

 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
OWNER INFORMATION (Type or Print)		Date Received 11-MAR-2013 APR 22 2013		Repository ☐ Reference No. 10502388	
Name [REDACTED] Address [REDACTED] City TUSCON State AZ Zip Code [REDACTED]		Daytime Telephone Number [REDACTED] Evening Telephone Number [REDACTED]		E-mail Address [REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G9CC48V0A [REDACTED]		Make CLUB CAR		Model CARRYALL 2 LSV PRECEDENT NEV	
Date Purchased 1/7/10		Dealer's Name and Telephone Number GOLF CARS OF ARIZONA 520 825-7750		Engine: No: Cylinders —	
Original Owner ☒		Dealer's City CATALINA		Fuel Type: ELECTRIC	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain Multiple Failure: 1		Incident Date(s) 01-OCT-2012 1/7/13 1/14/13	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage 5500 ENERGY UNITS	
Failure Speed 4P-H14L					
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies))					
Crash ☐ Yes ☒ No		Fire ☒ Yes ☐ No		Number of Deaths 0	
Number of Persons Injured 0		Reported to Police N			
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2010 ELECTRIC CLUB CAR. THE CONTACT STATED THAT WHEN DRIVING AT LOWER SPEEDS, HE WOULD SMELL A BURNING ODOR INSIDE THE VEHICLE. THE CONTACT INSPECTED THE BATTERY AND NOTICED THAT IT WAS ABNORMALLY HOT. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THEY ADVISED THE CONTACT THAT THE BATTERY CABLES FAILED. THE VEHICLE WAS REPAIRED AND ALL OF THE BATTERY CABLES WERE REPLACED. THE MANUFACTURER WAS CONTACTED AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 5,500 (ENERGY UNITS). *TR					
SEE ATTACHED					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

NHTSA Complaint Description

Reference number 10502388

April 6, 2013

VIN #1G9CC48VOAX [REDACTED]

I have a 2010 Neighborhood Electric Vehicle (NEV) made by Club Car. After about 5500 energy units (low usage) on this vehicle, a burning odor was noticed primarily when traveling uphill. Further inspection indicated that some of the battery cables connecting the six 8-volt batteries were getting so hot that they could not be touched. Since the vehicle is still under warranty, I had Golf Cars of Arizona service the vehicle to determine the cause of the problem and repair it. They determined that there were two bad crossover cables. They replaced the two cables and indicated that this was a normal maintenance issue to have the cables replaced and therefore not covered under warranty. There is no such maintenance requirement indicated in my owner's manual. The minimum labor charge was \$75 plus parts amounting to \$87.85 for the repair.

Upon receiving my vehicle back, I noticed the same burning odor coming from some of the remaining cables. Sure enough, the other cables were getting excessively hot as well. The dealer agreed to replace the remaining cables at my cost (\$19.28) but with no labor charge since it was the same problem I had just incurred. Needless to say, I have a concern that this issue will arise again in my vehicle or in some other Club Car vehicle. Are the cables defective? Is the car charging system defective? How can cables go bad after such short usage? Are the replacement cables any better? Were the cables undersized to begin with? Is there a need for a recall of the cables?

The good news is that I have the old cables and I am sending them to you for further analysis if desired. I split one of the cables to see if there is any problem inside but not sure what to look for. I have included this cable as well. I am also enclosing my repair invoices. Please feel free to call me if there are additional questions.

[REDACTED]
[REDACTED]
[REDACTED]

[illegible]

NTS ARE DUE 15TH OF MONTH
DATE OF PURCHASE. 2% PER
PER YEAR) PLUS REASONABLE
FEES CHARGED ON PAST DUE

☐ CASH ☐ CHARGE

NSIBLE FOR LOSS OR DAMAGE TO CARS OR
FT IN CARS AT TIME OF PICK UP AND IN CASE OF
OR ANY OTHER CAUSE BEYOND OUR CONTROL.

