



# SERVICE BULLETIN

Date: 29th May 2009

Model: Elise/Exige

Number:  
2009/01R  
USA

**CLASS 1**

Service Manager	Service Reception	Supervisor	Parts Manager

## NHTSA SAFETY RECALL

See also S/B 2009/02 USA

**TITLE:** Torque check of rear hub securing bolts on selected vehicles.

**REASON:** To verify that the factory torque check process has been applied. Lotus has identified a small range of Elise derived models where the specified torque check for the three bolts securing the rear hub bearing unit to the hub carrier, may not have been correctly performed. In any such case, there is a danger that an insecure hub could result in loss of vehicle control. Note that the driveshaft and brake disc/calliper are likely to prevent complete loss of the hub/roadwheel assembly.

This campaign requires that all cars in a small range of affected cars are checked to confirm that all rear hub bolts are secure.

**ACTION:**

- 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 check/rectification work carried out. A specimen letter is attached for information.
- Notwithstanding the above, dealers should immediately contact their own customers wherever possible, and arrange an early appointment.
- **IMPORTANT** Dealers should immediately check any cars in their sales stock or demonstrator fleet, or any affected customer cars currently on site. Federal law requires that any vehicles in dealer inventory are rectified before retail delivery.

All cars in the affected VIN range (see following pages), and built in the period January 2009 to May 2009, are to be recalled for a torque check of the rear hub bolts.

**Check on Warranty System that this campaign is still outstanding for the subject car.**

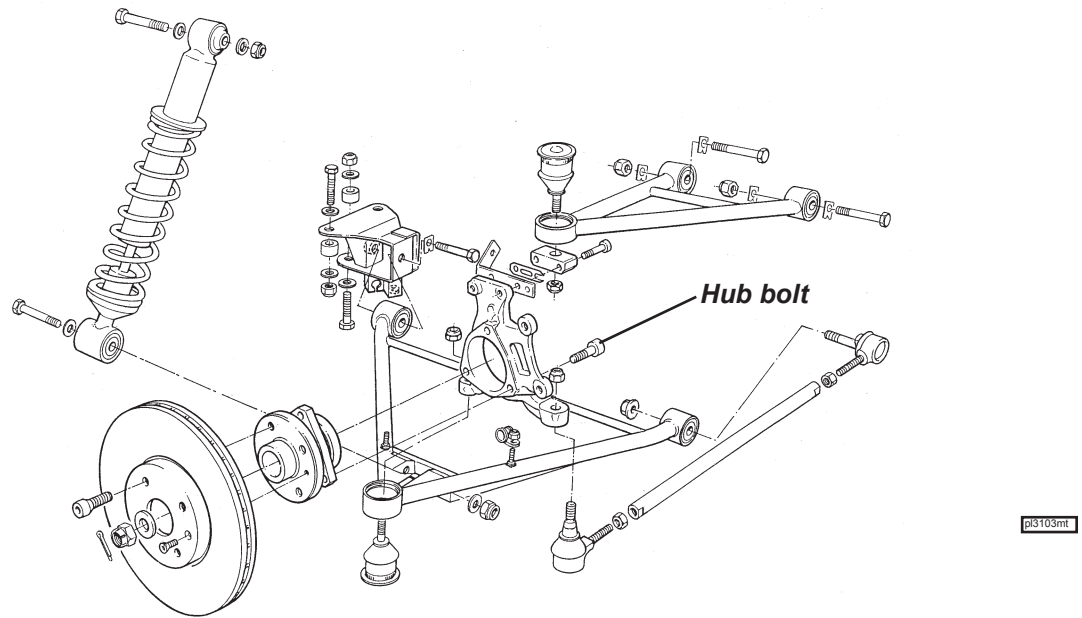
### Check Procedure

*Note:* The three hex. head bolts securing the hub bearing unit to the hub carrier are treated with Permabond A130 compound, and torque tightened to 90 Nm. In order to avoid breaking the adhesive bond, and the subsequent need for bolt removal, cleaning and adhesive re-application, the check procedure uses a lower torque setting in conjunction with witness marks.

1. Remove both rear roadwheels.
2. From the inboard side of the hub carrier, match mark the position of the three bolts securing the hub bearing unit to the hub carrier, by scribing a line across the head and onto the carrier.
3. Using a short torque wrench with 19mm crowsfoot adaptor ring, apply a 70 Nm tightening torque to each of the bolts in turn. If a suitable torque wrench or adaptor is not available, use a well fitting thin wall 19mm ring spanner, and apply full manual effort.
4. Examine the match marks to determine if any bolt movement has occurred;
  - if no; mark the bolt heads with white paint, and re-assemble (wheel bolt torque = 105 Nm).
  - if yes; before taking any further action, immediately inform Lotus Warranty by;
 

Telephone; 770-476-6564  
E-mail; warranty@lotuscars.com  
If instructed to proceed:

Continued.....



