



Date: 07.05.2019

Model: Federal Evora  
2017 & 2018 Model Years

Number: 2019/01R  
Federal Market

Copy files should be maintained by:

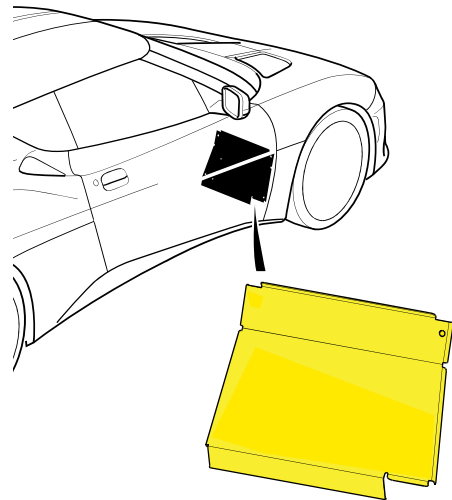
Service Manager		Service Reception		Supervisor		Parts Manager	
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**TITLE:**

Replacement of the front passenger toe board assembly.

**REASON:**

It has been determined that 2017 and 2018 model year Evora USA specification vehicles manufactured between August 2016 and December 2018 fail to conform to Federal Motor Vehicle Safety Standard No FMVSS 208 - Occupant Crash Protection. This is because the toe board fitted to the front passenger footwell was incorrectly manufactured, resulting in a reduction in stiffness compared to a correctly manufactured toe board..



**Risk**

In the event of an unbelted crash situation, the toe board may deform allowing increased front passenger movement which could result in the front passenger being exposed to an increased risk of injury to their upper leg area.

**ACTION:**

- New toe boards manufactured enabling the vehicle to meet the requirements of FMVSS 208 are now fitted as a production running change as from the introduction of the 2020 model year Federal specification Evora model range. A quantity of new toe boards, complete with carpet and 2 spare fasteners will be mandatorily issued to all Lotus Dealerships.
- 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, confirming that the risk only concerns unbelted passengers and there have been no reported incidents outside the formal crash testing conducted by Lotus.
- 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 replacement toe board is fitted as instructed in this bulletin.
- As per the communication recently sent to all Lotus dealers 'To meet US regulations in these circumstances, it is essential that you do not deliver any further cars (New or Pre Owned) you may have in your inventory from this period of build until this modification has been carried out'.
- 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 2019/01R.

Continued.

**LOTUS CARS LIMITED**

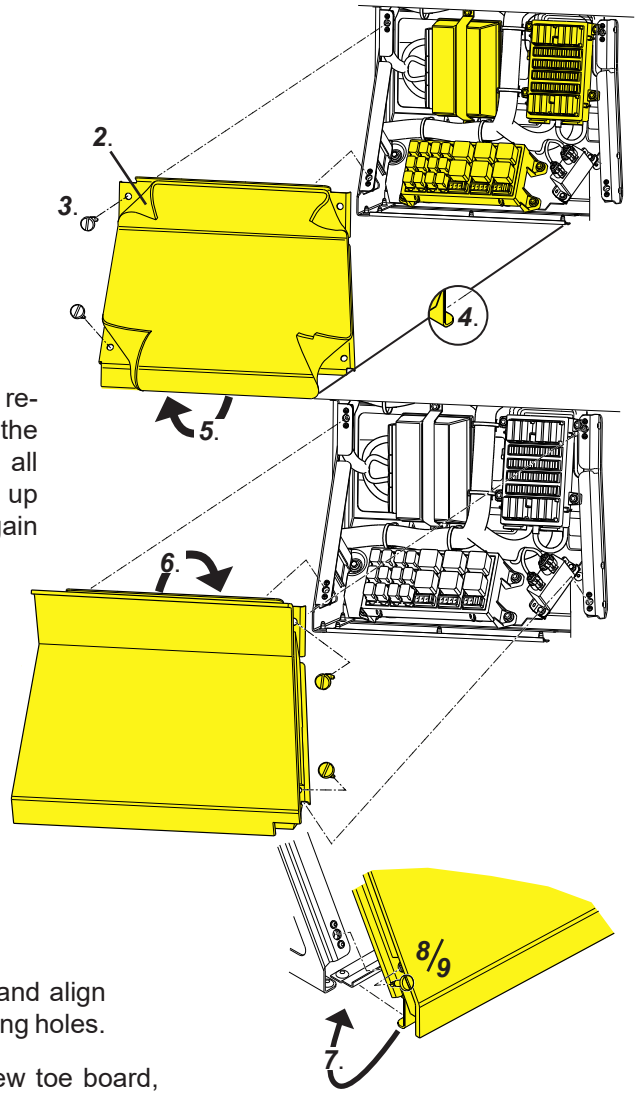
Potash Lane Hethel Norwich Norfolk NR14 8EZ England T +44 (0) 1953 608 000 F +44 (0) 1953 608 514 www.group Lotus.com  
Registered Office: Potash Lane Hethel Norwich Norfolk NR14 8EZ in England No. 895081 VAT Reg No. GB 105 9863 55

**Part required**

Part number	Quantity/vehicle
A132A0863S	1

**Toe Board Replacement Procedure:**

1. From within the front passenger footwell area, release the upper floor mat fixings and remove the passenger floor mat.
2. Pull back each corner of the passenger bulkhead carpet sufficiently to expose the toe boards' 4 quarter-turn fasteners.
3. Turn the quarter fasteners counter-clockwise releasing them from their retaining holes within the left and right hand footwell brackets, remove all fasteners for re-use. It may be necessary to pull up the front edge of the passenger floor carpet to gain access the lower quarter turn fasteners.
4. Push the toe board downwards to release its lower lip-hook from the lower footwell bracket.
5. Rotate and pull the lower edge of the toe board towards you and remove it from the footwell.
6. Feed the new toe board assembly (A132A0863S), into the footwell area by its upper edge first.
7. Rotate into position ensuring its lower lip-hook is fitted under the lower footwell bracket.
8. Pull back each corner of the bulkhead carpet and align the toe board/ left and right hand bracket mounting holes.
9. Transfer the 4 quarter-turn fasteners to the new toe board, turning clockwise to secure into position, (2 additional fasteners are supplied if required).
10. Refit the passenger floor carpet and floor mat and refitting back into position that may have also been disturbed during this procedure.


**CHARGES:**

A warranty claim for 1 x toe board (A132A0863S) and 0.5 hours labor time per vehicle may be submitted on Lotus Connect, option DC603, Bulk Entry Campaign, entering campaign number 2019/01R.

**Displaced Toe Boards**

At the time of claim submission:

- Displaced toe boards should be destroyed to ensure that there is no possibility that they can be reintroduced into aftersales parts circulation.
- An email sent to Lotus Cars USA at: [warranty-usa@lotuscars.com](mailto:warranty-usa@lotuscars.com), listing the full 17 digit VIN, claim number as well as picture attachment showing the destroyed toe board.

Ends.

**LOTUS CARS LIMITED**



## IMPORTANT SAFETY RECALL

**This notice applies to your vehicle VIN «VIN17»**

### **SAFETY RECALL NOTICE**

[lotus owner]  
[address line 1]  
[address line 2]  
[address line 3]

### **Lotus Recall 2019/01R (NHTSA recall # 19V-263)**

Dear «GreetingLine»

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

#### REASON FOR THIS RECALL

Lotus has decided that 2017 and 2018 model year Evora USA specification vehicles manufactured between August 2016 and December 2018 fail to conform to Federal Motor Vehicle Safety Standard No FMVSS 208 - Occupant Crash Protection.

It has been determined that the toe board fitted to the front passenger footwell was incorrectly manufactured, resulting in a reduction in stiffness compared to a correctly manufactured toe board. Lotus has identified you as the registered owner of the above vehicle.

#### WHAT IS THE RISK?

It has been established that in the event of an unbelted crash situation, the toe board may deform allowing increased front passenger movement which could result in a passenger being exposed to an increased risk of injury to the upper leg area.

#### WHAT WE WILL DO

To ensure compliance with Federal Motor Vehicle requirements FMVSS 208 (Occupant Crash Protection) the toe board on your current vehicle will be replaced with a toe board manufactured from material of slightly higher tensile strength at no cost to you.

#### WHAT SHOULD YOU DO?

The risk of this type of injury is removed or reduced by correct seatbelt usage. Lotus' recommendation is always for all vehicle occupants to wear seat belts and wear them properly.

Please contact your Lotus dealer as soon as possible to arrange a service date for the replacement of the passenger toe board. Instructions for this procedure have been sent to your dealer. The labor time necessary to perform this replacement is approximately 0.5



CARS

hours. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Lotus dealer is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible. If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact Lotus Customer Service by calling 1-800-24-LOTUS (1-800-245-6887).

If, after contacting your dealer and Lotus customer service, you are still unable to have the non-compliance remedied without charge and within a reasonable time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This letter identifies you as an owner of a vehicle affected by this recall. Presentation of this letter to your dealer will assist in making the necessary replacement in the shortest possible time. If you have sold or traded your vehicle, please let us know by completing the cut-off slip below and returning it in the postage paid envelope enclosed.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the vehicle lessee within ten days.

Again, 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. B Shepherd  
Customer Services & Warranty Manager  
Lotus Cars USA, Inc.



**Lotus Recall 2019/01R (NHTSA recall # 19V-263V)**

Please note that the ownership of Lotus Evora, VIN «VIN17», has been transferred to:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_