



CARS

Our Ref: TA/USREP/573

Your Ref: 11V-510

Date: 6<sup>th</sup> September 2012

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 #11V-510 – Failure of Oil Cooler Hose End Fittings**

This information is submitted in accordance with the requirements of Title 49 Part 573 of the Code of Federal Regulations. Lotus Cars Ltd would like to advise the Administrator of further information that has become available relating to Recall Notice #11V-510.

Following extensive investigations and vehicle development, a proposed solution for the oil cooler hose issue has now been identified and is detailed at Annexe A. Lotus considers that this solution is effective, serves the interest of maximising safety and offers minimum disruption to the owner and their vehicle.

If you have any questions relating to this submission, please contact the undersigned.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Ian Cawdron", with a horizontal line underneath.

Ian Cawdron  
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Type Approval Department  
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Annexes:

- A. §573.6 Defect Information Report
- B. Existing Oil Cooler Hose Installation
- C. Oil Cooler Hose Repair Strategy
- D. Oil Cooler Hose Repair Installation
- E. Customer Reimbursement Plan

Enclosures:

- 1. Draft4 sb\_2012\_01R\_USA\_Federal\_Elise\_Oil\_Cooler\_Hose\_Recall.pdf
- 2. Draft 11V-510\_Recall Letter\_130712.pdf
- 3. Envelope\_11V-510.pdf



Annexe A to  
TA/USREP/573  
Dated 6<sup>th</sup> September 2012

### **§573.6 Defect Information Report**

*§573.6(c)(8)(i) A description of the manufacturer's program for remedying the defect or noncompliance:*

It is proposed to replace the oil cooler hose end fittings, using a bespoke dealer fitting kit. This technique involves removal of the original hose end fittings and installing new end fittings, secured by Oetiker clamps. This repair will be carried out on the left and right longitudinal oil cooler hoses (4 end fittings). The lateral oil cooler hose will be replaced in its entirety (see Annexes B, C & D). Following repair, the vehicle will be leak checked to verify oil cooler system integrity. A customer reimbursement plan is also detailed at Annexe E.

*§573.6(c)(8)(ii) The estimated date(s) on which it will begin sending notifications to owners, and to dealers and distributors:*

Subject to parts and tool availability, notification dates are as follows:

Dealer notification: 2nd January 2013

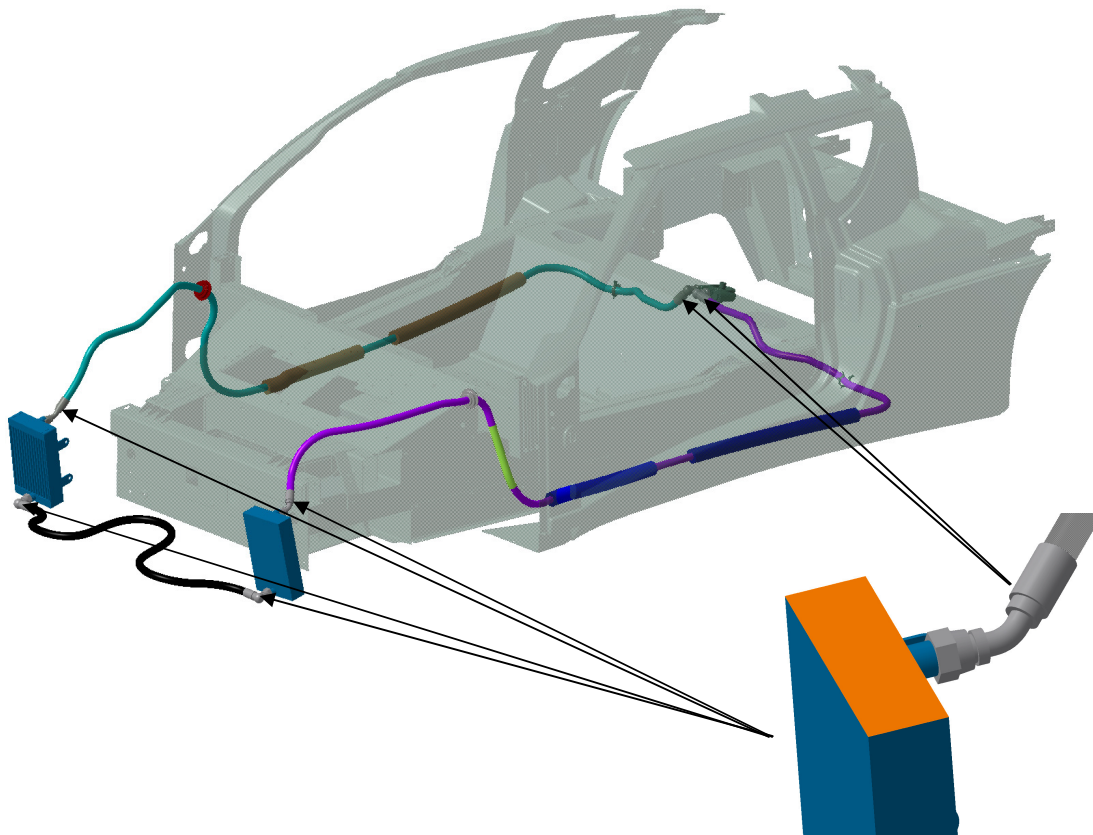
Owner notification: 9<sup>th</sup> January 2013

*§573.6(c)(10) A representative copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and are sent to more than one manufacturer, distributor, dealer or purchaser:*

A copy of the proposed dealer service bulletin and a draft of the customer notification letter are enclosed for consideration by NHTSA (Enclosures 1 & 2 respectively).



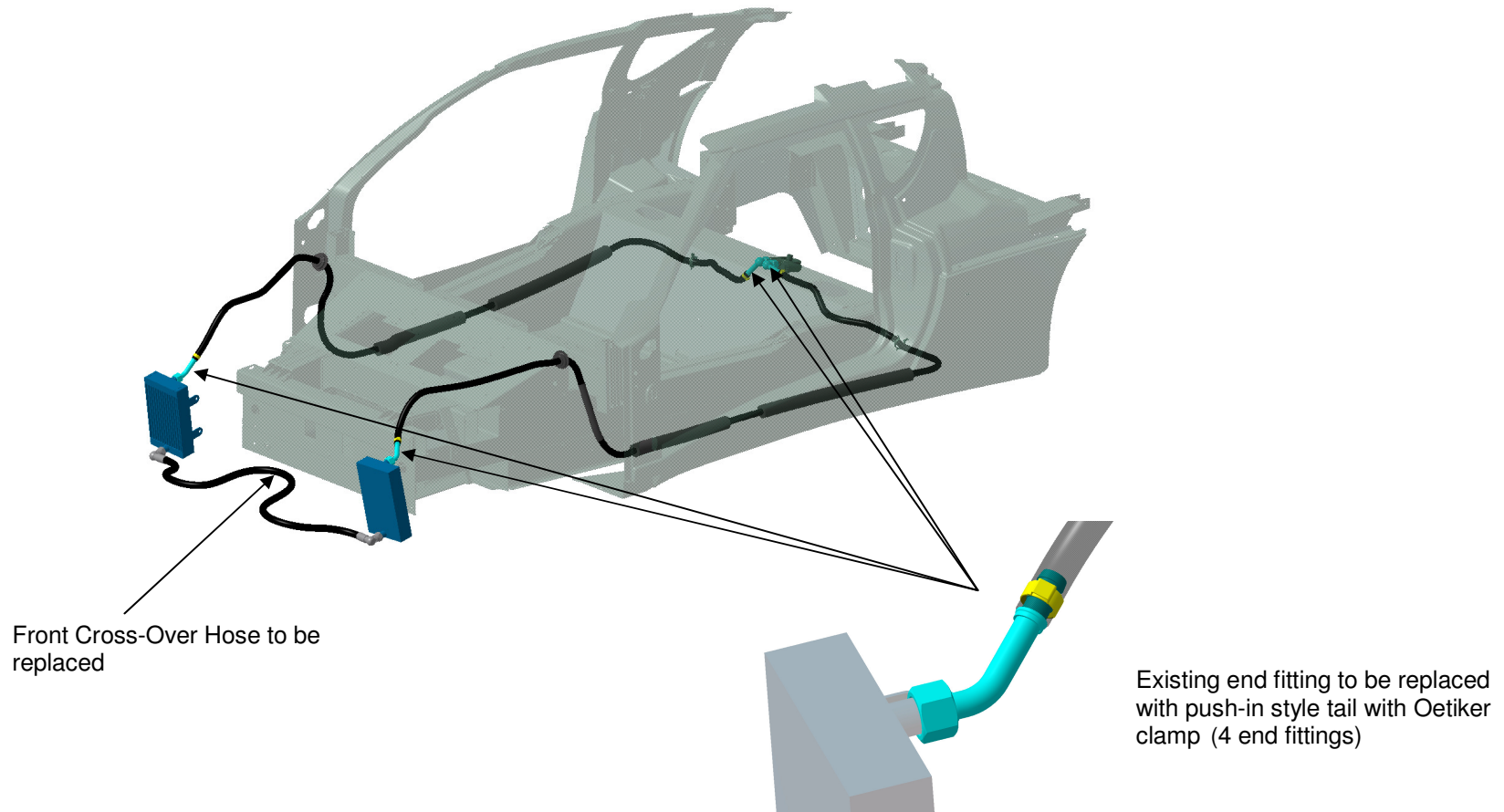
## EXISTING OIL COOLER HOSE INSTALLATION



