Dealers should immediately inspect any cars in their sales stock and any affected customer cars currently on site.
- Any affected stock vehicles must be retained at the dealership until the steering column cartridge screw has been tightened to the correct torque as instructed in this bulletin.
- Any affected vehicle by campaign status will be displayed if its VIN is entered onto DC611 on the Lotus Dealer Connect warranty system, campaign number 2018/01R.
- Affected VIN's are also listed on page 4 of this bulletin.

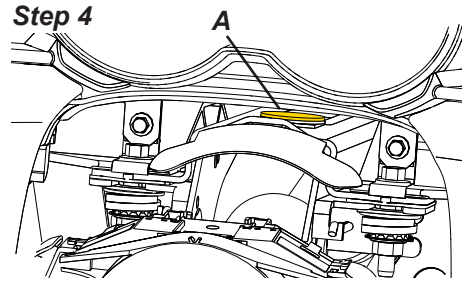


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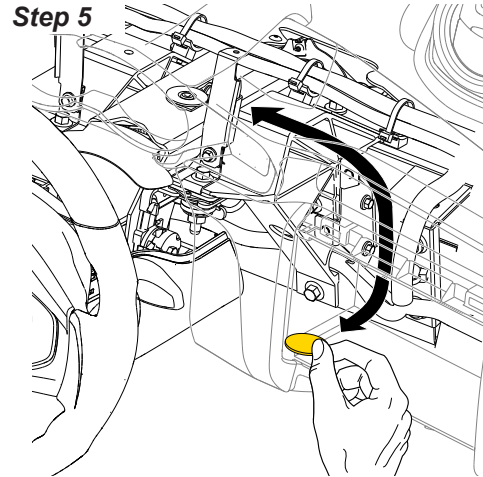
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Column Cartridge Screw Tightening Procedure:

1. Disconnect the vehicle battery; refer to service notes section MH.7 for further information.
2. Remove the upper column steering shroud; refer to service notes section VG.4 for further information, then tilt the steering column to its most downward position.
3. Remove the audio head unit; refer to service notes section MH.6 for further information.
4. With the upper steering column shroud removed, a self adhesive protective patch (A), which is affixed directly on top of the column cartridge screw, should be visible just below the instrument pack mounting body.

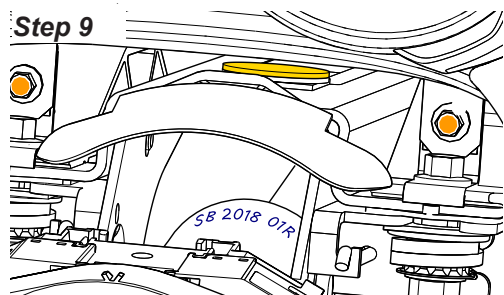
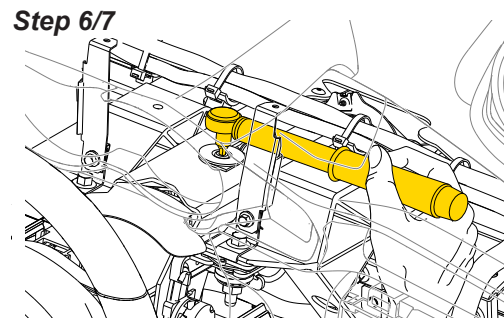


5. Place a hand through the unit aperture and route it towards the top of the steering column, feel for the self adhesive protective patch, remove and retain for refitment.



Note: it is possible that the patch is obscured by harness wiring, take care not to use excessive force when moving the wiring, as this may cause damage to harness and connector plugs.

6. Using the 5mm Allen socket provided and a suitable ¼ inch drive torque wrench, pass it through the audio unit aperture, guiding the Allen socket onto the head of the column cartridge screw.
7. Tighten the screw to 5 Nm, (if the screw was loose, then up to ½ turn will be required to achieve the required torque figure).
8. Remove the torque wrench and refit the self adhesive protective patch onto the steering column over the top of the column cartridge screw.
9. Using a suitable marker pen, write the recall campaign number (2018/01R) on the top of the ignition barrel/lock housing.
10. Refit all ancillary components previously removed.



CHARGES:

A warranty claim for 0.5 hours labour time per vehicle may be submitted on Lotus Connect, option DC603, Bulk Entry Campaign. entering campaign number 2018/01R.

Ends.

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CARS

CODE OF PRACTICE VEHICLE SAFETY RECALL 2018/01R - LOTUS
VEHICLE V.I.N.

Dear

This letter concerns an important safety measure affecting your Lotus and asks you to arrange with your dealer for your vehicle to be repaired.

REASON FOR THIS RECALL

Lotus has decided that a defect, which relates to motor vehicle safety exists in certain 2018 to 2019 model year Evora vehicles. It has been determined that manufacturing defects within the internal components of the steering column may have occurred in a small number of vehicles manufactured between March 2018 and October 2018.

WHAT IS THE RISK?

It has been established that the correct operating action of the collapsible section of the steering column cannot be predicted under crash conditions, which could result in serious injury or fatality.

WHAT WE WILL DO?

