

From: [hotline-inquiries, NHTSA \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Cc: [REDACTED]
Subject: FW: Request # [REDACTED] FW: FW: NHTSA Requests Additional Information Regarding VOQ # 11015188 Ford CMAX
Date: Friday, December 6, 2019 3:56:47 PM

From: Telesis Service Desk [mailto:noreply@telesishq.com]
Sent: Friday, December 6, 2019 2:44 PM
To: NHTSA Escalation NHTSA Team <4me-nhtsa@telesishq.com>
Subject: Request # [REDACTED] FW: FW: NHTSA Requests Additional Information Regarding VOQ # 11015188 Ford CMAX

Dear NHTSA Escalation NHTSA Team,

System added a note to the following request:
Request [REDACTED] FW: FW: NHTSA Requests Additional Information Regarding VOQ # 11015188 Ford CMAX

Escalation To @NHTSA Escalation NHTSA Team

for Customer : [REDACTED]
[REDACTED]

with following comments
To: nhtsa.webmaster@dot.gov

I had been working with David Baker, but that email no longer appears to be valid. Please see below as I am trying to get the charging cord for my 2013 Ford C Max Energi replaced under the recall.

Although I have provided the Ford dealer, Felix Sabates Ford, Charlotte NC, with a copy of our correspondence, the dealership has told me that they will need the original charging cord in order for me to participate in the power cord recall.

Can you please return the cord to

[REDACTED]
[REDACTED]

My cell number is [REDACTED]

Thanks,

[REDACTED]

From: [REDACTED]
Sent: Thursday, December 5, 2019 4:04 PM
To: [REDACTED]
Subject: FW: FW: NHTSA Requests Additional Information Regarding VOQ # 11015188 Ford CMAX

[REDACTED]

Although I have provided the Ford dealer, Felix Sabates Ford, Charlotte NC, with a copy of our correspondence, the dealership has told me that they will need the original charging cord in order for me to participate in the power cord recall.

Can you please return the cord to

[REDACTED]

My cell number is [REDACTED]

Thanks,

[REDACTED]

From: [REDACTED]
Sent: Thursday, December 5, 2019 8:59 AM
To: [REDACTED]
Subject: Fwd: FW: NHTSA Requests Additional Information Regarding VOQ # 11015188 Ford CMAX

----- Forwarded message -----

From: [REDACTED]
Date: Fri, Aug 24, 2018 at 8:02 AM
Subject: Re: FW: NHTSA Requests Additional Information Regarding VOQ # 11015188 Ford CMAX
To: [REDACTED]

Makes sense. Thank you again for your attention to this issue.

[REDACTED]

On Fri, Aug 24, 2018, 7:11 AM [REDACTED] wrote:

I would recommend calling Ford and seeing what they say. I am sure if you state your cord failed and the cord was given to NHTSA and show our email exchanges and pictures you should be ok to get a replacement. If they say you need the original, we will gladly send it back to you.

Thank you,

[REDACTED]

From: [REDACTED]
Sent: Thursday, August 23, 2018 7:00 PM
To: [REDACTED]
Subject: Re: FW: NHTSA Requests Additional Information Regarding VOQ # 11015188 Ford CMAX

Thanks [REDACTED]:

I realize it is early and details not yet released, but will I need to have the old charge cord to receive a replacement? Would you be able to return the original?

Thank you for looking into this matter for all Ford ev car users.

[REDACTED]

On Thu, Aug 23, 2018, 1:16 PM [REDACTED]

wrote:

Hello,

I just wanted to let you know Ford has recalled the charging cable. Thank you for your help in this issue.

[REDACTED]

Thank you,

[REDACTED]

From: [REDACTED]
Sent: Thursday, June 21, 2018 8:45 PM
To: [REDACTED]
Subject: Re: FW: NHTSA Requests Additional Information Regarding VOQ # 11015188 Ford CMAX

[REDACTED]

Our current address is [REDACTED] Charlotte, NC [REDACTED]. If you have mailed the label, our mail is being forwarded.

The other contact info is correct.

The box is 13x19 and weighs approximately 5#.

On Jun 15, 2018 10:41 AM, [REDACTED]
wrote:
I have your contact info as:

[REDACTED]

CHARLOTTE, NORTH CAROLINA, [REDACTED]

[REDACTED]

If the above isn't correct, please let me know.

When you are able to get it boxed up, if possible can you provide the dimensions and weight of the box (to your best of your ability) to me and we will email you a shipping label.

Thank you,

[REDACTED]

From: [REDACTED]
Sent: Friday, June 15, 2018 10:24 AM
To: [REDACTED]
Subject: RE: NHTSA Requests Additional Information Regarding VOQ #
11015188 Ford CMAX

Thank you for letting me know that information.

Yes I would like the cord if possible. Ill email you a shipping label later today or Monday.

Thank you,

[REDACTED]

From: [REDACTED]
Sent: Friday, June 15, 2018 8:30 AM
To: [REDACTED]
Subject: Re: NHTSA Requests Additional Information Regarding VOQ #
11015188 Ford CMAX

The cable was not melted and I did not feel any excessive heat from the cable.

Let me know if you would like the charger. I no longer have the outlet.

On Thu, Jun 14, 2018, 3:09 PM [REDACTED]
wrote:
One more question, was the charging cable melted at all?

Thank you,

[REDACTED]

From: [REDACTED]
Sent: Thursday, June 14, 2018 2:11 PM
To: [REDACTED]
Subject: Re: NHTSA Requests Additional Information Regarding VOQ #
11015188 Ford CMAX

Hi [REDACTED]

- 1) there was no evidence of fire, although there was scorching on both the outlet and the plug. Presumed this was heat related.
- 2) the plug was located in a carport. The car was located outside the car port. My wife parked her car in the carport and I kept the Ford outside.
- 3) the charger was not plugged into an extension cord.
- 4) Yes, you may share this info with Ford. I contacted them and brought the car into Sabates Ford for service, but they indicated the cord was shorted and would not replace. I worked through my warranty company and Town and Country Ford and got a new charger.

Thank you for your response and attention to this matter.

[REDACTED]

On Thu, Jun 14, 2018, 12:43 PM Baker, David (NHTSA)

[REDACTED] wrote:

Hello,

My name is [REDACTED]; I am an investigator with the National Highway Traffic Safety Administration of the U.S. Department of Transportation. I am interested in the Vehicle Owner's Questionnaire (VOQ) you filed with us regarding your model year 2014 Ford CMAX. Your report was very detailed, thank you for taking the time to file it with us. If you'd like to be contacted via phone instead, please reply to me with the best contact number and time of day to be reached. Below are the questions to help me understand the issue further, please provide answers at your earliest convenience:

1. Did you ever notice any fire at the outlet, cord or the vehicle?
2. Where was the plug that burned? (Garage, outside, etc)
3. Where was the vehicle parked?
4. Was the charger plugged into an extension cord? (Doesn't appear to be so but just checking)
5. Please state 'yes', if you will provide consent to me to share your vehicle information (VIN Number) with Ford?

Thank you,

[REDACTED]

General Engineer, Office of Defects Investigation
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue, S.E., Room [REDACTED]
Washington, D.C. 20590
[REDACTED]

Have a great day,

Telesis Service Desk