Traditional hydraulic tail and crimp ferrule (total 6 end fittings)



## OIL COOLER HOSE REPAIR STRATEGY

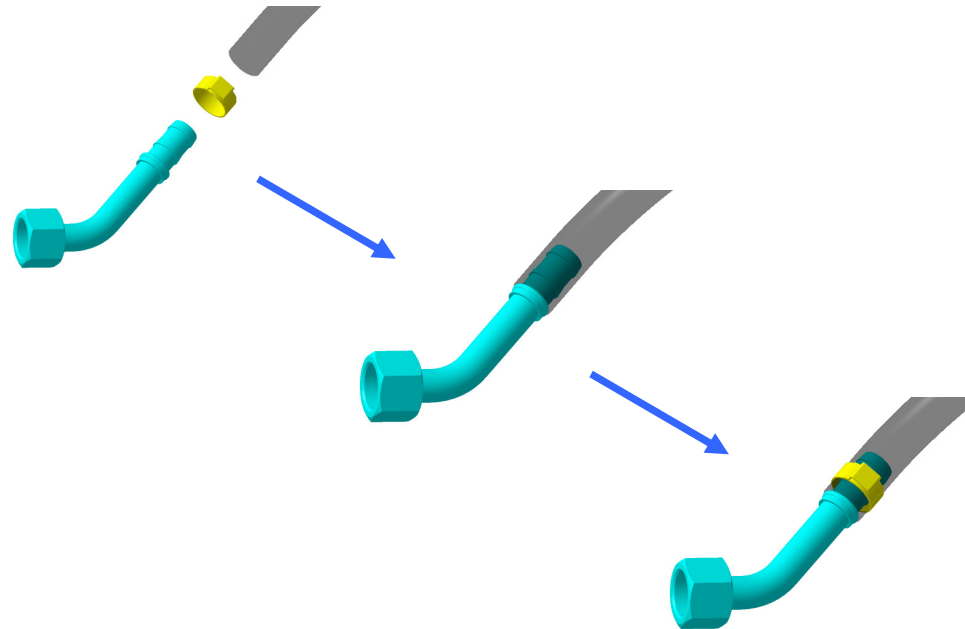




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Annexe D to  
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## OIL COOLER HOSE REPAIR INSTALLATION





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Annexe E to  
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### Customer Reimbursement Plan

1. **Claimants<sup>1</sup> to be reimbursed for repairs conducted between 5th October 2010 and 19th January 2013 (customer notification + 10 days)**
2. **Claims will be refused if:**
  - a) Repairs<sup>2</sup> 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 repairOR
  - 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 - Flow Chart**