**ALL PARTS REMOVED
WILL BE DISCARDED
unless Specified Otherwise**

Golf Cars OF ARIZONA

- ☐ 2009 S. Alvernon Way · Tucson, AZ 85711 · 790-2400
- ☐ 251 W. Calle De Las Tiendas · Green Valley, AZ 85614 · 648-3854
- ☐ 15617 N. Oracle Rd. · Tucson, AZ 85737 · 825-7750

PURCHASE ORDER #		TELEPHONE #		DATE	
				1-7-13	
CUSTOMER NAME					
ADDRESS					
CITY		STATE		ZIP	
SB					
AUTHORIZED BY:			WRITTEN BY:		
TYPE CAR:		RENTAL		CHARGER	
		Yes ☐ No ☐		Yes ☐ No ☐	
YEAR		TYPE		S/N	
SERIAL #					
DESCRIPTION OF WORK					
CABLES GET HOT					
BURNING SMOELL					
Replaced 2 BURNED CROSS OVER					
cables. and tightened down					
all all battery logs.					
RENTAL CHARGE PER DAY				\$	/DAYS
				\$	
STORAGE CHARGE				\$	
SERVICE & LUBE				\$	75.00
SERVICE CALL				\$	
PICK UP AND DELIVERY CHARGE				\$	
LABOR TIME REQUIRED		HR	MIN		
SERVICE MGR REMARKS:				LABOR \$	
				75.00	
				PARTS \$	
				12.00	
				TAX \$	
				.85	
				TOTAL \$	
				87.85	
THANK YOU!					
PLEASE PAY FROM					
THIS INVOICE					

QTY	NUMBER	DESCRIPTION	PRICE	
			UNIT	EXT.
3		Battery Cables	6.00	

To avoid additional finance charges

ALL ACCOUNTS ARE DUE 15TH OF MONTH FOLLOWING DATE OF PURCHASE. 2% PER MONTH (24% PER YEAR) PLUS REASONABLE COLLECTION FEES CHARGED ON PAST DUE.

ALL ACCOUNTS ARE DUE 15TH OF MONTH
FOLLOWING DATE OF PURCHASE. 2% PER
MONTH (24% PER YEAR) PLUS REASONABLE
COLLECTION FEES CHARGED ON PAID OFF
ACCOUNTS.

X³

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS AT TIME OF PICK UP AND IN CASE OF THEFT, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

COPIES: WHITE - SALTS: CANARY: ACCOUNTING:

ALL PARTS
INSTALLED ARE NEW
UNLESS SPECIFIED
OTHERWISE

ALL PARTS REMOVED
WILL BE DISCARDED
unless Specified Otherwise

☐ 2009 S. Alvernon Way Tucson, AZ 85711 / 905
☐ 251 W. College Las Pintas Green Valley AZ
☐ 3537 N. La Grana Tucson AZ 85713 / 905

PURCHASE ORDER #		TELEPHONE #		DATE	
CUSTOMER NAME		[REDACTED]		10/14/71	
ADDRESS		[REDACTED]		[REDACTED]	
CITY		[REDACTED]		STATE	
AUTHORIZED BY		[REDACTED]		WELDON BY	
TYPE CAR		RENTAL		YEAR	
YEAR		TYPE		CHANGES	
SERIAL #		[REDACTED]		[REDACTED]	

Replace test of cables
+hr do discharge test
but IF cables get hot
REPLACED test of cables
DID 1 hr discharge cables were
get Hot. Took Battery 150 hr

RENTAL CHARGE PER DAY

\$ DAYS

STORAGE CHARGE

SERVICE & LUBE

SERVICE CALL

PICK UP AND DELIVERY CHARGE

LABOR TIME REQUIRED

445

MINI

SERVICE MEMBER REMARKS

LABOR \$

PARTS 6

TAX \$

TOTAL \$

THANK YOU!
PLEASE PAY FROM
THIS INVOICE