Your Lotus dealer will carry out a rectification procedure to ensure the correct assembly of your vehicles steering column. Your Lotus dealer will carry out this work without charge to you.

WHAT SHOULD YOU DO?

Please contact your Lotus dealer as soon as possible to arrange a service date for the repair of the steering column assembly. Instructions for this procedure have been sent to your dealer. The labour time necessary to perform this service correction is approximately 0.5 hours. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Any authorised Lotus dealer will be pleased to carry out this work, but if you should have any queries or concerns, please telephone for assistance: +44 (0)1603 732194. Alternatively, email: CustomerServices@LotusCars.com.

This recall is carried out under the terms of the U.K. Code of Practice on Vehicle Safety Defects and with the authority of the U.K. Vehicle & Operator Services Agency.

This letter identifies you as an owner of a vehicle affected by this recall. **If you are no longer the owner or keeper of this vehicle, please help us by e-mailing CustomerServices@LotusCars.com to advise details of the new owner. Alternatively telephone +44 (0)1603 732194, your co-operation in this matter would be very much appreciated.**

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Mr. Neil Turner
Customer Services Manager
Lotus Cars

Vehicles Listed in Model Year & Serial Number Order Affected by Recall Number 2018/01R

2018 Model Year Vehicles

SCCLMDVU7JHD20828
SCCLMDPC1JHC10829
SCCLMDCC7JHD10830
SCCLMDPC1JHC10832
SCCLMDPC3JHC10833
SCCLMDCC4JHD10834
SCCLMDCC6JHD10835
SCCLMDCC1JHC10836
SCCLMDCCXJHD10854
SCCLMDCC1JHD10855
SCCLMDCC3JHD10856
SCCLMDCC5JHD10857
SCCLMDPC7JHD10871
SCCLMDPC9JHD10872
SCCLMDPC0JHD10873
SCCLMDPC2JHD10874
SCCLMDPC6JHD10876
SCCLMDPC8JHD10877
SCCLMDPU9JHC10893
SCCLMDPU0JHC10894
SCCLMDCC6JHC10895
SCCLMDPU4JHC10896
SCCLMDPC3JHD10897
SCCLMDVU8JHD20904
SCCLMDVU6JHC20915
SCCLMDPU2JHC10945
SCCLMDCU8JHD10988
SCCLMDCUXJHD10989
SCCLMDCC7JHD10990
SCCLMDCU8JHD10991
SCCLMDCC0JHD10992
SCCLMDCU1JHD10993
SCCLMDCC4JHD10994
SCCLMDPU6JHD11003
SCCLMDPU7JHD21006
SCCLMDCU0JHL11016
SCCLMDVU3JHC21018
SCCLMDPU3JHC11019
SCCLMDPUXJHC11020
SCCLMDPU8JHD11021
SCCLMDVU4JHC11050
SCCLMDPUXJHC11051
SCCLMDVU7JHC11074
SCCLMDCC1JHC21075
SCCLMDVU0JHC11076
SCCLMDPU6JHC11077
SCCLMDPU8JHC11078
SCCLMDPUXJHC11101
SCCLMDPU1JHC11102
SCCLMDCU6JHC11103
SCCLMDCC9JHC11104
SCCLMDPU2JHC11142
SCCLMDPU6JHD11194
SCCLMDPC6JHC11202
SCCLMDPU9JHC11204

2019 Model Year Vehicles

SCCLMDVU1KHD20003
SCCLMDPC8KHD20004
SCCLMDPCXKHD20005
SCCLMDCC9KHD10006
SCCLMDCC6KHD20007
SCCLMDPC5KHD20011
SCCLMDVU2KHD20012
SCCLMDCC1KHD20013
SCCLMDPC0KHD20014
SCCLMDCC5KHD20015
SCCLMDVUXKHD20016
SCCLMDPU5KHD20017
SCCLMDPC8KHD20018
SCCLMDVU5KHD20019
SCCLMDVU1KHD20020
SCCLMDPU7KHD20021
SCCLMDPU9KHD20022
SCCLMDPU0KHD20023
SCCLMDVU9KHD20024
SCCLMDPU6KHD20026
SCCLMDVU4KHD20027
SCCLMDVU6KHD20028
SCCLMDVU8KHD20029
SCCLMDVU4KHD20030
SCCLMDVU6KHD20031
SCCLMDCC6KHC20036
SCCLMDCU5KHC10039
SCCLMDCC2KHD10042
SCCLMDVU2KHD20043
SCCLMDPCXKHC20096
SCCLMDPU0KHC20097
SCCLMDPU5KHC10102
SCCLMDVU5KHD20103
SCCLMDCCXKHD10161
SCCLMDPU8KHD10162
SCCLMDVUXKHC10163
SCCLMDPU8KHC10207
SCCLMDPU2KHC10218
SCCLMDPU5KHC10231
SCCLMDCC8KHC20233
SCCLMDPU2KHC10235
SCCLMDPU6KHC10237
SCCLMDVC7KHD28002
SCCLMDVC2KHD28005
SCCLMDVC8KHD28008