

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](mailto:EVOQ@dot.gov)  
**Subject:** Re: FW: Follow up to ODI Complaint -----11323646 -----  
**Date:** Tuesday, May 26, 2020 2:30:20 PM

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THIS FORM CALLED IN ON THE PHONE WAS INCORRECTLY FILLED OUT BY THE SERVICE OPERATOR ON DUTY. FIRST THE INCIDENT LAST REPORTED WAS ON MAY 1ST, 2020, NEXT THE PROBLEM REPORTED WAS REPEATED ELECTRICAL CIRCUIT SHORTS OUT TO THE EXTENT IT DRAINS THE ENTIRE BATTERY. IF JUMPED TO RESTART IT DESTROYS THE BATTERY OF THE PROVIDER. FURTHER WHEN HOOKED UP TO A BATTERY CHARGER WHILE STILL CONNECTED TO THE CAR, IT BURNS UP THE CHARGER.

NINE MONTHS AGO WHEN A SIMILAR PROBLEM OCCURRED WHICH BURNED UP TWO NEW BATTERIES, I WAS TOLD BY THE MECHANIC THE PROBLEM WAS DUE TO A FUSE THAT HAS 5 CIRCUITS ON IT BLEW WHICH RESULTS IN A DEAD SHORT TO THE ELECTRICAL SYSTEM. IT WAS REPLACED AND THE CAR PERFORMED BEAUTIFUL AFTER THE RESET WITH A NEW BATTERY. I CANNOT IMAGINE ANY MANUFACTURER HAVING AN ENGINEER DESIGN A SYSTEM THAT WOULD HAVE SUCH A FUSING SYSTEM TO CAUSE A DIRECT SHORT WHEN THE FUSE BURNED OUT! WHEN THE PROBLEM ORIGINATES I HAVEN'T SHOWN PRIOR INDICATIONS THE BATTERY IS EVEN WEAK. ONE MINUTE IT WORKS AND THE NEXT IT DIES IN TRAFFIC. IT LOSES STEERING AND ALL ELSE. GOOD WEATHER OR BAD. SOME TIMES THE CAR IS RUNNING FINE. YOU GET OUT AFTER SHUTTING IT OFF, COME BACK IN HOUR OR NEXT DAY--TOTALLY DEAD. NOT A BIT OF POWER.

I SOMETIMES CARRY ELDERLY PEOPLE TO DOCTOR APPOINTMENTS HERE IN FLORIDA'S HOT SUMMERS WHO ARE IN THEIR 80'S AND 90'S. I DON'T FEEL SAFE DRIVING THEM WITH THIS VEHICLE. I HAVE HAD THIS HAPPEN JUST RECENTLY AND BEFORE THAT 9 MONTHS AGO AND BEFORE THAT A FEW YEARS AGO. I FEEL THIS IS AN ENGINEERING PROBLEM THAT MUST BE ADDRESSED BEFORE IT COSTS SOMEONE'S LIFE. SIGNED, PRESENT OWNER: [REDACTED]



On Tue, May 26, 2020 at 11:31 AM EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation