
From: [REDACTED]
Sent: Wednesday, May 14, 2014 8:39 AM
To: [REDACTED]
Subject: FW: Follow-up & Ford Focus BEV vehicle VIN - Quebec

[REDACTED]
Bosch Automotive Aftermarket
Automotive Service Solutions
Product Manager – Telematics (AA-AS)

[REDACTED]

[REDACTED]

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From: [REDACTED]
Sent: Tuesday, May 13, 2014 8:32 PM
To: Muller Mike (AA-AS/MK)
Subject: Re: Follow-up & Ford Focus BEV vehicle VIN

Hi, Mike

Here is my vin 1FAHP3R47C [REDACTED] But I still haven't received the email with the UPS barcode, so the charger still at my work place. The good think though about that delay is that I received the broken car peice. I 'll put it in the box before shipping it.

Btw if you share this experience with your Ford contact tell them that I notice that the 120 volt charger seems to be more hot than it should be. I use an 14 grad extention that suppose to be able to deal with it but the extension is very slowly changing color. Only on the surface but still.

Have a nice day!
On Monday, May 12, 2014 11:41:31 A [REDACTED] (AA-AS/ [REDACTED])

Following up your charging and vehicle issues, just want to make sure you are all set with the replacement charging station and vehicle repair?

I understand that your original charging station is on its way back to Bosch. I wanted to take this time to Thank You for your openness, patience and efforts to work directly with us.

If you are ok with us sharing your customer experience and VIN with Ford, please supply your Vehicle Identification Number...we already heard your vehicle purchase and service experience per the phone discussions we had several weekends ago.

Thank You.

With Best Regards,

[Redacted]

Bosch Automotive Aftermarket
Automotive Service Solutions
Product Manager

[Redacted]

[Redacted]

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From: [REDACTED]
Sent: Thursday, May 15, 2014 4:31 PM
To: [REDACTED]
Subject: RE: Warranty Return

[REDACTED]

There is no need to call. Thank you for the update on the return.

Enjoy your replacement charger and please contact me if you have any questions or concerns.

Have a great weekend! ☺

Thank you,
Ashley

[REDACTED]

Bosch Automotive Aftermarket
Automotive Service Solutions
EVSE Project Coordinator (AA-AS)

[REDACTED]

[REDACTED]

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From: [REDACTED]
Sent: Thursday, May 15, 2014 4:10 PM
To: [REDACTED]
Subject: Re: Warranty Return

Hi, I drop the default charger in an UPS store at 12:40. I put the car's piece that was replace in the box with the charger.

Ashley I didn't completely get your voice message, Do you still want me to call you? (it's not easy to call you on my job)

Have a nice day every one! :-)

[REDACTED]

On Wednesday, May 14, 2014 1:21:34 PM "EXTERNAL Mckenzie Ashley (Adecco, Automotive-Service-Solutions)"

Hi [REDACTED]

I apologize for all of the confusion and the delay. I had miss-interpreted your email regarding the costs you incurred. I thought you had send the item back without using the pre-paid label and that's how you came to incur those costs. I now understand that the costs were sustained upon the delivery of the replacement item.

Please return the defective charger as soon as possible. Attached are the forms you need for the return and below are the instructions:

I have created [REDACTED]. The first attachment is an RGA document, please print the first page and place it inside the box you're returning. You may disregard the second page.

The second attachment is the pre-paid shipping label. Print that label and tape it on the outside of the box you're returning and take it to a UPS store.

Thank you,
[REDACTED]

[REDACTED]

Bosch Automotive Aftermarket
Automotive Service Solutions
EVSE Project Coordinator (AA-AS)

[REDACTED]

[REDACTED]

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MELTED COUPLER
FOARD FOCUS
● QUEBEL #2
5/23/14

01/18/2014

PE14-011BOSCH0356

MELTED COUPLER
FORD FOCUS
QUEBEC #2
5/23/14

Model: REV-1-30C
Type: SA
PU

01/18/2014



MELTED COUPLER
FORD FOCUS
• QUEBEC #2
5/23/14

01/18/2014

PE14-011BOSCH0358

01/18/2014



PE14-011
BOSCH0359

MELTED COUPLER
FORD FOCUS
QUEBEC #2
5/23/14



01/18/2014

MELTED COUPLER
FORD FOCUS
QUEBEC #2
5/23/14



01/18/2014

MELTED (ouplar
FORD FOCUS
QUEBEC # 2
5/23/14

01/18/2014

01/17/2014



PE14-011BOSCH0363

TAB 3A

From: [REDACTED]
Sent: Monday, May 05, 2014 10:46 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Power Xpress coupler and vehicle inlet photo's
Attachments: Focus Charge Port.zip

[REDACTED]
Attached you will find the photos we spoke of.

Of course I still have the charge station components. I can take additional photos in the mean time if you need them. If you need me to send those out to you I can do that so you can investigate the parts, or are you going to let Oak Electric handle that?

I thank you for the call this afternoon, it is unfortunate that our introduction came under these circumstances.

Let me know if I can help with any more data that you may require.

I will be sending a second email. The pictures ended up being over 15MB.

Sincerely,

[REDACTED]
On Mon, May 5, 2014 at 7:40 [REDACTED] (K) [REDACTED]

Hi [REDACTED]

Thank you for taking the time to explain the details regarding your vehicle and charge station service issues, and specifically the additional insight you provided regarding your specific use case.

As we discussed, please forward the close up photos of the charge station coupler end and any photos of the vehicle inlet prior to repair.

Our sincere apology about the delay in dispatching a replacement unit.

Thank you also for being an advocate for the electric vehicle industry, any additional input like that which you provided today is greatly appreciated.

With Best Regards,



Bosch Automotive Aftermarket
Automotive Service Solutions
Product Manager



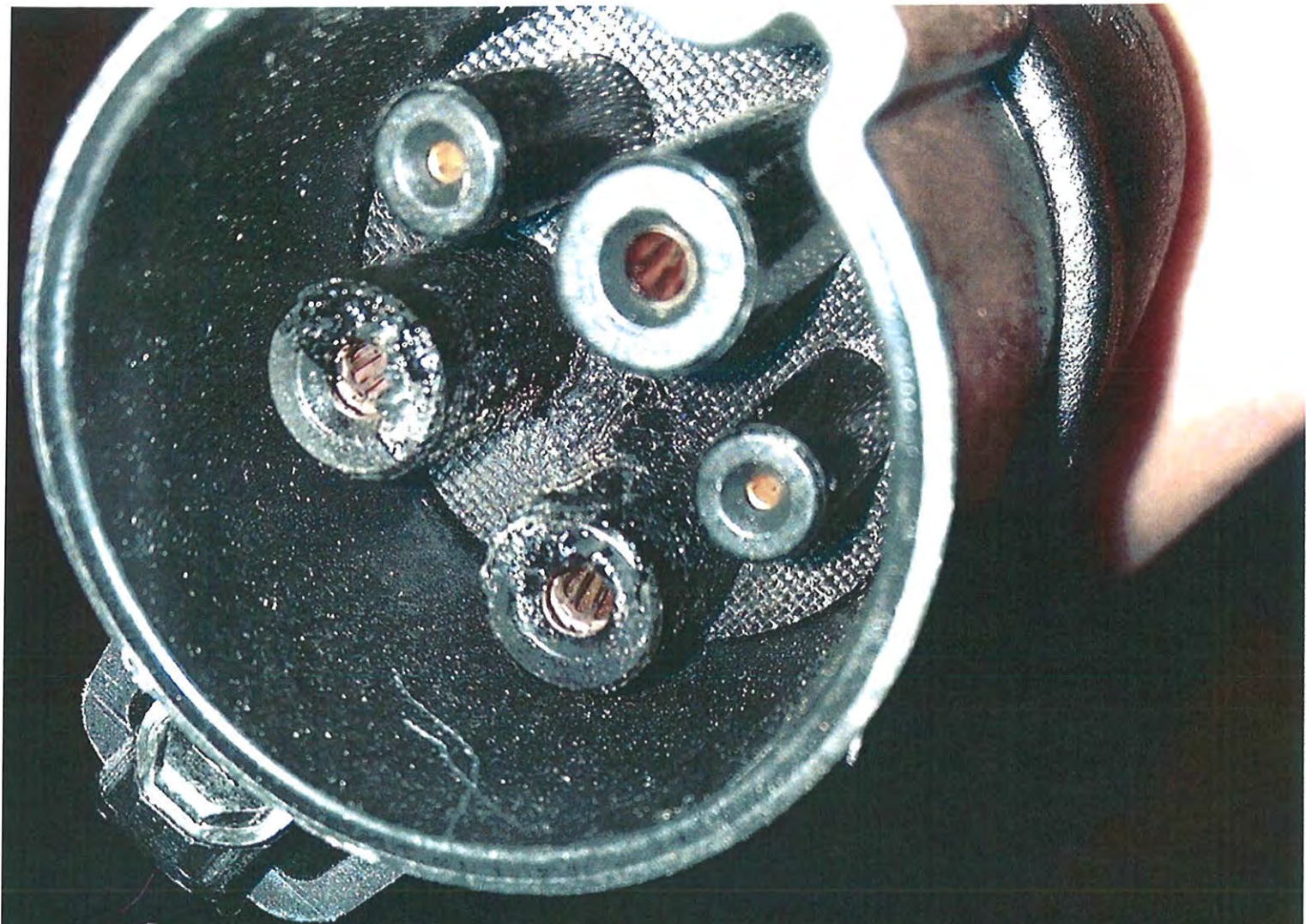
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PE14-011BOSCH0393

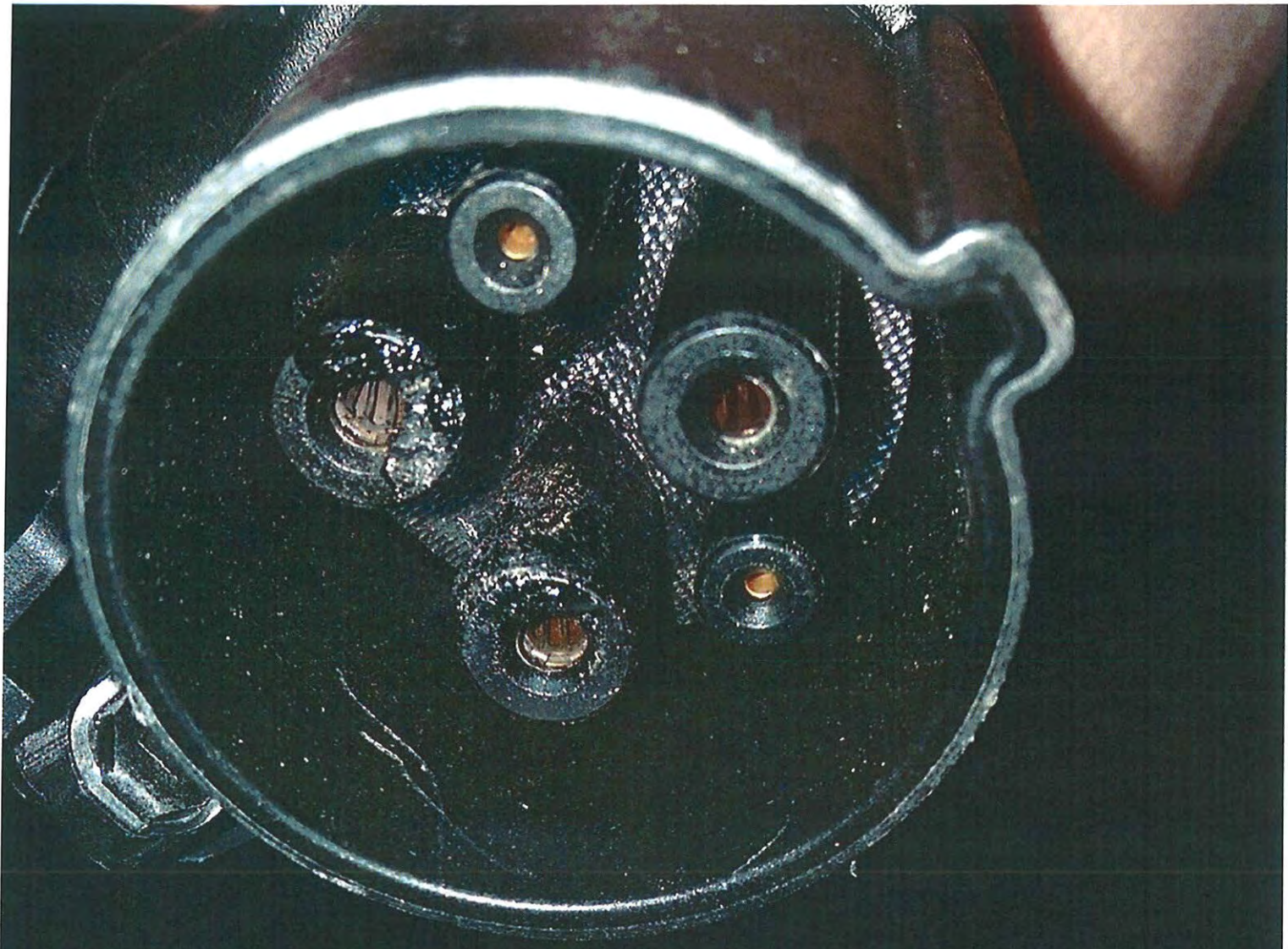


PE14-01
BOSCH0394



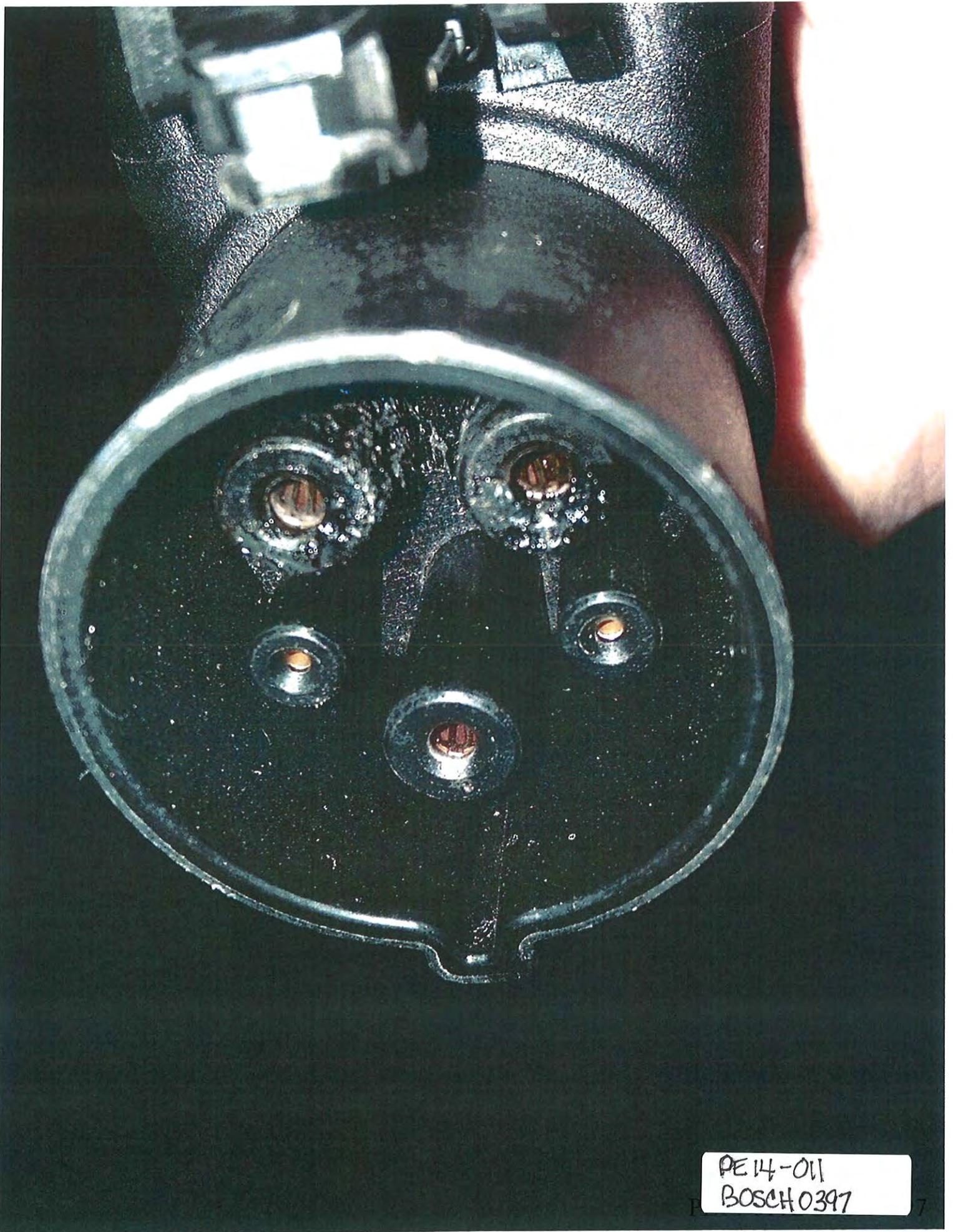
PE 14-011
BOSCH 0395

PE

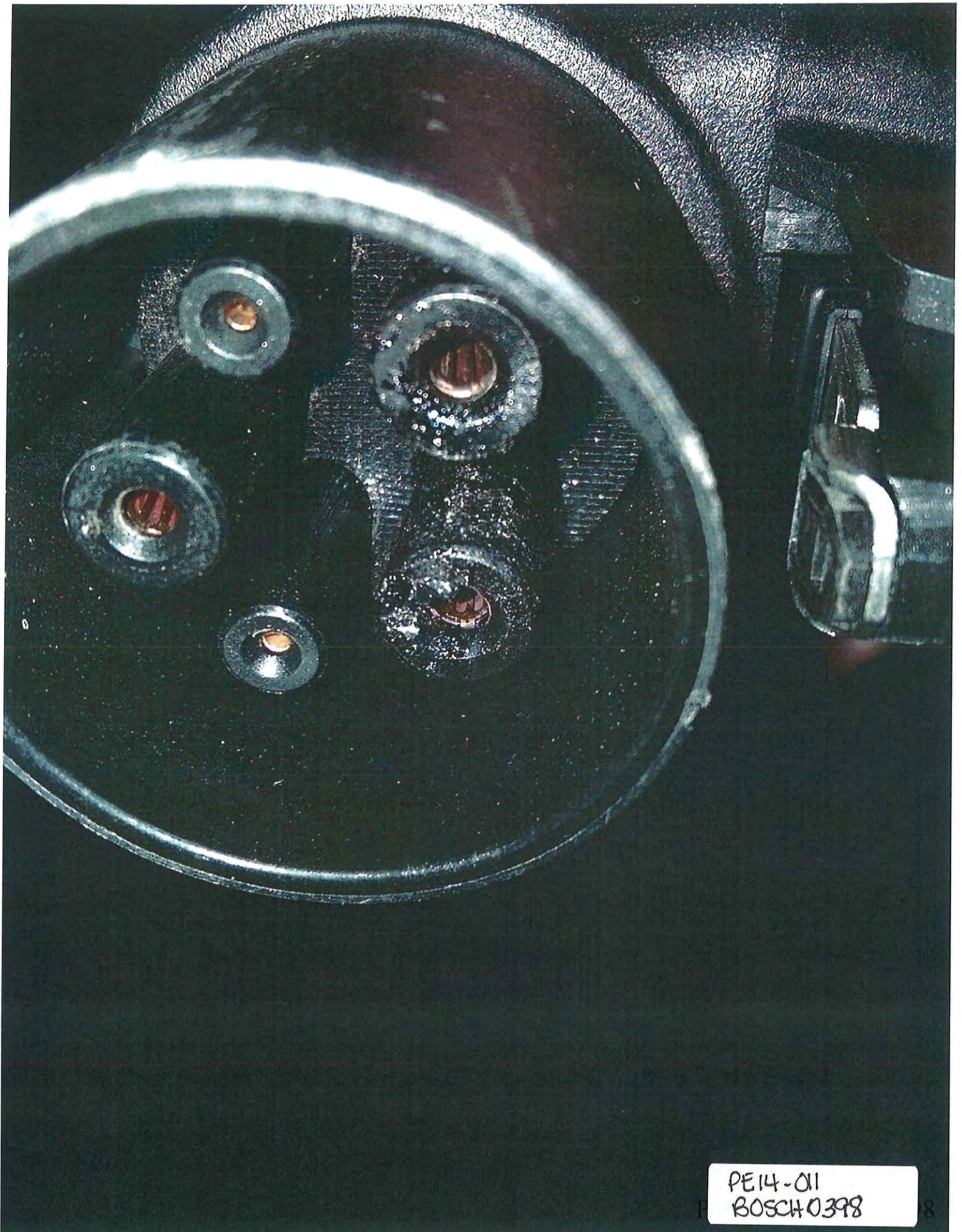


PE14-011
BOSCH0396

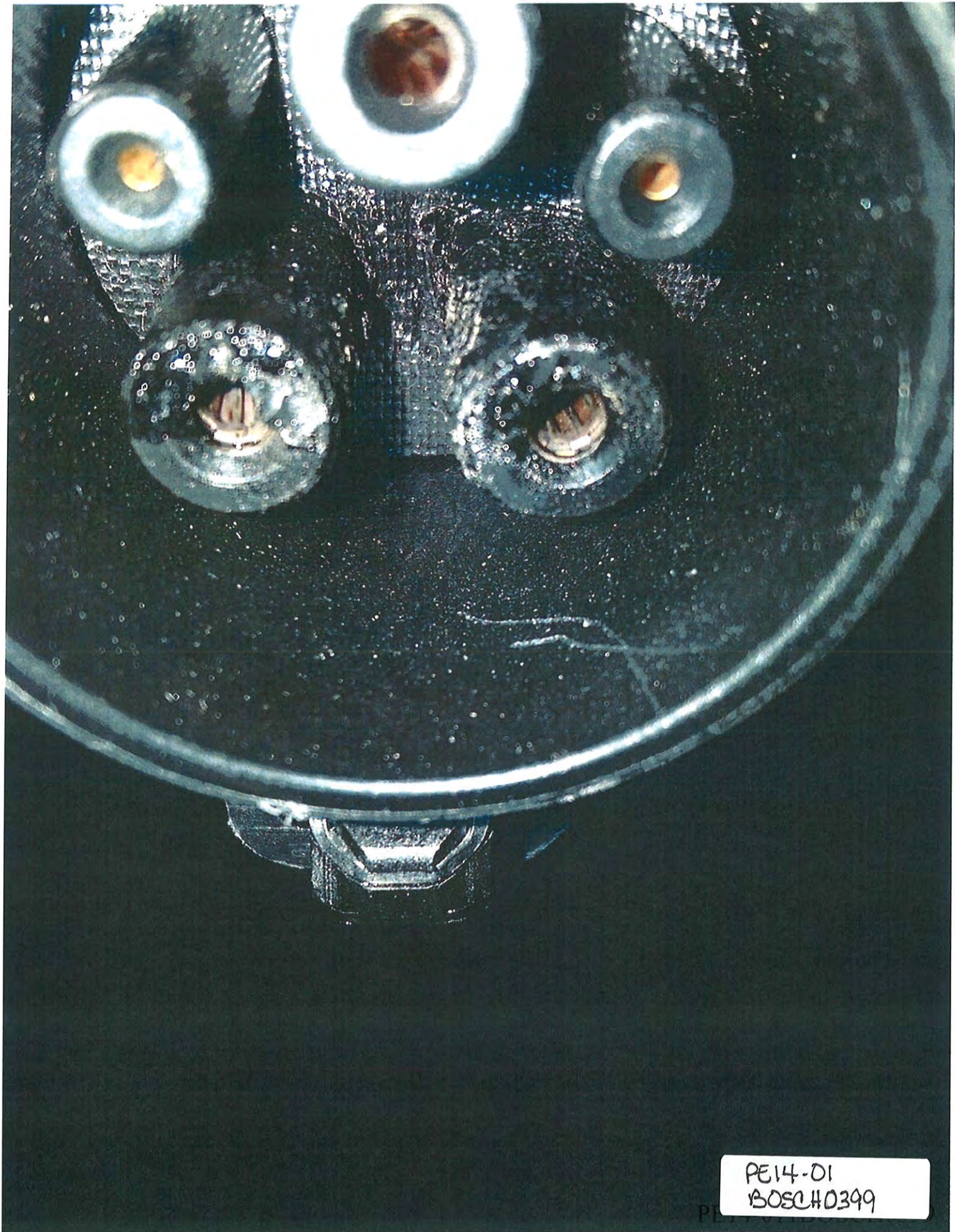
PE



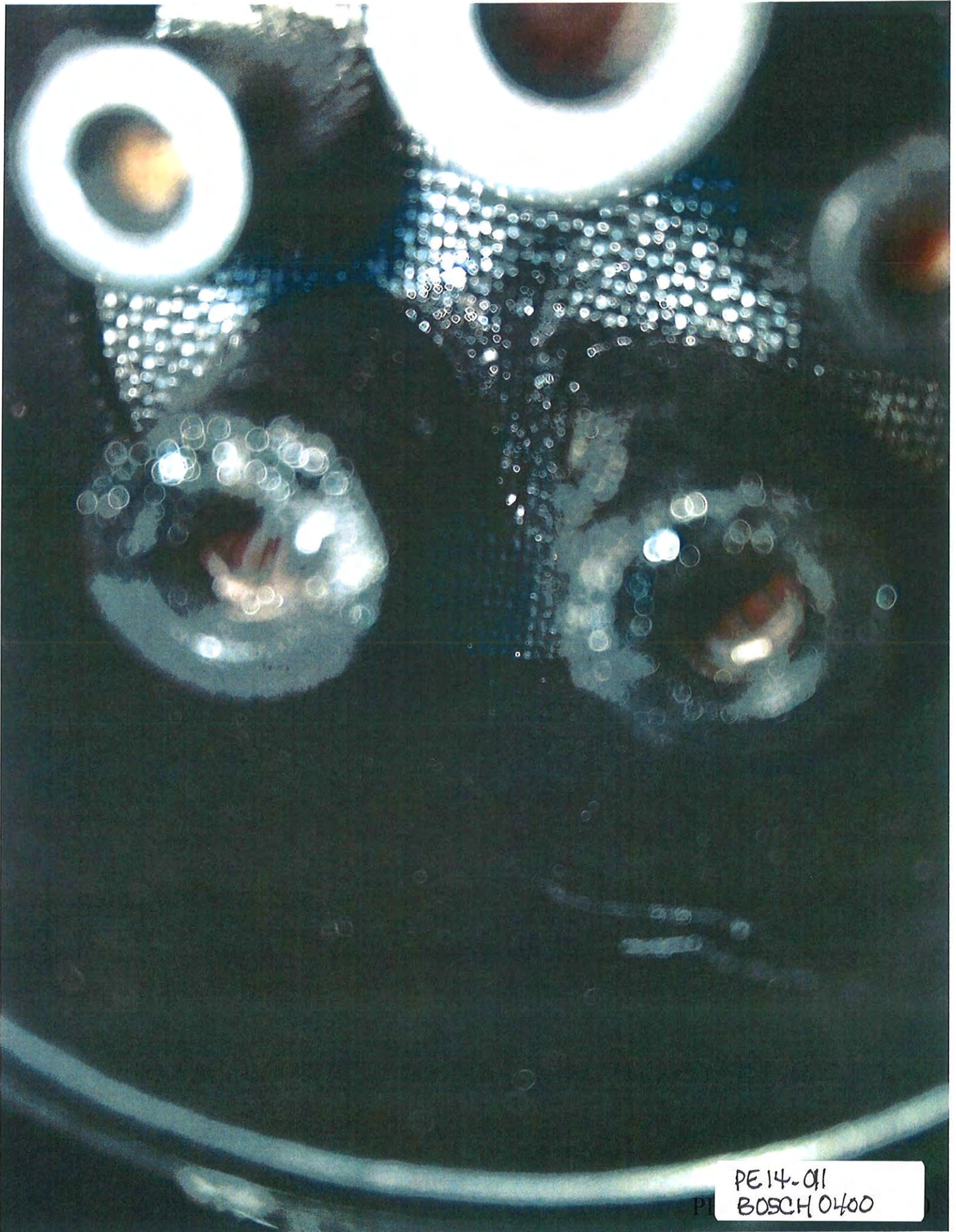
PE 14-011
BOSCH 0397



PE14-01
BOSCH 0398



PE14-01
BOSCH0399



PE14-01
BOSCH 0400

From: [REDACTED]
Sent: Monday, May 05, 2014 10:48 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Power Xpress coupler and vehicle inlet photo's
Attachments: Focus Charge Port2.zip

[REDACTED]
Second Set of pictures.

I took the once labeled IMAG tonight. The other two are from the day I discovered the issue.
Steve

On Mon, May 5, 2014 at 10:46 PM [REDACTED]

Attached you will find the photos we spoke of.

Of course I still have the charge station components. I can take additional photos in the mean time if you need them. If you need me to send those out to you I can do that so you can investigate the parts, or are you going to let Oak Electric handle that?

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With Best Regards,

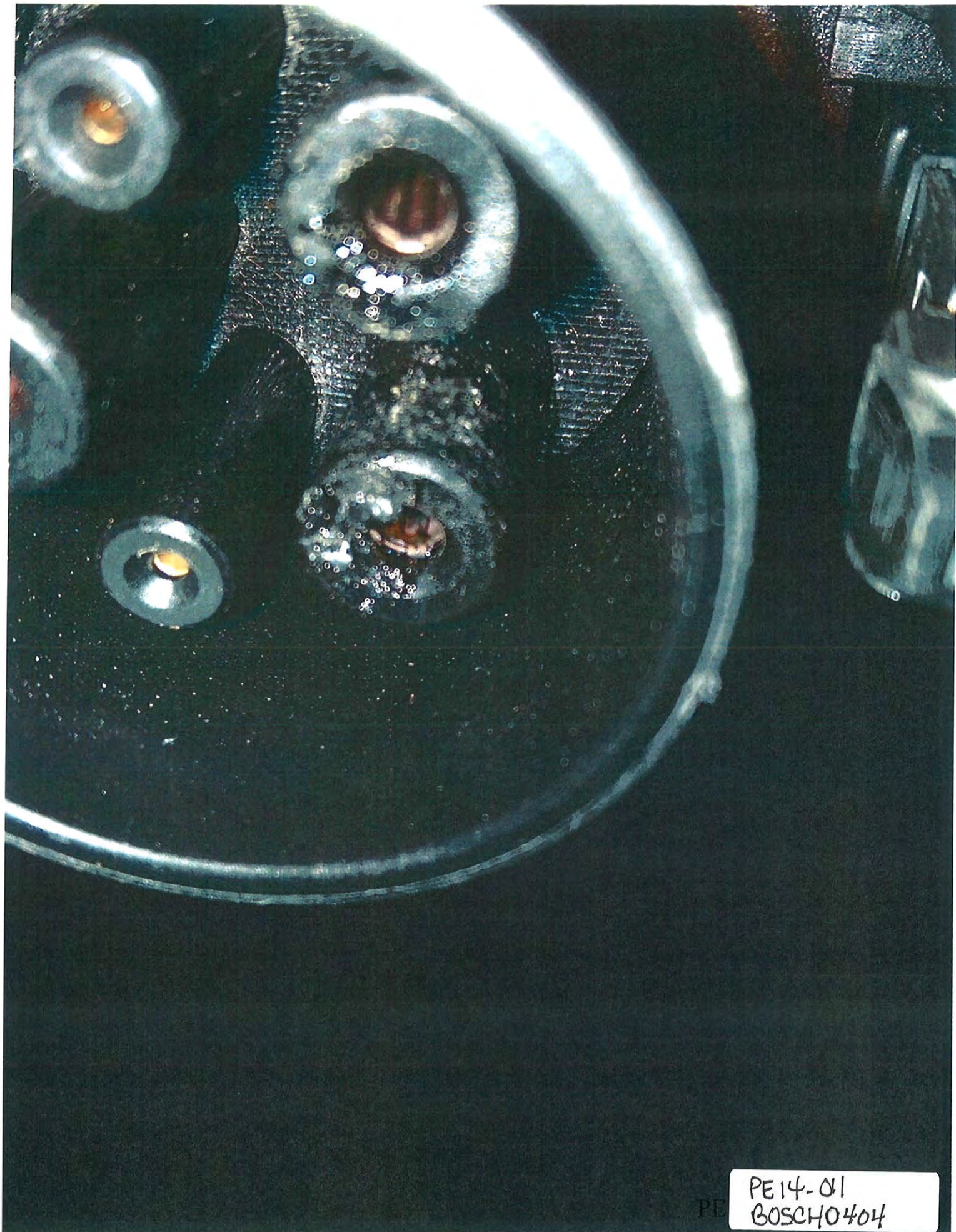
[REDACTED]

Bosch Automotive Aftermarket
Automotive Service Solutions
Product Manager

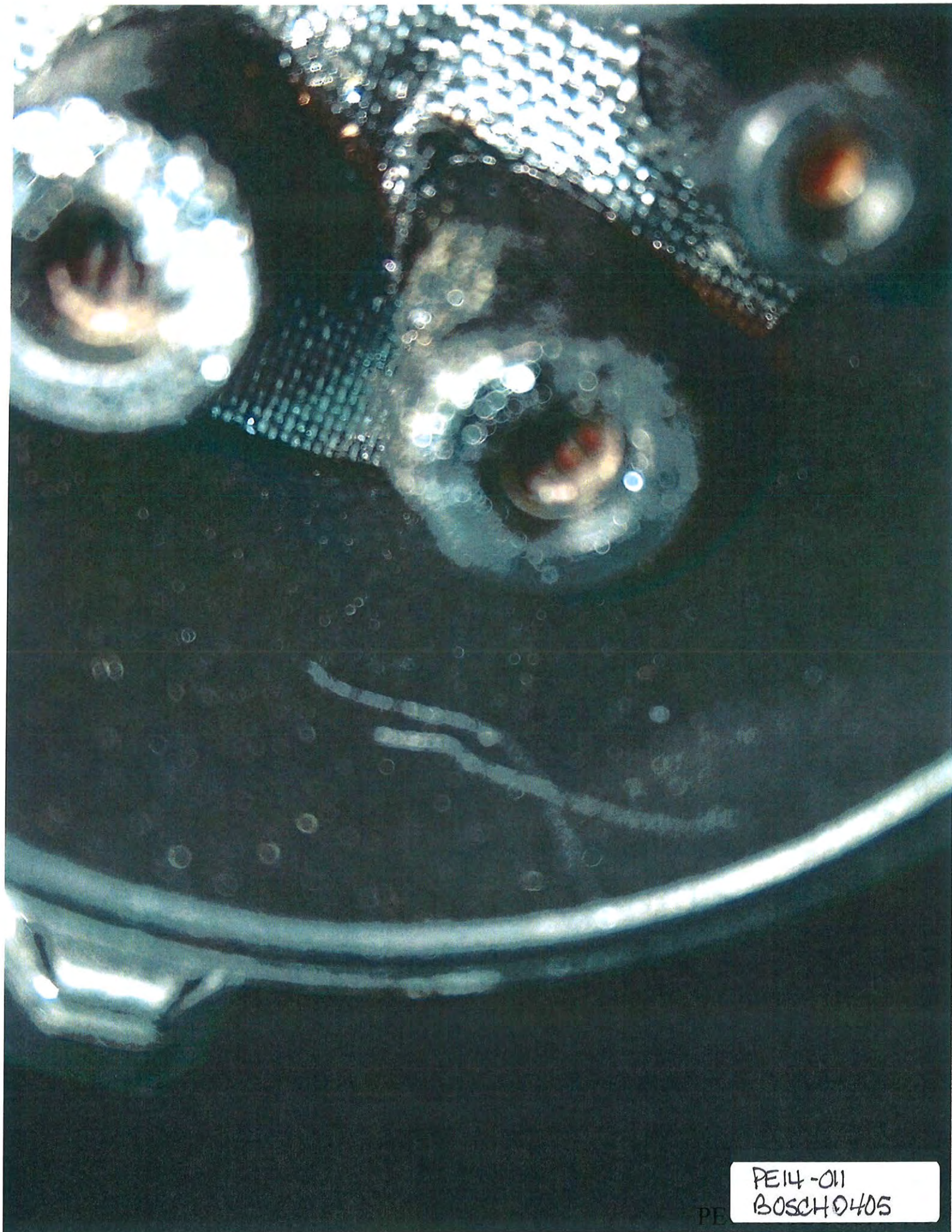
[REDACTED]

[REDACTED]

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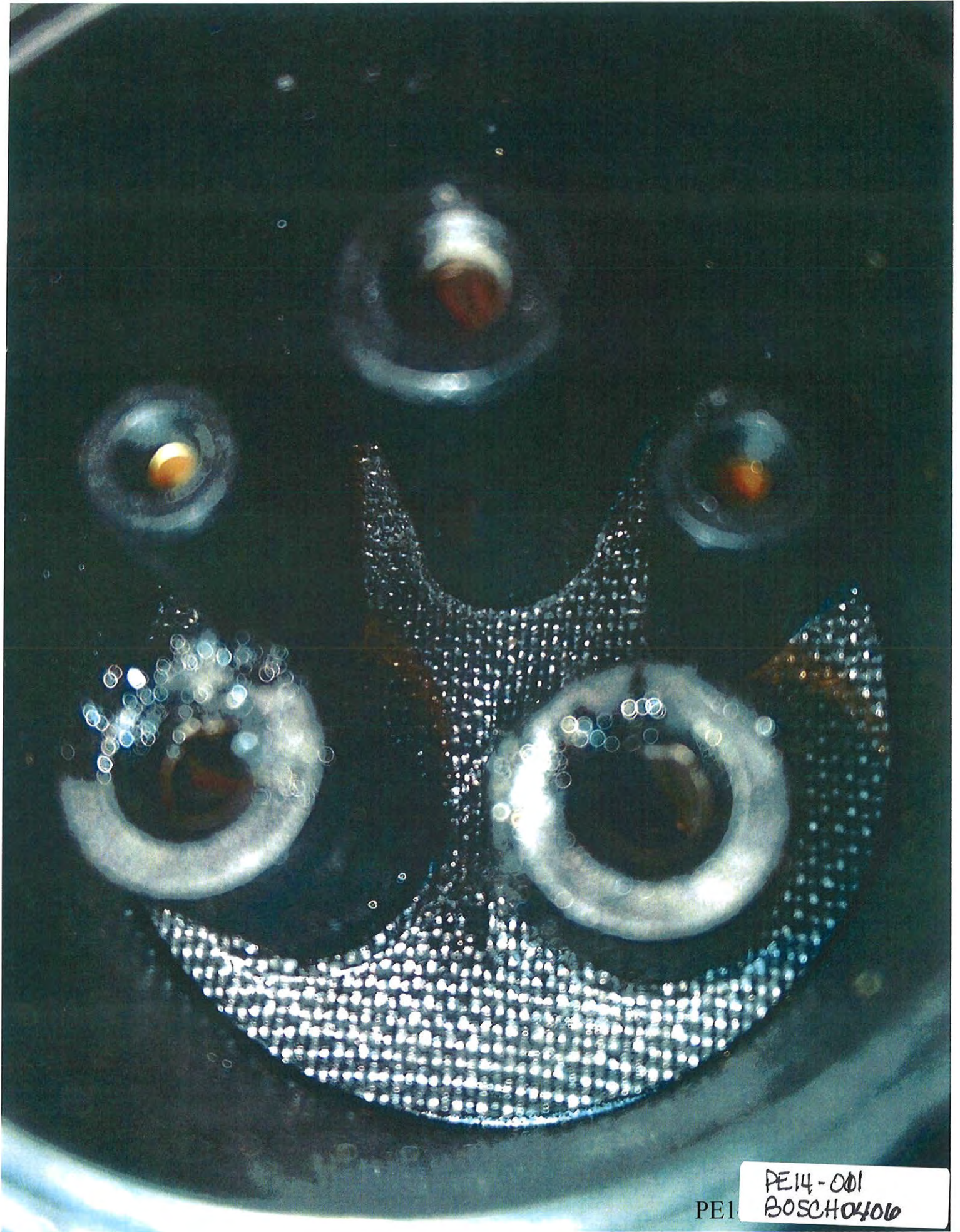


PE14-01
BOSCH0404



PE14-011
BOSCH 0405

PE

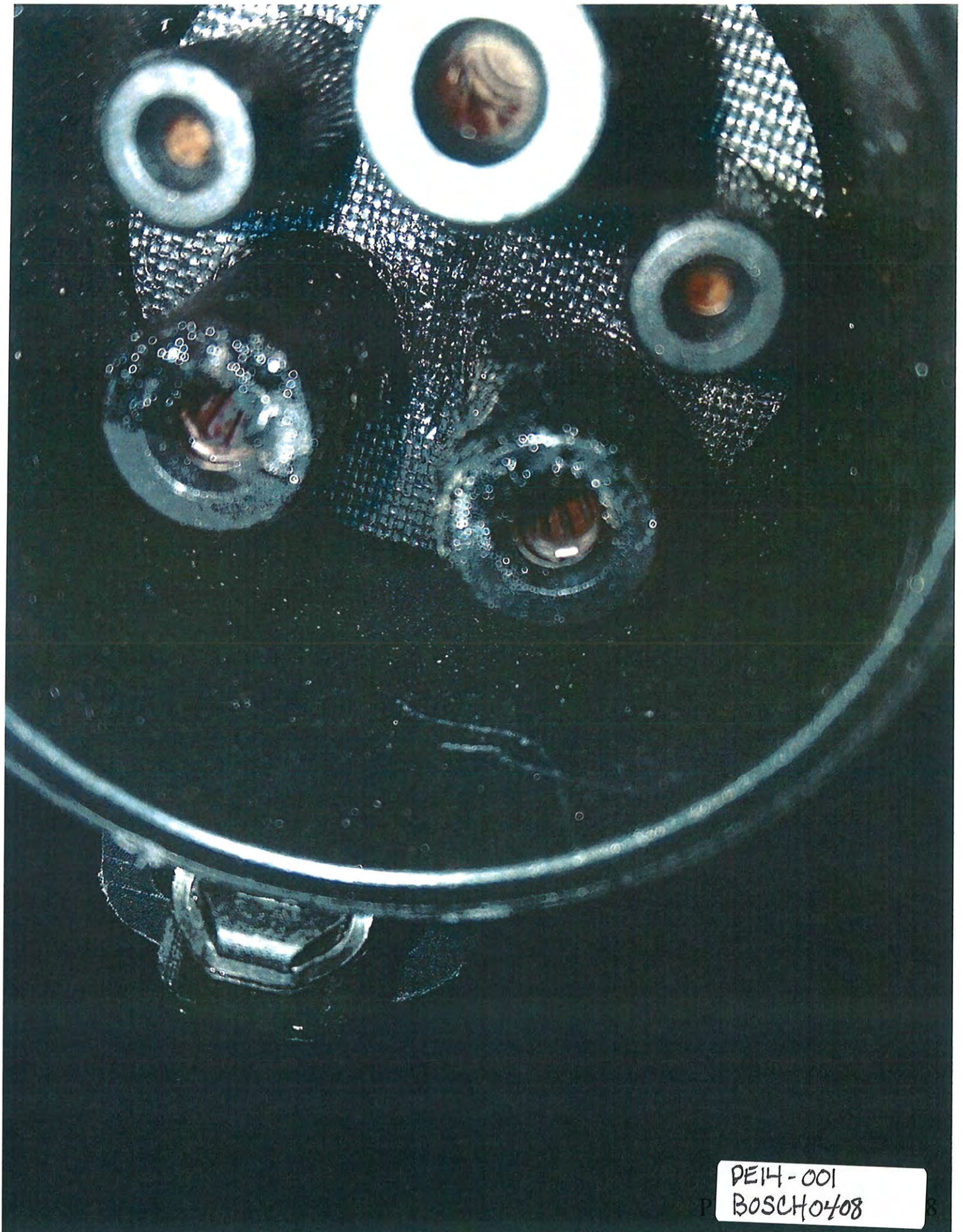


PE14-001
BOSCH 04106



PE14-011
BOSCH0407

PEI

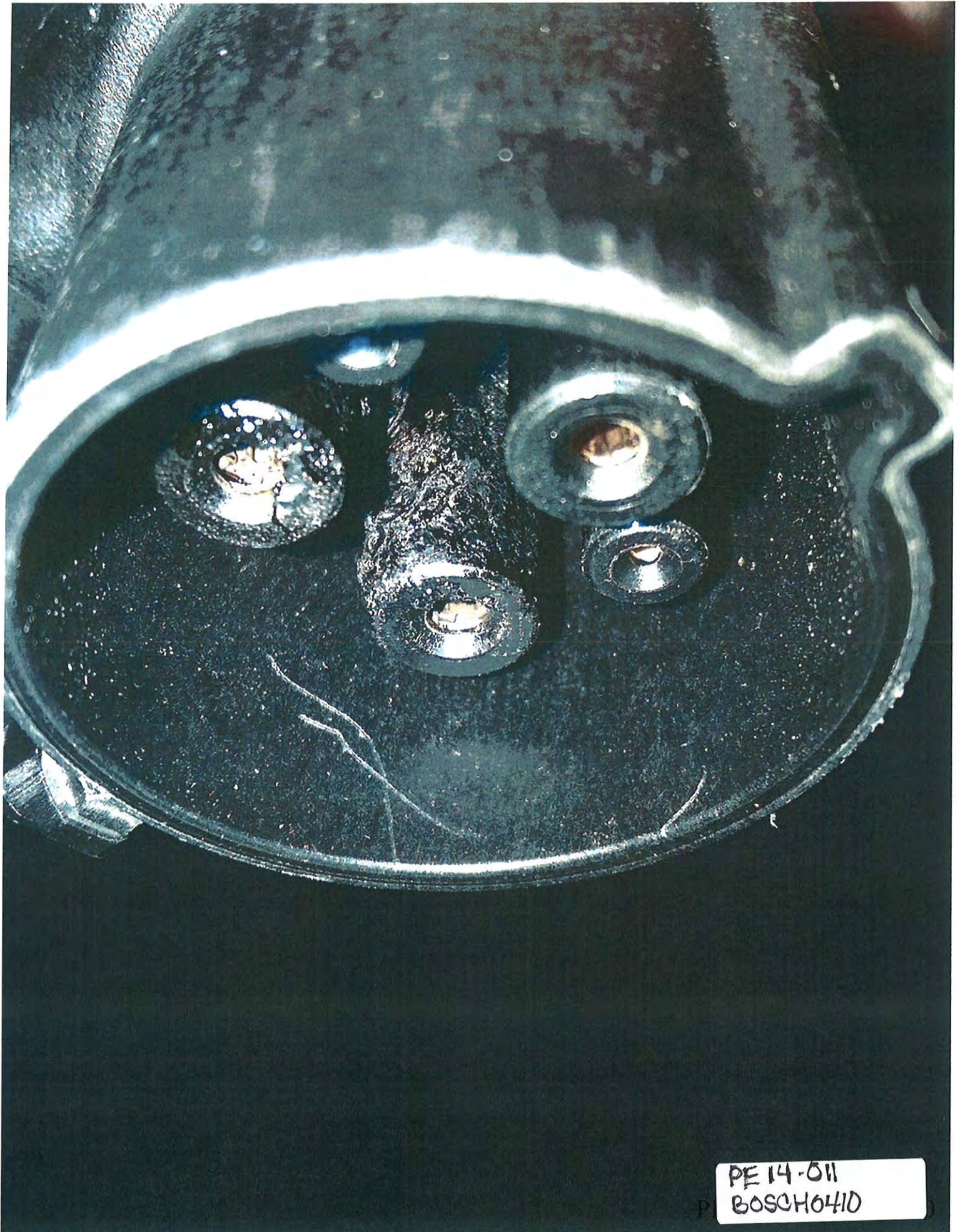


PE14-001
BOSCH0408

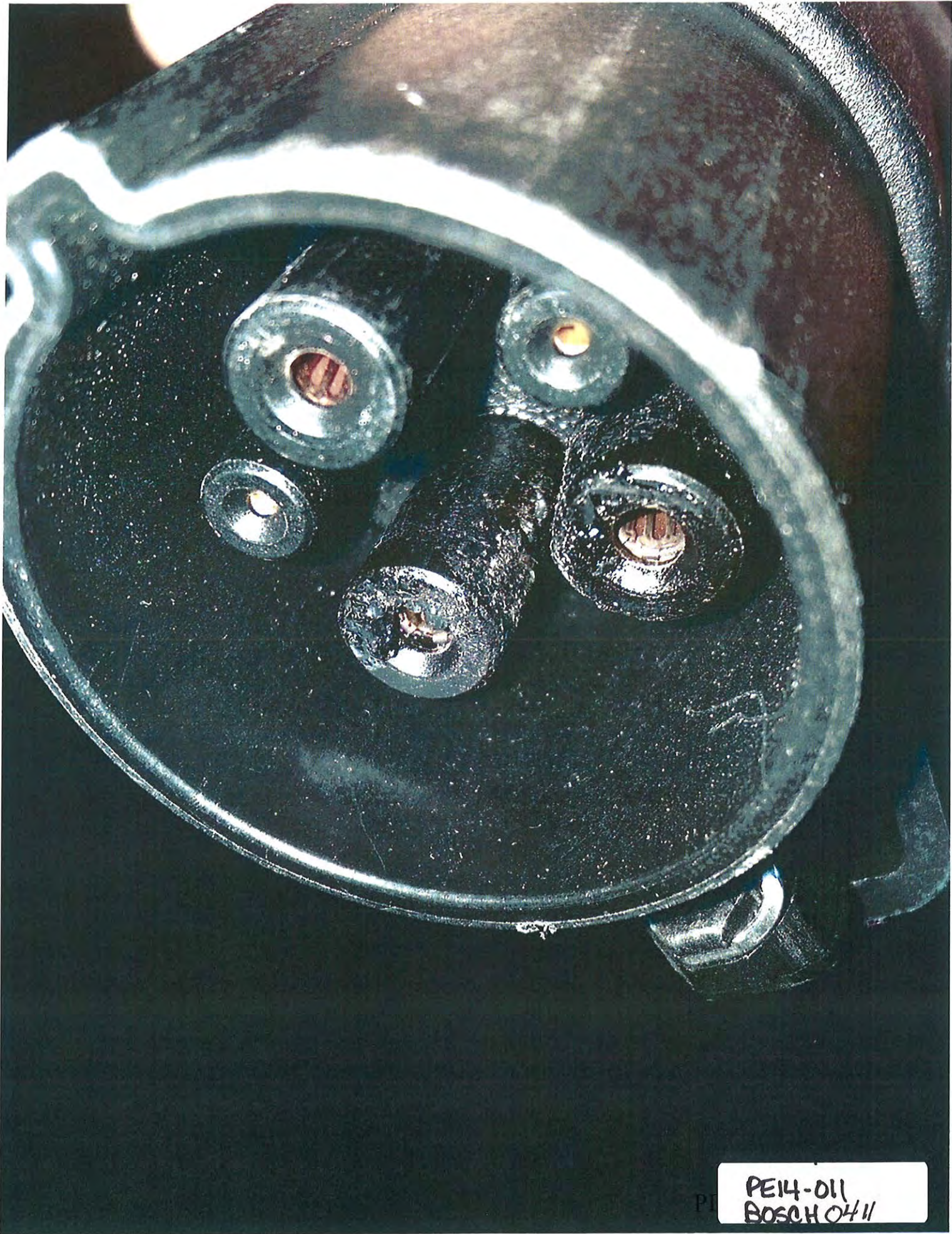


PE 14-011
BOSCH 0409

PEI



PE 14-011
BOSCH0410



PE14-011
BOSCH 0411

From: [REDACTED]
Sent: Monday, May 05, 2014 7:40 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Power Xpress coupler and vehicle inlet photo's

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Thank you also for being an advocate for the electric vehicle industry, any additional input like that which you provided today is greatly appreciated.

With Best Regards,

Mike Muller

Bosch Automotive Aftermarket
Automotive Service Solutions
Product Manager



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From: EXTERNAL Mckenzie Ashley (Adecco, Automotive-Service-Solutions)
Sent: Monday, May 05, 2014 4:07 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: [REDACTED]
Attachments: Photos (2).zip; Ticket # 146923 - [REDACTED]
2.jpg; [REDACTED].jpg

OUTPUT SPECIFICATIONS

MANUFACTURER: SPX CORPORATION
CATALOG #: EL-50600-X
PART#: EV20H25325U
VOLTAGE: 208/240 VAC
FREQUENCY: 50-60HZ (~)
AMPERAGE: 30 AMP MAX
WATTAGE: 7200W MAX
MGF DATE CODE: 2012/07/30
SERIAL NUMBER: [REDACTED]

REV. 4



Intertek
4002333


CONFORMS TO
UL STD. 2231-1,
UL STD 2231-2,
UL SUB 2594
CERTIFIED TO
CSA STD. C22.2
NO. 107.1

LOAD CURRENT DIRECTION 

PE 14-011
BOSCH 0416

INPUT SPECIFICATIONS

VOLTAGE: 208/240 VAC
FREQUENCY: 50/60 Hz (~)
AMPERAGE: 30 AMP MAX
WATTAGE: 7200 W MAX
PHASE: 1Ø
ENCLOSURE: TYPE 4X, IP66
TYPE: CCID WITH
GROUND ASSURANCE
OPERATING TEMPERATURE -35°C - +50°C
MAX OPERATING TEMPERATURE +50°C
STORAGE TEMPERATURE -50°C - +80°C
SAFETY: SELF TEST AT POWER-UP

LINE CURRENT DIRECTION 

PE

PE14-01
BOSCH0417

OUTPUT SPECIFICATIONS

MANUFACTURER: SPX CORPORATION
CATALOG #: EL-80600-X
PART#: EV20H25325U
VOLTAGE: 208/240 VAC
FREQUENCY: 50-60HZ (~)
AMPERAGE: 30 AMP MAX
WATTAGE: 7200W MAX
MGF DATE CODE: 2012/07/30
SERIAL NUMBER: [REDACTED]

REV. 4



Intertek
4002333

CONFORMS TO
UL STD. 2231-1.
UL STD 2231-2.
UL SUB 2594
CERTIFIED TO
CSA STD. C22.2
NO. 107.1

LOAD CURRENT DIRECTION 

PE14-011
BOSCH 0418



PE14-011
BOSCH D419

PE



HOME ASSETS DOCUMENTS INCIDENT LOG REPAIRS

RECENT TICKETS ALL TICKETS NEW TICKET SEARCH SURVEYS Help STEPHEN .HOME My Profile Log out

Select DE

Go back

Ticket Number: 146923

Opened By: Boubacar Kane	Subject: Broken plug handle Burned out
Customer Name: [REDACTED]	Description: Broken plug handle Burned out SPX Question List: Make and Model Chev SN# 005239 VIN# 1FAHP3R48C [REDACTED] SALES ORDER # 913314 How is the vehicle responding (Dash LED or other charge indicator) no response How are the EVSE LEDs * Power: green * Status: REd Is the EVSE on a dedicated circuit? Yes Has the breaker to the EVSE been reset? Yes Can we confirm the circult is good, 240V to the unit? Yes Who Performed Installation? Dont Know Is it hardwired (Directly to the EVSE) Hardwired Is it a permitted install? - Yes. Did this failure occur on new installation or was the unit working then failed? Vehicle is charging on level 1 charger , Yes Also able to charge using a different 240 charger No
Contact Name: [REDACTED]	Category: SPX
Department: [REDACTED]	Sub Category: Main Unit
Phone: [REDACTED]	Cause of Failure: Vehicle Plug coming apart
Email: [REDACTED]	Status: Closed
	Survey Status: Not Applicable
	Assigned To: Ashley McKenzie
	Third Party:
	Est. Complete Date: 4/8/2014

Resolution Technical Notes History Attachments Inquire Online

Date	Technician	Internal notes	Customer notes	Type
05/05/14-14:59	Ashley McKenzie	Customer called regarding his replacement. I apologized for the delay and informed him that the reason for the delay had to do with inventory. The replacement was delivered to Oak Electric today. The customer then brought up the NHTSA investigation and wanted more information on it. I informed him that I cannot speak to the investigation, but that we are aware of the one Isolated Incident. He believes his charger had a similar issue. I told him I would speak to a manager and have the manager contact him.		Call Log
04/22/14-13:59	Ashley McKenzie	RGA 228461 ORIGINAL 894817 OAK ELECTRIC TO COMPLETE SWAP OUT	RGA 228461 ORIGINAL 894817 OAK ELECTRIC TO COMPLETE SWAP OUT	Call Log
04/15/14-10:45	Ashley McKenzie	Left a voicemail for the customer and sent an email. We currently do not have any of the 25ft cord chargers in stock, but will hopefully have them by the end of next week.		Call Log
04/11/14-16:49	Theron Carlson	Please replace the unit because of thermal event.	Ashley if this unit is still under warranty please replace the whole unit	Call Log
04/11/14-12:50	Boubacar Kane	Pictures attached , please replace the unit	Broken plug handle Burned out SPX Question List: Make and Model Chev SN# 005239 VIN# 1FAHP3R48C [REDACTED] SALES ORDER # 913314 How is the vehicle responding (Dash LED or other charge indicator) no response How are the EVSE LEDs * Power: green * Status: REd Is the EVSE on a dedicated circuit? Yes Has the breaker to the EVSE been reset? Yes Can we confirm the circuit is good, 240V to the unit? Yes Who Performed Installation? Dont Know Is it hardwired (Directly to the EVSE) Hardwired Is it a permitted install? - Yes. Did this failure occur on new installation or was the unit working then failed? Vehicle is charging on level 1 charger , Yes Also able to charge using a different 240 charger No	Call Log



BOSCH

Power Xpress

www.pluginnow.com

POWER



STATUS



RESET



Technical Support

OPERATING INSTRUCTIONS FOR EVSE

STEPS

1. VERIFY SOURCE SUPPLY POWER IS AVAILABLE - **POWER LIGHT** IS ILLUMINATED **GREEN**
2. PRIOR TO VEHICLE COUPLER PLUG-IN - **STATUS LIGHT** IS ILLUMINATED **AMBER**
3. FEEL VEHICLE COUPLER (CONNECTION INTO VEHICLE INLET) ACCEPTABLE - **STATUS LIGHT** CHANGES AND ILLUMINATES **SOLID GREEN**
4. VEHICLE PERFORMS SELF-SAFETY TEST - **AUDIBLE RELAY CONTACT CLOSURE**
5. AFTER SAFETY TEST VERIFICATION - **STATUS LIGHT** BEGINS TO **FLASH GREEN**
6. INDICATING VEHICLE IS CHARGING
7. UPON COMPLETION OF CHARGE - **STATUS LIGHT** RETURNS TO **SOLID GREEN**
8. INDICATING STATUS
9. PLUG VEHICLE COUPLER (DO NOT COORD FROM VEHICLE INLET) ACCEPTABLE - **STATUS INDICATOR** CHANGES BACK TO **AMBER** (DISCHARGE STATE)
10. FEEL VEHICLE COUPLER (BACK TO STOWABLE POSITION) AT EVSE

NOTE: EVSE WILL RESUME CHARGING UPON RESUMPTION OF RETURNED VEHICLE POWER.

WARNING: **RED STATUS LIGHT** ILLUMINATED - SEE OPERATING MANUAL FOR FURTHER INFORMATION AND OPERATING INSTRUCTIONS.

AVERTISSEMENT: LA ZONE DE STATUT PRISQUE EST PRISQUE VOUS LE SÉRIEUX OPÉRANT POUR RÉPARATION DE FAUTE SÉRIEUSE POUVANT CAUSER DES BLESSURES PERSONNELLES. NE PAS TOUCHER LES PARTIES MÉCANIQUES EN MOUVEMENT.

WARNING: DO NOT FALSIFY TO OPERATE FOR THE OPERATING INSTRUCTIONS. DO NOT USE. THE DEVICE, COAXIAL, TYPICAL TECHNICAL FOR...

AVERTISSEMENT: NE PAS TOUCHER LES PARTIES MÉCANIQUES EN MOUVEMENT. NE PAS TOUCHER LES PARTIES MÉCANIQUES EN MOUVEMENT. NE PAS TOUCHER LES PARTIES MÉCANIQUES EN MOUVEMENT.

FOR USE WITH ELECTRIC VEHICLES ONLY
VENTILATION NOT REQUIRED



PE14-011BOSCH0422



PE14-011BOSCH0423

From: [REDACTED]
Sent: Monday, May 05, 2014 11:35 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Power Xpress coupler and vehicle inlet photo's

[REDACTED]
Last email I assure you...

I wanted to let you know what I was submitting to NHTSA so you can stay in front of it if at all possible. It contains many of the details of my use case that we discussed.

Thanks again for working with me on my warranty claim. I hope all this information and the pictures help you guys solve the issue.

Sincerely,
[REDACTED]

This is my post verbatim:

The product is Bosch Power Xpress 240 Volt Charger coupled to my 2012 Ford Focus Electric. It is set to 30 Amps for my vehicle.

This charger was put in service on 7/22/2013. I noticed in February that there was a noticeable electrical smell of melted plastic after charging the car, but there was no damage. I figured that with the very cold air in my garage that my sense of smell may be off. I charge at home and at work. The work charger is made by PEP. I have also occasionally used ChargePoint chargers. During the winter I also pre-condition the vehicle to 85 degrees.

On 3/27/14 I noticed firsthand the issue while getting in the car in the morning. The vehicle was still pre-conditioning when I unplugged it. The charger was melted at the charging station coupler end and the vehicle charge inlet port was also melted. I touched the charging station coupler after unplugging it from main power and the tips of the contacts were basically molten plastic that burnt the tip of my finger. I decided to schedule a warranty repair with Ford.

On 3/28/2014 I took the vehicle in for warranty service with Ford Motor Company and they replaced the charge port under warranty. On 4/8/2014 I called Bosch about the charger and they opened a case to replace the charger under warranty. The claim was accepted and processed on 4/11/2014.

My concern is of possible fire or injury from an overheated and/or improperly insulated connection between the charging station and the vehicle.

On Mon, May 5, 2014 at 10:47 PM [REDACTED] wrote:

Second Set of pictures.

I took the once labeled IMAG tonight. The other two are from the day I discovered the issue.

Steve

On Mon, May 5, 2014 at 10:46 PM [REDACTED] wrote:

[REDACTED]
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Product Manager



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Of course I still have the charge station components. I can take additional photos in the mean time if you need them. If you need me to send those out to you I can do that so you can investigate the parts, or are you going to let Oak Electric handle that?

I thank you for the call this afternoon, it is unfortunate that our introduction came under these circumstances.
Let me know if I can help with any more data that you may require.
I will be sending a second email. The pictures ended up being over 15MB.

Sincerely,

[REDACTED]

On Mon, May 5, 2014 at 7:40 PM [REDACTED] e:

Hi [REDACTED]

Thank you for taking the time to explain the details regarding your vehicle and charge station service issues, and specifically the additional insight you provided regarding your specific use case.

As we discussed, please forward the close up photos of the charge station coupler end and any photos of the vehicle inlet prior to repair.

Our sincere apology about the delay in dispatching a replacement unit.

Thank you also for being an advocate for the electric vehicle industry, any additional input like that which you provided today is greatly appreciated.

With Best Regards,

[REDACTED]

Bosch Automotive Aftermarket
Automotive Service Solutions
Product Manager

[REDACTED]



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From: [REDACTED]
Sent: Tuesday, May 06, 2014 7:06 AM
To: [REDACTED]
Subject: FW: Test Mail [REDACTED]
Attachments: Photos (2).zip

From: [REDACTED]
Sent: Monday, May 05, 2014 3:15 PM
To: Adair [REDACTED]
Subject: FW: Test Mail [REDACTED]

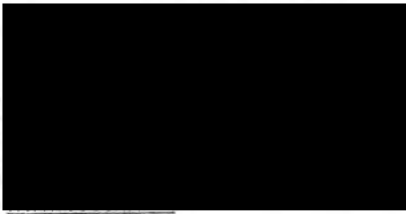
[REDACTED] photos.

Thank you,

[REDACTED]
Bosch Automotive Aftermarket
Automotive Service Solutions
EVSE Project Coordinator (AA-AS)

[REDACTED]
From: [REDACTED]
Sent: Monday, May 05, 2014 3:07 PM
To: [REDACTED]
Subject: FW: Test Mail STEPHEN RUDOLPH

Amy Boubacar
[REDACTED]



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From: [Redacted]
Sent: Friday, April 11, 2014 11:40 AM
To: Boubacar Amdy (AA-AS/TSS2.2-NA)
Subject: Re: Test Mail

I have the pictures you requested.
Thanks for your help with this.

There is a picture of the VIN tag also.

VIN: 1FAHP3R48C! [Redacted]

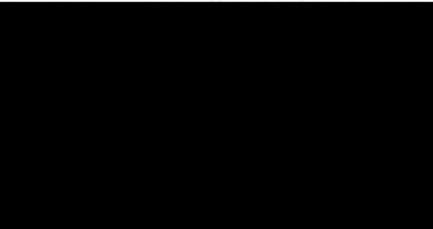
On Tue, Apr 8, 2014 at 12:19 PM, [Redacted] wrote:

I got the email. Will sent the other later.

On Apr 8, 2014 12:18 PM, [Redacted] :

Hello [Redacted]

Please reply providing the SN AND VIN#



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Panel



INPUT SPECIFICATIONS
VOLTAGE: 208/240 VAC
FREQUENCY: 50/60 Hz (±1)
AMPERAGE: 30 AMP MAX
WATTAGE: 7200 W MAX
PHASE: 1Ø
ENCLOSURE: TYPE 4X, 198C
TYPE: COLD WITH GROUND ASS.
OPERATING TEMPERATURE: -25°C - +55°C
MAX OPERATING TEMPERATURE: +55°C
STORAGE TEMPERATURE: -55°C - +85°C
SAFETY: SELF TEST AT POWER-UP

LINE CURRENT DIRECTION

Line



umel



PE14-011BOSCH0440





me

From: [REDACTED]
Sent: Tuesday, May 06, 2014 11:37 AM
To: [REDACTED]
Subject: Conversation with Muller, Mike

[REDACTED]
Hi [REDACTED] when you get a minute please let me know what is going on with [REDACTED] since you talked to him. I sent a replacement unit to Oak Electric and need to know if they are replacing it or do I need to get it back.. am I getting the defective one back, etc?

From: [REDACTED] Drake Pagny (AARSON002.217)
Sent: Tuesday, May 06, 2014 9:02 AM
To: [REDACTED]
Subject: FW: Ticket Number: 146923 STEPHEN RUDOLPH
Attachments: Photos (2).zip

[REDACTED]
Further to our yesterday's conversation, please find attached the photos related to ESS ticket#146923 as requested.

Regards

[REDACTED]
From: [REDACTED]
Sent: Tuesday, May 06, 2014 8:55 AM
To: [REDACTED]
Subject: FW: Ticket Number: 146923 STEPHEN RUDOLPH

Amy Boubacar
Integrated Diagnostic Support
Bosch Automotive Service Solutions

[REDACTED]
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From: [REDACTED]
Sent: Monday, May 05, 2014 3:07 PM
To: [REDACTED]
Subject: FW: Test Mail STEPHEN RUDOLPH

[REDACTED]

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Sent: Friday, April 11, 2014 11:40 AM
To: [REDACTED]
Subject: Re: Test Mail

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Thanks for your help with this.

There is a picture of the VIN tag also.

VIN: 1FAHP3R48CL [REDACTED]

On Tue, Apr 8, 2014 at 12:19 PM, Steven Rude [REDACTED] e:

I got the email. Will sent the other later.

On Apr 8, 2014 12:18 PM, [REDACTED]

Hello [REDACTED]

Please reply providing the SN AND VIN#

[REDACTED]

[REDACTED]

[REDACTED]

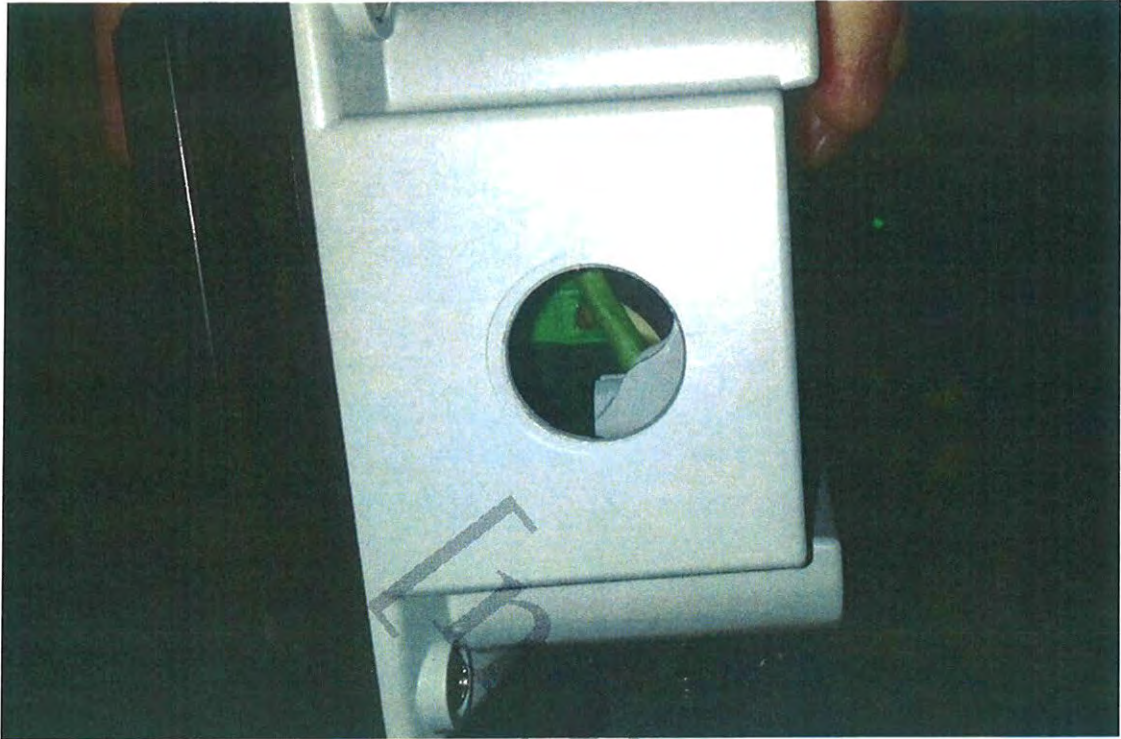
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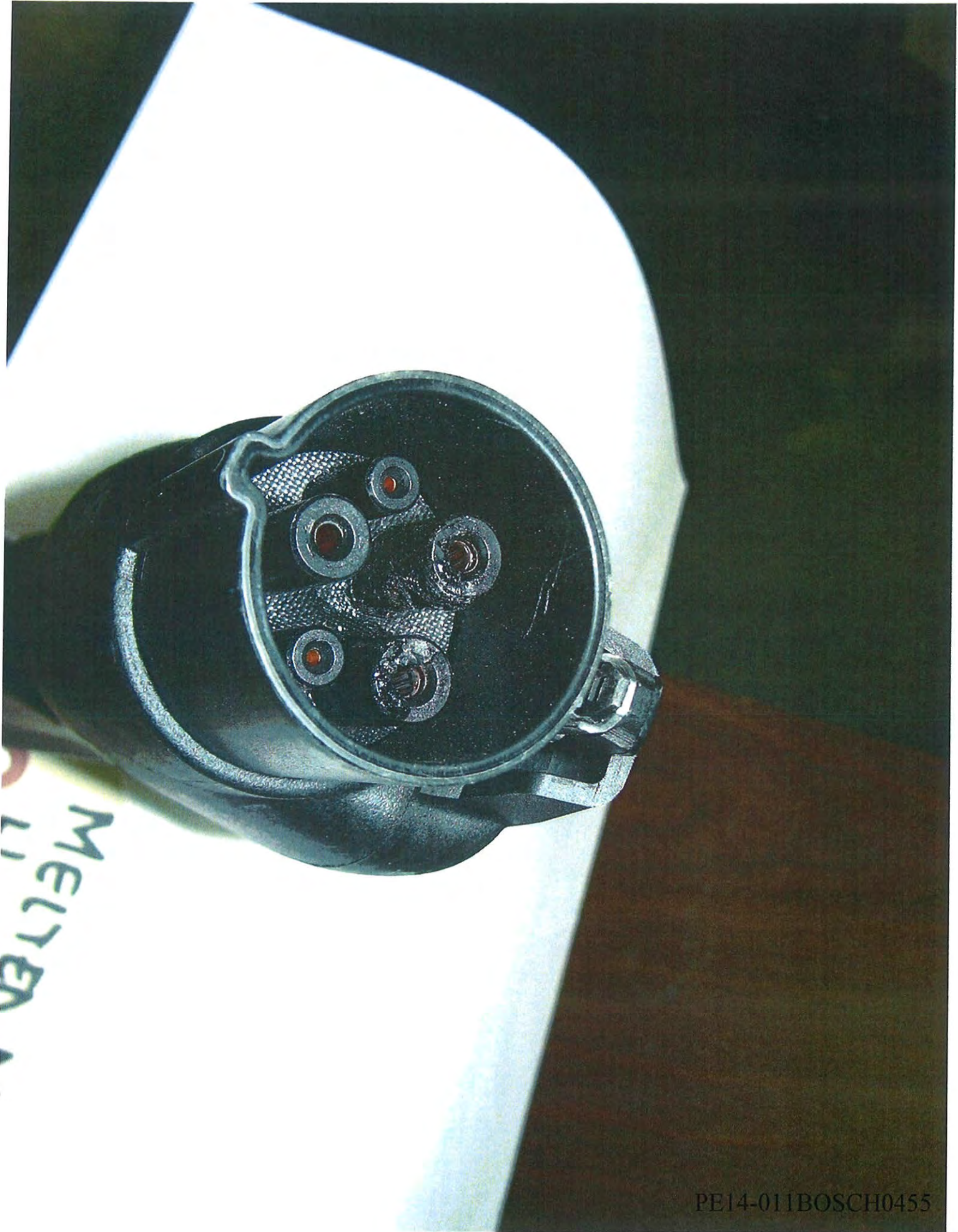


INPUT SPECIFICATIONS
VOLTAGE: 200/240 VAC
FREQUENCY: 50/60 Hz (-)
AMPERAGE: 30 AMP MAX
WATTAGE: 7200 W MAX
PHASE: 1Ø
ENCLOSURE: TYPE 4X, IP66
TYPE: CCID WITH
GROUND ASSURANCE
OPERATING TEMPERATURE: -35°C - +50°C
MAX OPERATING TEMPERATURE: +50°C
STORAGE TEMPERATURE: -58°C - +88°C
SAFETY: SELF TEST AT POWER-UP
LINE CURRENT DIRECTION









PE14-011BOSCH0455

Case Nissan
WELTER
Hartland
5/23/A



MELTED Nissan
Hartland, MI
5/23/14 #3





MELTED NISSAN
Hartland, MI
5/23/14 #3

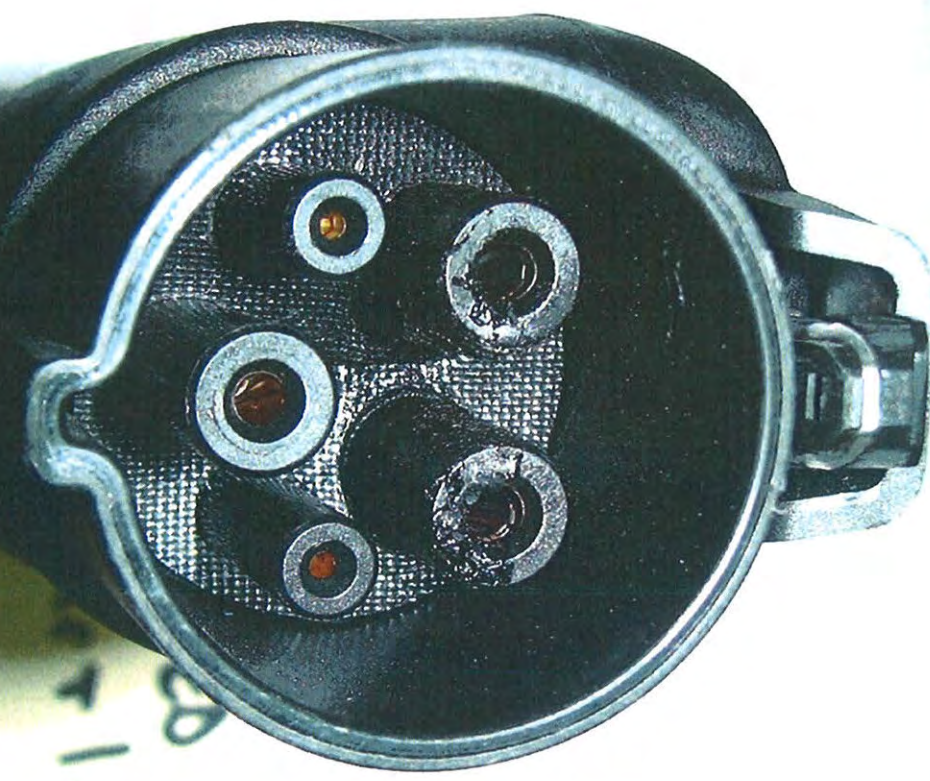


288-000
AMPERE
TOURNE
18V
LITHIUM

PE14-011
BOSCH 0459

PE

20 Nissan
Portland, MI
123/19 #3





PE14-011
BOSCH 0461

TAB 4A

From: [REDACTED]
Sent: Wednesday, February 19, 2014 8:07 PM
To: Davenport, David
Cc: [REDACTED]
Subject: Re: Charging your Tesla at Nest
Attachments: image.tiff

[REDACTED]

I'm traveling on business at the moment but another colleague at Nest with a Tesla Model S experience the same problem when using the two chargers shown in the picture below. I'm not currently onsite to tell you the numbers but maybe John (cc'ed here) can. It's worth nothing that I can't be sure that the problem is limited to just these 2.

Sent from my iPhone

On Feb 19, 2014, at 3:41 P [REDACTED]

[REDACTED] is working with a representative from Bosch regarding the charging issue you experienced at Nest. Can you confirm the two chargers you were utilizing when you experienced the issue with the adaptor melting? Please provide the charger # if possible at your earliest convenience. Thanks.

<image001.jpg> <image004.jpg>









Panel

From: [REDACTED]
Sent: Thursday, February 20, 2014 6:44 PM
To: [REDACTED]
Subject: 2nd customer at NEST with Melted Tesla Adapter - FYI
Attachments: Re: Charging your Tesla at Nest; Re: Charging your Tesla at Nest; Nest 001.jpg; Nest 002.jpg; Nest 004.jpg

[Redacted]

From: [Redacted] (Automotive Service Solutions) [mailto:...] [mailto:...]

Sent: Tuesday, February 18, 2014 5:37 PM

To: [Redacted]

Subject: RE: Melted Tesla Adapter

These are our first thoughts and feedback.

I would be happy to get into more detail with you regarding the topic.

My available times (Eastern time zone) for a phone conference on Wednesday are: 9-10, 11-2pm

I am not available on Thursday

I am available next on Friday at: 8-9, 11-12 & after 4pm

[REDACTED]

Bosch Automotive Aftermarket
Automotive Service Solutions
Global Product Manager – Charging Technologies (AA-AS)

[REDACTED]

[REDACTED]

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From: [REDACTED]
Sent: Tuesday, February 18, 2014 1:46 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Melted Tesla Adapter

[REDACTED]

Any idea when we might have an initial hypothesis from you guys?

The host is requesting we replace the PowerXpress units with ChargePoint. This is certainly not our preferred path, but based on their experience at other sites they believe this will address the issue.

Thanks

[REDACTED]

From: [REDACTED]
Sent: Saturday, February 15, 2014 12:11 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Melted Tesla Adapter

Thanks for the call on the Tesla situation today.

Here are the facts as we know them:

- The event has occurred twice on a single Tesla
- Each of the two events occurred on a different Bosch charger
- Each occurrence was in multi-hour charging session
- The customer has not used the adapter in multi-hour charging sessions at other chargers
- While the event did repeat, it is not deterministically repeatable (customer has completed other long-duration sessions on Bosch charger with the adapter without incident)
- The adapter itself is melted on the upper left of the left power pin, and that pin does not appear loose or mis-aligned (See pic)
- The J1772 Coupler was not melted in the incident (see pic)

Thanks



From: [REDACTED]
Sent: Tuesday, February 25, 2014 8:23 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Tesla J1772

[REDACTED]

I just left you a voicemail at your office as a follow up to this issue.

My team is responsible for the design of this adapter. I would like to review the failed parts and see if we can determine what happened.

Let me know if you have more details about the failure and if it's possible to get the adapter for FA.

Do you know if the EVSE that caused this failure twice has been inspected or if the handle has been replaced? Given the simplicity of the adapter and the fact that the Tesla inlet can carry ~300A, my initial concern is that the EVSE has a poor crimp on the socket or a socket that has failed.

Regards,

[REDACTED]

From: [REDACTED]
Sent: Thursday, February 20, 2014 2:04 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Your Tesla Motors Inquiry

[REDACTED]

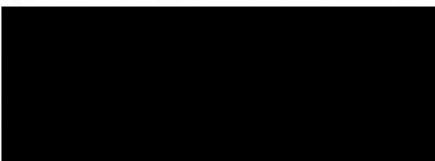
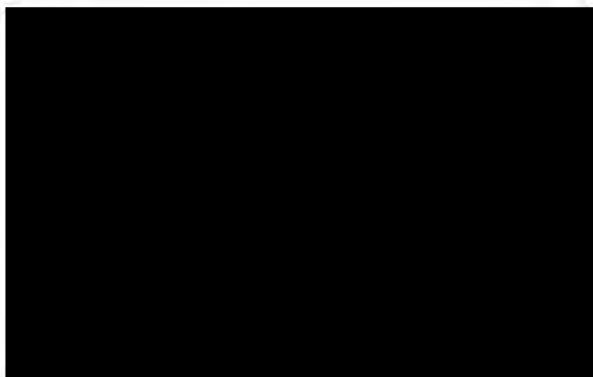
I am reaching out to you concerning a Tesla J1772 adapter issue one of our customers, a Tesla driver, has had at one of eVgo charging stations at Nest Labs in Palo Alto. Our customer, David Bourne, has had two J1772 adapters melt while using the Bosch Level 2 charging stations. Our eVgo customer care team has been in contact with David this past week to get the specific facts around these two events as well as information on his other charging experiences with the adapter.

To date, we understand the event has occurred twice on one car using two different Bosch chargers and two different Tesla adapters. Both occurrences were on long-duration charging sessions. While the issue did repeat, it is not deterministically repeatable – David has completed other long-duration sessions with the adapter without incident. We also understand that David has not used the adapter in other long-duration sessions at other chargers. The adapter itself is melted on the upper left of the left power pin, and that pin does not appear loose or miss-aligned. There is no apparent damage to the Bosch J1772 connector.

With these facts, we are working back with Bosch to determine the root cause of the issue. In determining the root cause, I feel that we need to include Tesla to provide any support from your side. Are you the right person to assist in this analysis?

Thanks

[REDACTED]



From: [REDACTED]
Sent: Thursday, February 20, 2014 9:17 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Tesla J1772 Adapter Issue

[REDACTED]

I am reaching out to you concerning a Tesla J1772 adapter issue one of our customers, a Tesla driver, has had at one of eVgo charging stations at Nest Labs in Palo Alto. Mike Muller from Bosch provided your contact info.

Our customer, [REDACTED] has had two J1772 adapters melt while using the Bosch Level 2 charging stations. Our eVgo customer care team has been in contact with David this past week to get the specific facts around these two events as well as information on his other charging experiences with the adapter.

To date, we understand the event has occurred twice on one car using two different Bosch chargers and two different Tesla adapters. Both occurrences were on long-duration charging sessions. While the issue did repeat, it is not deterministically repeatable – David has completed other long-duration sessions with the adapter without incident. We also understand that David has not used the adapter in other long-duration sessions at other chargers. The adapter itself is melted on the upper left of the left power pin, and that pin does not appear loose or miss-aligned. There is no apparent damage to the Bosch J1772 connector.

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Thanks

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: Wednesday, February 26, 2014 9:15 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Tesla J1772

[REDACTED]

Please give me a call so we can discuss the RCA and next steps.

Thanks,

[REDACTED]

From: [REDACTED]
Sent: Tuesday, February 25, 2014 7:23 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Tesla J1772

[REDACTED]

I just left you a voicemail at your office as a follow up to this issue.

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Regards,

[REDACTED]

From: [REDACTED]
Sent: Thursday, February 20, 2014 2:04 PM

T
C

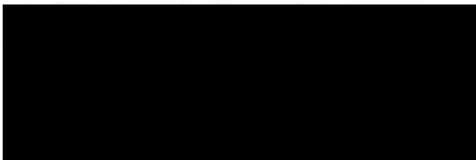
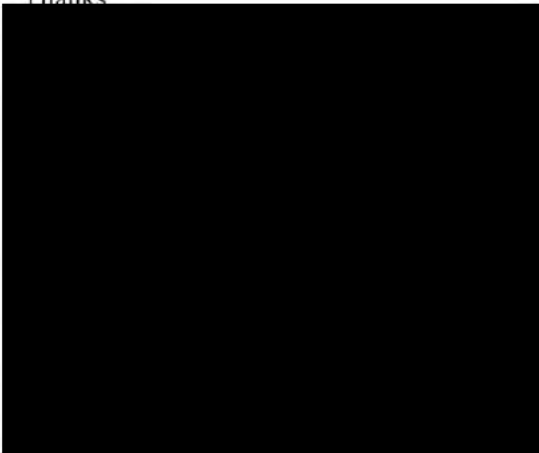
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Thanks



From: [REDACTED]
Sent: Friday, February 28, 2014 9:33 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Bosch - SPX

[REDACTED]

Are you aware of the water infiltration issue? What preventative action do you recommend?

Thanks,

[REDACTED]

On Feb 27, 2014, at 5:16 PM [REDACTED]

I saw this on Amazon. It appears we need to exercise caution in waterproofing.

6 of 9 people found the following review helpful
<image001.gif>**DO NOT BUY THIS!**, October 15, 2013
By

[REDACTED]

This review is from: Bosch (EL-50600-A) Power Xpress 240V Charging Station (Automotive)
I have purchased this unit 2 years ago for my Chevy Volt when the brand was under SPS. I bought it because the the unit was supposedly weather resistant but do not be fooled like I was. When I called Bosch Tech support to inquire about having it sent in for repair I was told they do not perform repairs on this model and that I would have to fork out to purchase a new unit to replace the one I have already spent a small fortune on. With this new knowledge I decided to take matters into my own hands and am now attempting to perform the the repair to dry out the water clearly visible in the weather tight compartment but the manufacturer made it impossible for you open the unit to perform your own repair.

As the mantra goes "If you cant open it you don't own it" so this being the case **DO NOT BUY IT!**
Now I am off to find my sledge hammer to an go "Office Space" on this piece of junk and maybe salvage some parts to use in the Open Source EVSE that can be acquired for 99\$. If your not tech electrical savy you can still purchase an assembled Open source unit for a 1/4 of the cost. [...]

Help other customers find the most helpful reviews
Was this review helpful to you? <image002.gif> <image003.gif>
[Report abuse](#) | [Permalink](#)

<image004.gif>

Comments

[Track comments by e-mail](#)

Tracked by 3 customers

Sort: **Oldest first** | [Newest first](#)

Showing 1-3 of 3 posts in this discussion

Initial post: Oct 29, 2013 6:29:24 PM PDT

<image005.gif>Matthew Bromage says:

From the website:

Permanently hardwired-inside or outside installations

Moveable with plug and cord-inside installations only, plugs into standard 240V outlet

[Reply to this post](#)

[Permalink](#) | [Report abuse](#)

1 of 1 people think this post adds to the discussion. Do you? <image006.gif> <image007.gif>

In reply to [an earlier post](#) on Jan 28, 2014 5:36:33 PM PST

<image005.gif>Brian says:

And off of this very Amazon ad.. "The durable NEMA 4X design will withstand nearly any weather condition including rain, snow, sleet, ice, and wind."

[Reply to this post](#)

[Permalink](#) | [Report abuse](#)

Do you think this post adds to the discussion? <image006.gif> <image007.gif>

In reply to [an earlier post](#) on Feb 27, 2014 1:18:21 PM PST


Last edited by the author 1 hour ago

<image005.gif>Jay Donnaway says:

The setup instructions clearly require the user to waterproof the adjustment potentiometer with silicone sealant, when the mfr should supply a waterproof cover on that port. Definitely a design shortcoming, it should be a screw-in cap with an o-ring. Water puddles on the control pad if left on it's back in 'field use'.

Otherwise, the most robust dual-voltage, adjustable EVSE on the market.

<image008.jpg> <image009.jpg>



From: [REDACTED]
Sent: Friday, February 28, 2014 9:31 AM
To: [REDACTED]
Subject: Tesla Adapter

[REDACTED]

I spoke with [REDACTED] Director of Power Electronics at Tesla. They are very receptive to identifying the root cause of the melted adapters. I sent Nick the damaged adapter that the Palo Alto customer sent us. We also set a meeting at the Nest site in Palo Alto for next Thursday morning at 9:00 am to examine the chargers. Did you want someone from Bosch at the meeting?

Thanks,
[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: Friday, February 28, 2014 4:31 PM
To: [REDACTED]
Subject: RE: How to respond to evgo?

That was the comment from October of last year and we chalked it up to being a worker at openevse.com

Mit freundlichen Grüßen / Best regards

[REDACTED]

Bosch Automotive Aftermarket
Automotive Service Solutions
Marketing Coordinator (AA-AS/MKC-NA)

[REDACTED]

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To: [REDACTED]
(Aut
Subject: How to respond to evgo?

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Sent: Friday, February 28, 2014 9:33 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Bosch - SPX

[REDACTED]

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Thanks,
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[Report abuse](#) | [Permalink](#)

<image004.gif>

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[Reply to this post](#)

[Permalink](#) | [Report abuse](#)

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In reply to [an earlier post](#) on Feb 27, 2014 1:18:21 PM PST

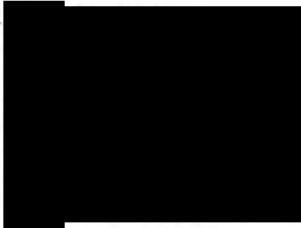
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Otherwise, the most robust dual-voltage, adjustable EVSE on the market.

<image008.jpg> <image009.jpg>



From: [REDACTED]
Sent: Tuesday, March 04, 2014 10:25 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Tesla Adapter Issue

[REDACTED]

I will be at the Nest installation on Thursday morning at 9:00 am with a representative from Tesla. We will be inspecting the chargers in question in trying to determine a root cause and a solution to alleviate the issue. I apologize, once again, for the inconvenience. If either of you are available on Thursday morning to discuss the issue, your input would be welcomed.

Thanks
[REDACTED]

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F

From: [REDACTED]
Sent: Tuesday, March 04, 2014 12:14 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Tesla Adapter Issue

Awesome,

Thanks [REDACTED] We can meet you in the lobby of [REDACTED]

[REDACTED]

[REDACTED]

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On Mar 4, 2014, at 7:24 AM [REDACTED] wrote:

[REDACTED]

I will be at the Nest installation on Thursday morning at 9:00 am with a representative from Tesla. We will be inspecting the chargers in question in trying to determine a root cause and a solution to alleviate the issue. I apologize, once again, for the inconvenience. If either of you are available on Thursday morning to discuss the issue, your input would be welcomed.

Thanks,
[REDACTED]

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<image002.jpg> <image004.jpg> [REDACTED]

From: [REDACTED]
Sent: Wednesday, March 05, 2014 8:20 AM
To: [REDACTED]
Subject: evgo meeting notes Tesla Motors Inquiry

A second customer noticed that the connector was extremely hot, but have not talked to them yet, don't know if it is the adaptor or the connector

Never heard back from Eric

Has forwarded to somebody in the service dept and waiting to get a response.

Dropped to charging current down to 24Amp thru their site controller

Tanvir's Tesla,

From: [REDACTED]
Sent: Thursday, February 20, 2014 5:04 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Your Tesla Motors Inquiry

[REDACTED]

I am reaching out to you concerning a Tesla J1772 adapter issue. One of our customers, a Tesla driver, has had at one of eVgo charging stations at Nest Labs in Palo Alto. Our customer [REDACTED] has had two J1772 adapters melt while using the Bosch Level 2 charging stations. Our eVgo customer care team has been in contact with David this past week to get the specific facts around these two events as well as information on his other charging experiences with the adapter.

To date, we understand the event has occurred twice on one car using two different Bosch chargers and two different Tesla adapters. Both occurrences were on long-duration charging sessions. While the issue did repeat, it is not deterministically repeatable – David has completed other long-duration sessions with the adapter without incident. We also understand that David has not used the adapter in other long-duration sessions at other chargers. The adapter itself is melted on the upper left of the left power pin, and that pin does not appear loose or miss-aligned. There is no apparent damage to the Bosch J1772 connector.

With these facts, we are working back with Bosch to determine the root cause of the issue. In determining the root cause, I feel that we need to include Tesla to provide any support from your side. Are you the right person to assist in this analysis?

Thanks
[REDACTED]



From: [Redacted]
Sent: Wednesday, February 19, 2014 8:36 PM
To: [Redacted]
Subject: RE: YOUR Tesla Motors Inquiry



I wanted to be sure you received my previous email with the UL certification. I hadn't heard back from you.

All the best,



TESLA

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Please consider the environment before printing this email.

From: [Redacted]
Sent: Wednesday, February 19, 2014 9:50 AM
To: [Redacted]
Subject: RE: Your Tesla Motors Inquiry



As to the UL certification, what particular certification standards?

Thanks.



[REDACTED]

From: [REDACTED]
Sent: Tuesday, February 18, 2014 9:02 PM
To: [REDACTED]
Subject: RE: Your Tesla Motors Inquiry

[REDACTED]

I've heard back from our team, and the J1772 adapters are UL certified.

To answer your more recent question, no adapters were recalled. I think this link will best explain it for you:
<http://www.teslamotors.com/about/press/releases/tesla-provides-customers-upgraded-charging-software-and-adapter>

All the best,

[REDACTED]

S
3
P [REDACTED]



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From: [REDACTED]
Sent: Friday, February 14, 2014 1:50 PM
To: [REDACTED]
Subject: RE: Your Tesla Motors Inquiry

[REDACTED]

Thanks for the reply. Were these Tesla Model S J1772 adapters a part of the recall in January? Are you aware of any issues with these adapters overheating and melting when used with level 2 charging stations?

Thanks,

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Thursday, February 13, 2014 5:27 PM
To: [REDACTED]
Subject: Your Tesla Motors Inquiry

[REDACTED]

Thank you for contacting Tesla Motors and inquiring about if our J1772 adapters NRTL listed. I have our team working on a specific answer for you, but wanted to let you know that although it doesn't have that specific designation, it does have an equivalent designation. This isn't a typical answer that we get, so I'm just waiting to hear back from our charging team with the specific answer for you.

Thank you for being a fan of Tesla Motors!

All the best,

J [REDACTED]

[REDACTED]

TESLA

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Please consider the environment before printing this e-mail.

From: [REDACTED]
Sent: Friday, April 11, 2014 12:00 PM
To: [REDACTED]
Subject: [REDACTED]
Importance: High

[REDACTED]

We have not received these chargers back yet. Were they shipped?

Thank you,

[REDACTED]

Bosch Automotive Aftermarket
Automotive Service Solutions
EVSE Project Coordinator (AA-AS)

[REDACTED]

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From: [REDACTED]
Sent: Wednesday, March 26, 2014 3:22 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: SPX units received w/o UART port

[REDACTED]

I have created Return Goods Authorization (RGA) number 196610. You will receive a separate email which will include an attachment of the RGA documents. Please print the documents out and include page one inside the boxes and use page two to reference the address where the items need to be shipped.

Wyatt – Please send Lance an updated product list.

Thank you,
[REDACTED]

[REDACTED]

Bosch Automotive Aftermarket
Automotive Service Solutions
EVSE Project Coordinator (AA-AS)

[REDACTED]

Tel: +91 586 752 2478

[REDACTED]

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From: [REDACTED]
Sent: Wednesday, March 26, 2014 2:23 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: SPX units received w/o UART port

I guess we have an old product list, thank you for the information below and I'll update my documents.

We have no use for the non-UART charger. Please send the RGA form.

I will get you a new PO for the EL-50600-B units.

[REDACTED]

From: [REDACTED]
[mailto: [REDACTED]]
Sent: Wednesday, March 26, 2014 1:16 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: SPX units received w/o UART port

H [REDACTED]

According to the attached PO and email it states to order the EL-50600-X. This item is a Power Xpress w/o the UART and has a 25' cord. The part number for the Power Xpress w/ UART and 18' cord is EL-50600-B (previously EL-50600-A).

Please let me know if you would still like to return these and I will create and send you the Return Goods Authorization information and forms.

If you want to purchase the EL-50600-B, please send a new PO.

Thank you.

[REDACTED]

Bosch Automotive Aftermarket
Automotive Service Solutions
EVSE Project Coordinator (AA-AS)

[REDACTED]

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From: [REDACTED]
Sent: Wednesday, March 26, 2014 11:29 AM
To: [REDACTED]
Subject: SPX units received w/o UART port

[REDACTED]

Can you help me with an RMA for the batch of 20 chargers we received on Bosch order no. 154586. We ordered chargers with the UART port and 18' cords, but received chargers without the UART port and 25' cords.

Thank you in advance

 nrg.
eVgo

[REDACTED]

[REDACTED]

Sent: Thursday, March 06, 2014 9:00 PM
To: [REDACTED]
Subject: Shipment Notification

03/06/2014
Dear Customer

Thank you for placing your order with Bosch Auto Svc Solutions. Your package for purchase order #4501495871 on Bosch Auto Svc Solutions Sales Order number 154586 was shipped on 03/06/2014 via YRC Regional Transportation . Your tracking number is 3182329847

Items below have been shipped to *RELIANT ENERGY*:

Item	Description	Quantity Shipped
EL-50600-X	PX WALL MNT, V4 W/O UART, 25FT	20

Please contact us for any future tool and equipment needs that you may have.

Sincerely,
Bosch Auto Svc Solutions Customer Service

This is a auto-generated email. Please do not reply to this message. Please allow 12-24 hours for the carrier website to update the tracking information.
If you do not wish to receive shipment notification emails in the future, please send an email to inquiry@service-solutions.com and include your Bosch Auto Svc Solutions Account number.

From: [REDACTED]
Sent: Tuesday, April 15, 2014 2:24 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Melting Tesla Adapter

[REDACTED]
Just let you a VM. Please call back at either of the numbers below.

Mit freundlichen Grüßen / Best regards

[REDACTED]
Bosch Automotive Aftermarket
Automotive Service Solutions
Sales Engineer - OES Product Management (AA-AS PSM1)

[REDACTED]

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From: [REDACTED]
Sent: Tuesday, April 15, 2014 1:56 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Melting Tesla Adapter

Can someone from Bosch please give me a call ASAP?

From: [REDACTED]
Sent: Tuesday, April 15, 2014 11:38 AM
To: [REDACTED]
Cc: David Bourne
Subject: Melting Tesla Adapter

Hi [REDACTED]

I was charging my Model S yesterday, and my adapter experienced some melt again. I remember when we last met, there was a plan to dig up the charger and do some tests on it. What's the current plan?

Pictured is David's Roadster, but this happened with my Model S. The arrow indicates which charger showed the problem.

Thanks,
[REDACTED]



From: [REDACTED]
Sent: Tuesday, April 15, 2014 1:56 PM
To: [REDACTED]
Cc:
Subject: FW: Melting Tesla Adapter

Can someone from Bosch please give me a call ASAP?



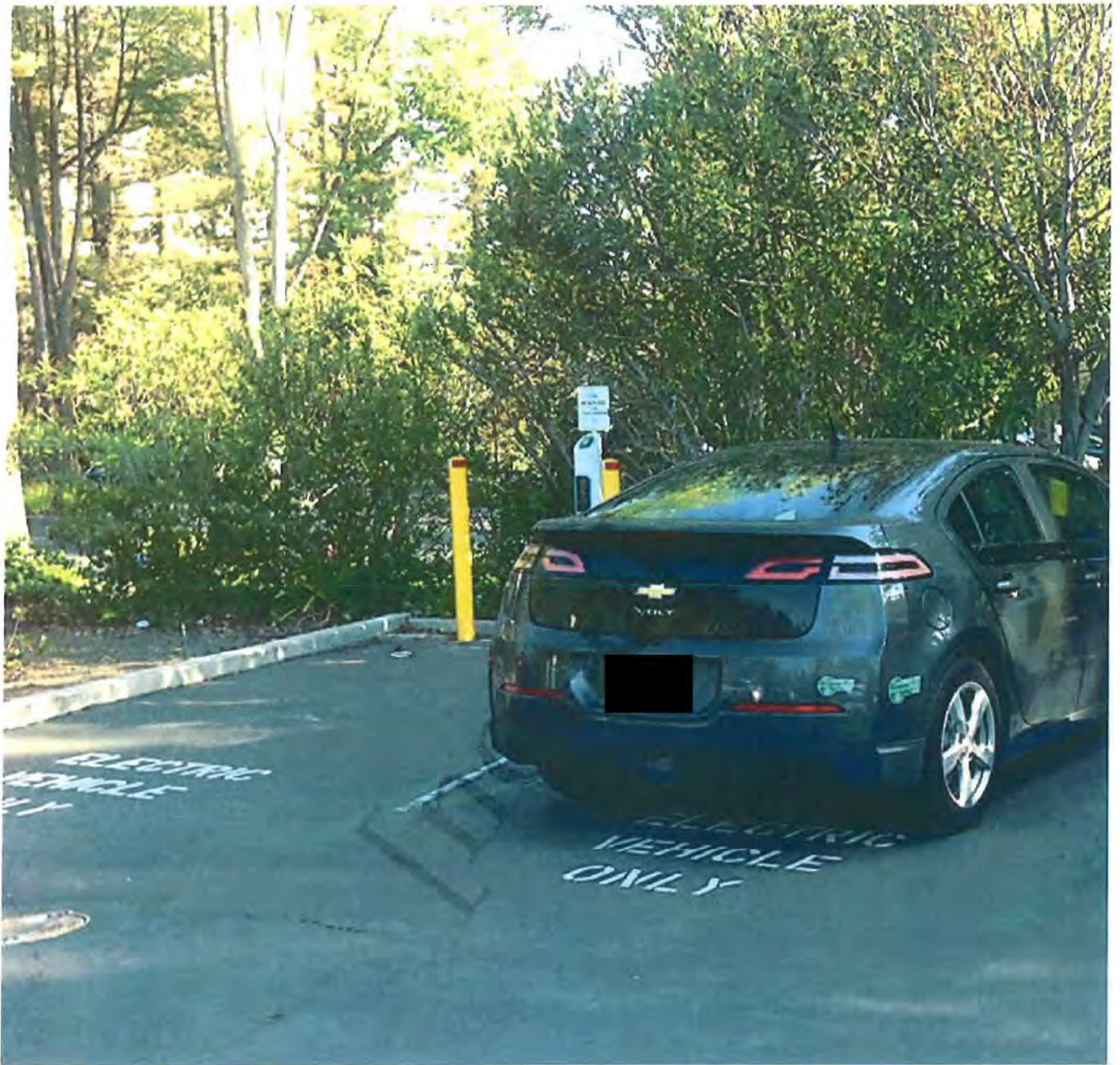
From: [REDACTED]
Sent: Tuesday, April 15, 2014 1:58 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Melting Tesla Adapter

Hi [REDACTED]

I was charging my Model S yesterday, and my adapter experienced some melt again. I remember when we last met, there was a plan to dig up the charger and do some tests on it. What's the current plan?

Pictured is [REDACTED] but this happened with my Model S. The arrow indicates which charger showed the problem.

Thanks,
JAV



From:
Sent:
To:

[REDACTED]

[REDACTED]

Cc:
Subject:

RE: Melting Tesla Adapter

[REDACTED]
As we discussed, I have shipped a replacement unit (rev 4 firmware with UART) to your installer. Tracking number is 1z4518850154 [REDACTED]. I included in the box a prepaid return shipping label to send the defective unit back so that we can perform a detailed engineering analysis. We will let you know of our findings when available.

Mit freundlichen Grüßen / Best regards

[REDACTED]
Bosch Automotive Aftermarket
Automotive Service Solutions
Sales Engineer - OES Product Management (AA-AS PSM1)

[REDACTED]

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From:

[REDACTED]

Sent: Tuesday, April 15, 2014 1:56 PM

Cc:

Subject: FW: Melting Tesla Adapter

Can someone from Bosch please give me a call ASAP?

[REDACTED]

From: [REDACTED]
Sent: Tuesday, April 15, 2014 11:38 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Melting Tesla Adapter

Hi [REDACTED]

I was charging my Model S yesterday, and my adapter experienced some melt again. I remember when we last met, there was a plan to dig up the charger and do some tests on it. What's the current plan?

Pictured is [REDACTED] but this happened with my Model S. The arrow indicates which charger showed the problem.

Thanks,
JAV

