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**From:** [REDACTED]  
**Sent:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** [REDACTED]  
**Attachments:** CA5981\_evgo\_SDcard\_20140422.pdf; A1100001.htm

I'll need to respond to mike tomorrow but would like to review beforehand

[REDACTED]  
Bosch Automotive Service Solutions  
OES Product Management  
Sent from mobile device

Begin forwarded message:

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: Service Report - 24 HR SR - Nest Labs - 4/22/2014

[REDACTED]  
Please see the attached report regarding the burned connector. This charger is in the same location as the other one that was melting Tesla adapters. How do you want to address it?

I am also concerned with the NHTSA investigation and if there is any correlation with the incidents at Nest. Can you shed any light on this news?

Thanks  
[REDACTED]

[REDACTED]



Service Report	
Date:	4/22/2014
Technician:	Ben Salazar, Keith Mitchell
Work Order #:	CA5981

Site Conditions	
Vegetation (ground mount only):	Vegetation needs to be addressed. See photo.

Customer		Service Site	
Company:	nrg / eVgo	Site Name:	Nest Labs
Contact Name:	[REDACTED]	Address:	[REDACTED]
Phone #:	[REDACTED]	City/State:	Palo Alto CA
Email:	N/A	Zip Code:	[REDACTED]

**Reason for Visit:**  
 Replace micro SD card for Charger #6. Test unit then call nrg/eVgo back office support for system operation.

**Work Performed / Actions Taken:**  
 Arrived onsite and found charger #6 dream plug with all lights functional. Removed power from dream plug and replaced micro SD card with the one supplied by eVgo. Called Noe Castro to verify charger functions as designed. Charger communications did not test good. A temporary CAT5 cable 40' long was needed to allow remote access to this controller for reconfiguration. While back office was working on charger 6 it was noted that charger #7 was not reporting regularly. Noe asked if we could open charger 7 and remove factory jumper located behind bow-tie soft pad. This took about 15 mins. to remove faceplate and remove jumper. Charger immediately came online. Charger 6 back office completed and we removed cat 5 cable and powered up dream plug. Unit came online and was fully functional.

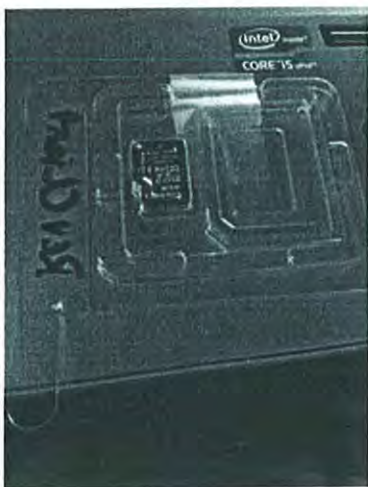
Equipment Replaced :  Yes

Qty	Description	Model #	Serial #
1	micro SD Card REV Client	micro	SFO0006

Pictures Taken:  Y

# Solarrus EVS

<b>Conclusion:</b>			
Dream plug communications devices sometime need sd card changes in order to bring them back online. It is noted that the connector on charger #6 has burned portion inside connector barrel. This can be caused while attempting to remove connector while car is charging. Vegetation is still over growing around chargers, as noted in previous reports.			
<b>Final Checklist:</b>			
<b>Final Walk-through completed:</b>	Yes	<b>Monitoring verified:</b>	Yes
<b>All devices secured and online:</b>	Yes	<b>Customer notified of departure:</b>	Yes
<b>Report Completed:</b>	Yes	<b>Follow-up service required:</b>	No