- a) Remove the hub carrier from the car -see Service Notes sub-section DH.3.
- b) Thoroughly de-grease and clean the female threads in the hub carrier. Clean the thread of each bolt using a wire brush and Acetone, apply Permabond A130 and re-install, tightening to 90 Nm.
- c) Mark the hub bolt heads with white paint.
- d) Reassemble the suspension - see Service Notes sub-section DH.3.
- e) Refit the roadwheels - wheel bolt torque = 105 Nm.

**CHARGES:** For vehicles passing the torque check, claims for 0.4 hr may be submitted quoting Operation Code 31.03.90 - 00, 'A' code 50, 'B' code 40. Please quote 'S/B 2009/01R USA' in the text remarks section.

For vehicles failing the torque check, claims for 1.6 hr per side may be submitted quoting Operation Code 31.03.91 - 01, (left hand side) and/or 31.03.92 - 01 (right hand side); 'A' code 50, 'B' code 40. Please quote 'S/B 2009/01R USA' in the text remarks section.

### Timely Repair

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owner may be entitled to an identical or reasonable equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome solutions, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the letter that is being sent to owners, the owners are being instructed to contact the Lotus Customer Service if their dealer does not remedy the condition within three (3) days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

**Affected VINs**

SCCAC11199HL80347  
SCCNA12359HH20412  
SCCZC11159HL30418  
SCCAC11169HL80435  
SCCZC11149HL30443  
SCCPC11109HL30446  
SCCZC11159HL30449  
SCCPC11189HL30453  
SCCPC11139HL30456  
SCCPC11179HL30458  
SCCWC11139HL80463  
SCCPC11149HL30465  
SCCPC11169HL30466  
SCCZC11129HL30473  
SCCPC11179HL30475  
SCCPC11129HL30478  
SCCPC11109HL30480  
SCCPC11129HL30481  
SCCPC11189HL30484  
SCCWC11149HL80486  
SCCZC11129HL30487  
SCCAC11119HL80519  
SCCAC111X9HL80535  
SCCAC11129HL80545  
SCCAC11159HL80555  
SCCAC11119HL80570  
SCCAC11109HL80608  
SCCPC111X9HL30762

**SAFETY RECALL –**

**SAFETY DEFECT REGARDING SECURITY OF REAR WHEEL HUB BOLTS**

Dear Lotus Owner:

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

LOTUS has determined that a defect which relates to motor vehicle safety exists in certain 2009 Elise and Exige vehicles manufactured from January 05 2009 to May 07 2009 .

On a small range of vehicles, including your own, it has been found that the bolts securing the rear hubs to the suspension may not have been correctly tightened. **THERE IS A DANGER THAT INCORRECTLY TIGHTENED BOLTS MAY RESULT IN AN INSECURE REAR WHEEL HUB, LEADING TO A LOSS OF VEHICLE CONTROL.** Lotus is instituting a vehicle recall campaign in order to ensure that all affected cars are checked, and where necessary, rectified. To minimise any risk, it is recommended that this work be performed at an early date.

**Your vehicle is affected.** For this reason we ask that you arrange that your dealer check, and if necessary correct the condition without delay. The service and any required parts as described in this letter will be provided free of charge.

To correct this condition, your dealer will check the bolts securing both rear hubs to the suspension to ensure that they have been correctly tightened and, if found to be necessary, remove the bolts, re-install and tighten them using a specified procedure.

It will take your dealer approximately half an hour to check your hub bolts and approximately three and a half hours to re-install the hub bolts if rectification is necessary. However, additional time may be required depending on how dealer appointments are scheduled and processed. To obtain this free service:

Contact your dealer as soon as possible to schedule an appointment for the free service.

Take this letter with you at the time of your appointment and give it to your dealer. The letter identifies the vehicle and the service that is required.

If you have any problem obtaining the needed repair, please telephone Lotus Customer Service at [1-800-2456887]. A Lotus representative will arrange for prompt attention to your vehicle.

**WARNING! IT IS IMPERATIVE TO COMPLETE THE RECALL ACTION AS SOON AS POSSIBLE.**

Lotus sales or dealer records, or data provided by vehicle licensing authorities, indicate that you are the registered keeper of the Lotus model with V.I.N. (Vehicle Identification Number) quoted above.

**If you are no longer the owner or keeper of this vehicle, please help us by calling Lotus Customer Service at [1-800-2456887] to advise details of the new owner. Your co-operation in this matter would be very much appreciated. Thank you.**

**Any Lessor that receives this notification must send a copy of this notice to the Lessee.**

**Any Dealer that receives this notification must send a copy of this notice to the Customer.**

We regret any inconvenience which this action may cause you. However, we are concerned about your safety. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave SE, Washington, DC 20590, or call 1-888- DASH-2-DO (1-888-327-4236). (Washington DC residents use 1-202-366-0123).

Thank you for your attention to this important matter.

*Lotus Customer Service*