New SD card for Charger 6



Charger 6 cover removed

# Solarrus EVS



**Charger 6 burned connector**



**Charger #6 "as left condition"**

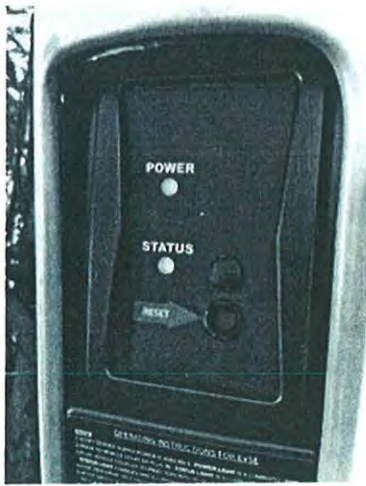


**Charger 7 with factory jumper**



**Jumper removed behind bow-tie plate**

# Solarrus EVS



**New bow-tie faceplate installed**



**Charge customers for #6,7 running**



---

**From:** [REDACTED]  
**Sent:** Monday, April 28, 2014 6:23 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Nest Replacement Shipping Address

[REDACTED]

Please ship the Nest replacement to the following address. Please copy me on the tracking information.

[REDACTED]

[REDACTED]

Thanks.

[REDACTED]

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[REDACTED]



---

**From:** [REDACTED]  
**Sent:** Tuesday, April 29, 2014 1:26 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address

[REDACTED]

This may take some time to get the order number for this particular unit. Would it be possible to expedite the delivery while we research?

Thanks  
[REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, April 29, 2014 9:35 AM  
**To:** [REDACTED]  
**Subject:** RE: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address

Hi [REDACTED]

[REDACTED] has asked that I get in touch with you to get a replacement unit sent and get the damaged one back. Do you have the original order number for this charging station so I can start the process?

Thank you,  
[REDACTED]  
[REDACTED]

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

[REDACTED]

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**Sent:** Monday, April 28, 2014 6:23 PM

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** Nest Replacement Shipping Address

[REDACTED]

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[REDACTED]

Thanks  
[REDACTED]

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[REDACTED]



---

**From:** [REDACTED]  
**Sent:** Tuesday, April 29, 2014 1:43 PM  
**To:** [REDACTED]  
**Subject:** RE: The answer is yes, we are still entering the order today FW: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address

I just got off the phone with [REDACTED]. He is going to need to get [REDACTED] contact information and then email it to me. Once I have that information I'll enter the order and contact Ben with instructions on returning the damaged charger.

Thank you,  
[REDACTED]  
[REDACTED]

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

[REDACTED]

[REDACTED]

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---

**From:** [REDACTED]  
**Sent:** Tuesday, April 29, 2014 1:28 PM  
**To:** [REDACTED]  
**Subject:** The answer is yes, we are still entering the order today FW: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address

[REDACTED]

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

[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, April 29, 2014 1:26 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address

[REDACTED]

This may take some time to get the order number for this particular unit. Would it be possible to expedite the delivery while we research?

Thanks,

[REDACTED]

[REDACTED]

---

**Sent:** Tuesday, April 29, 2014 9:35 AM  
**To:** [REDACTED]  
**Subject:** RE: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address

Hi [REDACTED]

[REDACTED] has asked that I get in touch with you to get a replacement unit sent and get the damaged one back. Do you have the original order number for this charging station so I can start the process?

Thank you

[REDACTED]

Bosch Automotive Aftermarket  
Automotive Service Solutions

EVSE Project Coordinator (AA-AS)



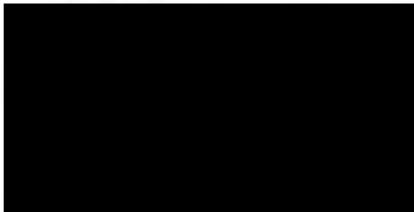
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---

**From:** [Redacted]  
**Sent:** Monday, April 28, 2014 6:23 PM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** Nest Replacement Shipping Address



Please ship the Nest replacement to the following address. Please copy me on the tracking information.



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---

**From:** [REDACTED]  
**Sent:** Tuesday, April 29, 2014 1:54 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Nest Replacement unit  
**Attachments:** CA6054-EVGO-NEST-LABS-20140428.pdf

[REDACTED]

The unit was physically shut down yesterday afternoon and bagged, with an "out of order" sign taped to the bollard (see attached). We also communicated the outage to Nest.

I will send you instructions for shipping to my EC.

I'm not sure about the melted adapter as I gave the one I have to Nick Kalayjian at Tesla. He will be our contact to work with. When ready, I will see if the affected Tesla drivers want to cooperate. I met both of them in person, last month, and do not think it will be an issue.

Send me a meeting invite and I will be on the call. Please include the distribution on the email on the call.

Thanks,

---

**From:** [REDACTED]  
**Sent:** Tuesday, April 29, 2014 12:29 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Nest Replacement unit

[REDACTED]

You should receive a call today from our customer service with an RGA# for the returned unit.

You will also receive the tracking information as soon as we get the order entered and shipped.

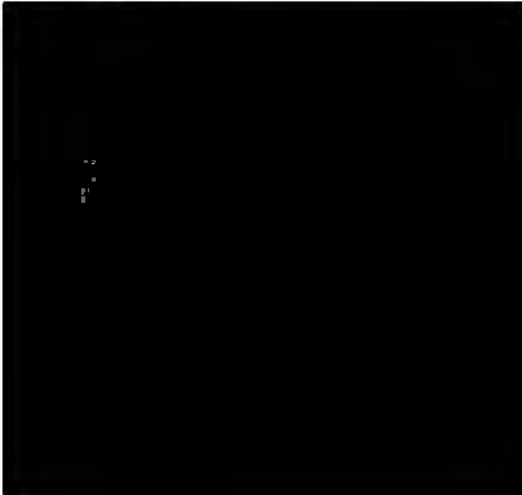
Ashley McKenzie from our customer service group should be in contact shortly.

Couple of outstanding issues:

1. Please inform me of your result from isolating this unit and rendering it "out of service", either remotely or on-site, as we discussed

2. Please have the technician who replaces the charge station wrap the old coupler handle in plastic wrap – to protect the integrity of the current condition
3. To best root cause the issue, we would like the melted adaptor back please
  - a. If this is not possible, know we would like to work closely with Tesla to resolve the customer satisfaction issue and most likely will require your assistance
  - b. During our investigation we will most likely want to interview the Tesla users who encountered the issue
4. Per our discussion, we would like to call a meeting for later this week to better understand all of the influences on the complete ecosystem...you, me, Jeff & Jeff!

Best Regards,



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---

**From:** [Redacted]

**Sent:** Monday, April 28, 2014 6:23 PM

**To:** [Redacted]

**Cc:** [Redacted]

**Subject:** Nest Replacement Shipping Address



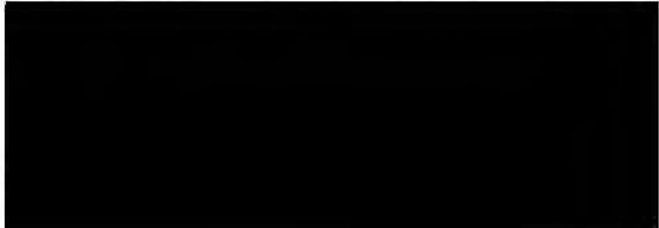
Please ship the Nest replacement to the following address. Please copy me on the tracking information.



Thanks



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Service Report	
Date:	04/28/2014
Technician:	John Mahin
Work Order #:	CA6054

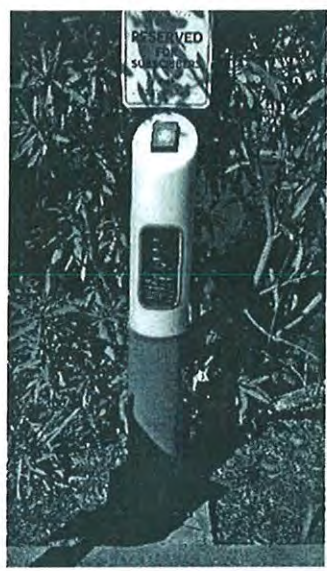
Site Conditions	
Vegetation (ground mount only):	N/A

Customer		Service Site	
Company:	Solarrus Corporation	Site Name:	Nest Labs
Contact Name:	[REDACTED]	Address:	[REDACTED]
Phone #:	[REDACTED]	City/State:	Palo Alto CA
Email:	[REDACTED]	Zip Code:	[REDACTED]

<b>Reason for Visit:</b>			
Request power turned off to charger #6 and to bag off the charger.			
<b>Work Performed / Actions Taken:</b>			
I turned off the breaker and turned the sign around. I also placed a trash bag over the charger and secured it with tape and wrote out of order. Photo attached. I called and text [REDACTED] at request was performed and was departing site.			
<b>Equipment Replaced :</b>	No		
<b>Qty</b>	<b>Description</b>	<b>Model #</b>	<b>Serial #</b>
<b>Pictures Taken:</b>	Yes		
<b>Conclusion:</b>			
The charger unit should be swapped out.			

# Solarrus EVS

Final Checklist:			
Final Walk-through completed:	Yes	Monitoring verified:	No
All devices secured and online:	No	Customer notified of departure:	Yes
Report Completed:	Yes	Follow-up service required:	Yes



As found



Flipped Breaker



Final tag out.

---

**From:** [REDACTED]  
**Sent:** Tuesday, April 29, 2014 1:57 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address

[REDACTED]

Per our call, Ben Salazar's info;

[REDACTED]

[REDACTED]

---

[REDACTED]  
**Sent:** Tuesday, April 29, 2014 9:35 AM  
**To:** [REDACTED]  
**Subject:** RE: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address

Hi [REDACTED]

[REDACTED] has asked that I get in touch with you to get a replacement unit sent and get the damaged one back. Do you have the original order number for this charging station so I can start the process?

Thank you,  
[REDACTED]

**Ashley McKenzie**

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

[REDACTED]

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---

**From:** [REDACTED]  
**Sent:** Monday, April 28, 2014 6:23 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** [REDACTED]

Please ship the Nest replacement to the following address. Please copy me on the tracking information.

[REDACTED]

Thanks,  
[REDACTED]

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[REDACTED]



---

**From:** [REDACTED]  
**Sent:** Wednesday, April 30, 2014 2:50 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address

It will be shipping this afternoon.

Thank you

[REDACTED]

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

[REDACTED]

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---

**From:** [REDACTED]  
**Sent:** Wednesday, April 30, 2014 2:46 PM

[REDACTED]

**Subject:** RE: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address  
**Importance:** High

[REDACTED]

Has the replacement unit shipped yet?

Thanks,

[REDACTED]

[Redacted]

[Redacted]

**Sent:** Tuesday, April 29, 2014 9:35 AM

**To:** [Redacted]

**Subject:** RE: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address

Hi [Redacted]

[Redacted] has asked that I get in touch with you to get a replacement unit sent and get the damaged one back. Do you have the original order number for this charging station so I can start the process?

Thank you,

[Redacted]

[Redacted]

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

[Redacted]

[Redacted]

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---

**From:** [Redacted]

**Sent:** Monday, April 28, 2014 6:23 PM

**To:** [Redacted]

**Cc:** [Redacted]

**Subject:** Nest Replacement Shipping Address

Please ship the Nest replacement to the following address. Please copy me on the tracking information.

[Redacted]

Thanks,

[Redacted]

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[Redacted]



---

**From:** [REDACTED]  
**Sent:** Wednesday, April 30, 2014 2:46 PM  
**To:** [REDACTED]  
**Cc:**  
**Subject:** RE: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address  
**Importance:** High

[REDACTED]

Has the replacement unit shipped yet?

Thanks

[REDACTED]

---

**Sent:** Tuesday, April 29, 2014 9:35 AM  
**To:** [REDACTED]  
**Subject:** RE: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address

Hi [REDACTED]

[REDACTED] has asked that I get in touch with you to get a replacement unit sent and get the damaged one back. Do you have the original order number for this charging station so I can start the process?

Thank you,

[REDACTED]

[REDACTED]

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

[REDACTED]

[Redacted]

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**From:** [Redacted]  
**Sent:** Monday, April 28, 2014 6:23 PM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** Nest Replacement Shipping Address

[Redacted]

Please ship the Nest replacement to the following address. Please copy me on the tracking information.

[Redacted]

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[Redacted]



---

**From:** [REDACTED]  
**Sent:** Thursday, May 01, 2014 11:02 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address

[REDACTED]

The UPS tracking number has been created: 1Z8R68790349030889.

Thank you

[REDACTED]

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

[REDACTED]

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---

**From:** [REDACTED]  
**Sent:** Wednesday, April 30, 2014 3:22 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address

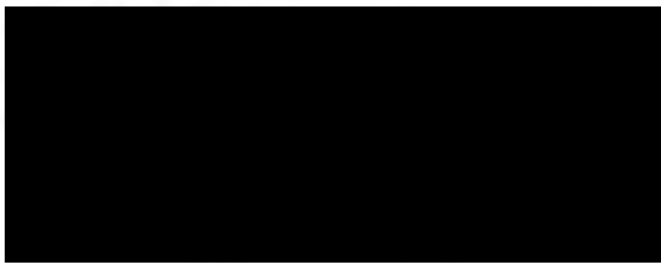
I will forward it once it's available.

Thank you,

[REDACTED]

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

[REDACTED]



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---

**From:** [Redacted]  
**Sent:** Wednesday, April 30, 2014 3:14 PM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** Re: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address

Please send me the tracking info.

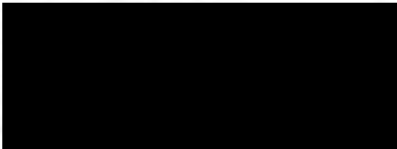
Sent from my iPhone

On Apr 30, 2014, at 1:50 PM, [Redacted]  
[Redacted]

It will be shipping this afternoon.

Thank you  
[Redacted]  
[Redacted]

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



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**From:** [Redacted]  
**Sent:** Wednesday, April 30, 2014 2:46 PM

[REDACTED]

**Subject:** RE: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address  
**Importance:** High

[REDACTED]

Has the replacement unit shipped yet?

Thanks

[REDACTED]

[REDACTED]

**Sent:** Tuesday, April 29, 2014 9:35 AM

**To:** [REDACTED]

**Subject:** RE: Power Xpress Bollard EVSE RMA & order for Nest Replacement & Shipping Address

Hi [REDACTED]

[REDACTED]

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Thank you,

[REDACTED]

[REDACTED]

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

[REDACTED]

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**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Nest Replacement Shipping Address

[REDACTED]

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[REDACTED]

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[REDACTED]



---

**From:** [REDACTED]  
**Sent:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Nest Replacement unit

[REDACTED]

I never got the return instructions for this unit. Can you please send it so we can get the unit shipped back.

Thanks

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, April 29, 2014 12:29 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Nest Replacement unit

[REDACTED]

You should receive a call today from our customer service with an RGA# for the returned unit.

You will also receive the tracking information as soon as we get the order entered and shipped.

[REDACTED] from our customer service group should be in contact shortly.

Couple of outstanding issues:

1. Please inform me of your result from isolating this unit and rendering it "out of service", either remotely or on-site, as we discussed
2. Please have the technician who replaces the charge station wrap the old coupler handle in plastic wrap – to protect the integrity of the current condition
3. To best root cause the issue, we would like the melted adaptor back please
  - a. If this is not possible, know we would like to work closely with Tesla to resolve the customer satisfaction issue and most likely will require your assistance
  - b. During our investigation we will most likely want to interview the Tesla users who encountered the issue
4. Per our discussion, we would like to call a meeting for later this week to better understand all of the influences on the complete ecosystem...you, me, Jeff & Jeff!

Best Regards,

[REDACTED]

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

[REDACTED]

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---

**From:** [REDACTED]  
**Sent:** Monday, April 28, 2014 6:23 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Nest Replacement Shipping Address

[REDACTED]

Please ship the Nest replacement to the following address. Please copy me on the tracking information.

[REDACTED]

Note: The information contained in this e-mail and any accompanying documents may contain information that is confidential or otherwise protected from disclosure. If you receive this message in error, please immediately alert the sender by reply e-mail and then delete this message, including any attachments. Any dissemination, distribution or

[REDACTED]

PE14-011BOSCH0705





---

**From:** [REDACTED]  
**Sent:** Friday, May 09, 2014 3:12 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Nest Replacement unit

[REDACTED]  
The unit can be shipped back to the address in my signature. If you'd like to use our UPS account the number is 451885  
thanks

Mit freundlichen Grüßen / Best regards

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

[REDACTED]  
[REDACTED]  
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---

**From:** [REDACTED]  
**Sent:** Friday, May 09, 2014 3:03 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Nest Replacement unit

[REDACTED]  
I never got the return instructions for this unit. Can you please send it so we can get the unit shipped back.

Thanks,

---

**From:** [REDACTED]  
**Sent:** Tuesday, April 29, 2014 12:29 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Nest Replacement unit

[REDACTED]

You should receive a call today from our customer service with an RGA# for the returned unit.

You will also receive the tracking information as soon as we get the order entered and shipped.

Ashley McKenzie from our customer service group should be in contact shortly.

Couple of outstanding Issues:

1. Please inform me of your result from isolating this unit and rendering it "out of service", either remotely or on-site, as we discussed
2. Please have the technician who replaces the charge station wrap the old coupler handle in plastic wrap – to protect the integrity of the current condition
3. To best root cause the issue, we would like the melted adaptor back please
  - a. If this is not possible, know we would like to work closely with Tesla to resolve the customer satisfaction issue and most likely will require your assistance
  - b. During our investigation we will most likely want to interview the Tesla users who encountered the issue
4. Per our discussion, we would like to call a meeting for later this week to better understand all of the influences on the complete ecosystem...you, me, Jeff & Jeff!

Best Regards,

[REDACTED]

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

[REDACTED]

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---

**From:** [REDACTED]  
**Sent:** Monday, April 28, 2014 6:23 PM

To  
Cc

**Subject:** Nest Replacement Shipping Address

Please ship the Nest replacement to the following address. Please copy me on the tracking information.

Thanks,

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---

**From:** [REDACTED]  
**Sent:** Friday, May 16, 2014 10:37 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Nest Replacement unit

[REDACTED]  
Thank you, I received the defective unit. We will share any findings as they become available.

Mit freundlichen Grüßen / Best regards

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

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---

**From:** [REDACTED]  
**Sent:** Friday, May 09, 2014 3:03 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Nest Replacement unit

[REDACTED]  
I never got the return instructions for this unit. Can you please send it so we can get the unit shipped back.

Thanks

---

**From:** [REDACTED]  
**Sent:** Tuesday, April 29, 2014 12:29 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Nest Replacement unit

[REDACTED]

You should receive a call today from our customer service with an RGA# for the returned unit.

You will also receive the tracking information as soon as we get the order entered and shipped.

Ashley McKenzie from our customer service group should be in contact shortly.

Couple of outstanding issues:

1. Please inform me of your result from isolating this unit and rendering it "out of service", either remotely or on-site, as we discussed
2. Please have the technician who replaces the charge station wrap the old coupler handle in plastic wrap – to protect the integrity of the current condition
3. To best root cause the issue, we would like the melted adaptor back please
  - a. If this is not possible, know we would like to work closely with Tesla to resolve the customer satisfaction issue and most likely will require your assistance
  - b. During our investigation we will most likely want to interview the Tesla users who encountered the issue
4. Per our discussion, we would like to call a meeting for later this week to better understand all of the influences on the complete ecosystem...you, me, Jeff & Jeff!

Best Regards,

[REDACTED]

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

[REDACTED]

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---

**From:** [REDACTED]  
**Sent:** Monday, April 28, 2014 6:23 PM  
**To:** [REDACTED]

[Redacted]

**Subject:** Nest Replacement Shipping Address

[Redacted]

Please ship the Nest replacement to the following address. Please copy me on the tracking information.

[Redacted]

Thanks

[Redacted]

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[Redacted]



---

**From:** [REDACTED]  
**Sent:** Thursday, May 22, 2014 6:02 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Nest Replacement unit

[REDACTED]

Can you provide an update?

Thanks,

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Friday, May 16, 2014 9:37 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Nest Replacement unit

[REDACTED]  
Thank you, I received the defective unit. We will share any findings as they become 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:** Friday, May 09, 2014 3:03 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Nest Replacement unit

[REDACTED]

I never got the return instructions for this unit. Can you please send it so we can get the unit shipped back.

Thanks

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, April 29, 2014 12:29 PM  
**To:** [REDACTED]  
**Cc:** Hahnke, Ben (VA-AS/MSI)  
**Subject:** Nest Replacement unit

[REDACTED]

You should receive a call today from our customer service with an RGA# for the returned unit.

You will also receive the tracking information as soon as we get the order entered and shipped.

[REDACTED] from our customer service group should be in contact shortly.

Couple of outstanding issues:

1. Please inform me of your result from isolating this unit and rendering it "out of service", either remotely or on-site, as we discussed
2. Please have the technician who replaces the charge station wrap the old coupler handle in plastic wrap – to protect the integrity of the current condition
3. To best root cause the issue, we would like the melted adaptor back please
  - a. If this is not possible, know we would like to work closely with Tesla to resolve the customer satisfaction issue and most likely will require your assistance
  - b. During our investigation we will most likely want to interview the Tesla users who encountered the issue
4. Per our discussion, we would like to call a meeting for later this week to better understand all of the influences on the complete ecosystem...you, me, Jeff & Jeff!

Best Regards,

[REDACTED]

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



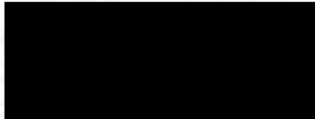
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---

**From:** [Redacted]  
**Sent:** Monday, April 28, 2014 6:23 PM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** Nest Replacement Shipping Address



Please ship the Nest replacement to the following address. Please copy me on the tracking information.



Thanks,



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---

**From:** [REDACTED]  
**Sent:** Thursday, May 29, 2014 10:20 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Nest Replacement unit

All,

Can I get the status, by EOD today? I am concerned by the silence on this issue and the root cause.

Thanks,

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Friday, May 16, 2014 9:37 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Nest Replacement unit

[REDACTED]

Thank you, I received the defective unit. We will share any findings as they become available.

Mit freundlichen Grüßen / Best regards

[REDACTED]

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

[REDACTED]

[rosch.fredm@us.bosch.com](mailto:rosch.fredm@us.bosch.com)

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---

**From:** [REDACTED]  
**Sent:** Friday, May 09, 2014 3:03 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Nest Replacement unit

[REDACTED]

I never got the return instructions for this unit. Can you please send it so we can get the unit shipped back.

Thanks

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, April 29, 2014 12:29 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Nest Replacement unit

[REDACTED]

You should receive a call today from our customer service with an RGA# for the returned unit.

You will also receive the tracking information as soon as we get the order entered and shipped.

Ashley McKenzie from our customer service group should be in contact shortly.


Couple of outstanding issues:

1. Please inform me of your result from isolating this unit and rendering it "out of service", either remotely or on-site, as we discussed
2. Please have the technician who replaces the charge station wrap the old coupler handle in plastic wrap – to protect the integrity of the current condition
3. To best root cause the issue, we would like the melted adaptor back please
  - a. If this is not possible, know we would like to work closely with Tesla to resolve the customer satisfaction issue and most likely will require your assistance
  - b. During our investigation we will most likely want to interview the Tesla users who encountered the issue
4. Per our discussion, we would like to call a meeting for later this week to better understand all of the influences on the complete ecosystem...you, me, Jeff & Jeff!

Best Regards,

[REDACTED]


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



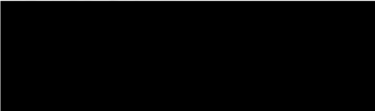
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---


**From:** [Redacted]  
**Sent:** Monday, April 28, 2014 6:23 PM  
**To:** [Redacted]  
**Co:** [Redacted]  
**Subject:** Nest Replacement Shipping Address




Please ship the Nest replacement to the following address. Please copy me on the tracking information.



Thanks,



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PE14-011BOSCH0722



---

**From:** [REDACTED]  
**Sent:** Friday, May 30, 2014 4:43 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: SPX units received w/o UART port

[REDACTED]

I have a couple of chargers that were replaced in the field due to failures. How can I get an RMA without dealing with the tech support line?

Thanks,

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, May 27, 2014 5:14 PM  
**To:** [REDACTED]  
**Subject:** FW: SPX units received w/o UART port

It's not that easy with these guys. I called just now to report the unit malfunctioning. They want to trouble-shoot the unit with the tech at the site. In order for them to take action on this unit we will need to re-install the unit at in the warehouse and plug it in to a car and call the tech center at the number below. Is that possible?

[REDACTED]

**Sent:** Tuesday, May 27, 2014 3:58 PM  
**To:** [REDACTED]  
**Subject:** RE: SPX units received w/o UART port

Please call [REDACTED] and choose option 4. Technical support will be able to assist you.

[REDACTED]

[REDACTED]

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

[REDACTED]



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---

**From:** [REDACTED]  
**Sent:** Tuesday, May 27, 2014 4:57 PM  
**To:** [REDACTED]  
**Subject:** RE: SPX units received w/o UART port



Can you please help me make a warranty claim for one of our Power Xpress chargers (EL-50600) serial number 004686?

Thank you





---

**From:** [REDACTED]  
**Sent:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: SPX units received w/o UART port

If they were melting inlets then I would like to handle them myself. Is not , Ashley should be able to directly dispatch replacements. All we should need is the serial number and a general description of the failure.

[REDACTED]

On May 30, 2014, at 4:43 PM, [REDACTED]

I have a couple of chargers that were replaced in the field due to failures. How can I get an RMA without dealing with the tech support line?

Thanks.

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, May 27, 2014 5:14 PM  
**To:** [REDACTED]  
**Subject:** FW: SPX units received w/o UART port

It's not that easy with these guys. I called just now to report the unit malfunctioning. They want to trouble-shoot the unit with the tech at the site. In order for them to take action on this unit we will need to re-install the unit at in the warehouse and plug it in to a car and call the tech center at the number below. Is that possible?

---

**From:** EXTERNAL [REDACTED]  
**Sent:** Tuesday, May 27, 2014 3:58 PM  
**To:** [REDACTED]  
**Subject:** RE: SPX units received w/o UART port

Please call [REDACTED] and choose option 4. Technical support will be able to assist you.

Thank you,  
[REDACTED]

[REDACTED]

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

[REDACTED]

[REDACTED]

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---

**From:** [REDACTED]  
**Sent:** Tuesday, May 27, 2014 4:57 PM  
**To:** [REDACTED]  
**Subject:** RE: SPX units received w/o UART port

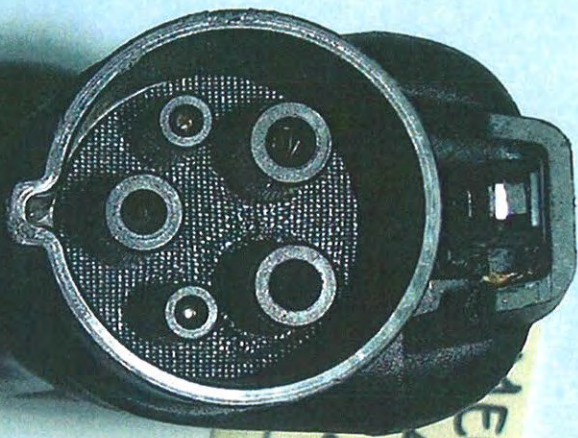
[REDACTED]

Can you please help me make a warranty claim for one of our Power Xpress chargers (EL-50600) serial number 004686?

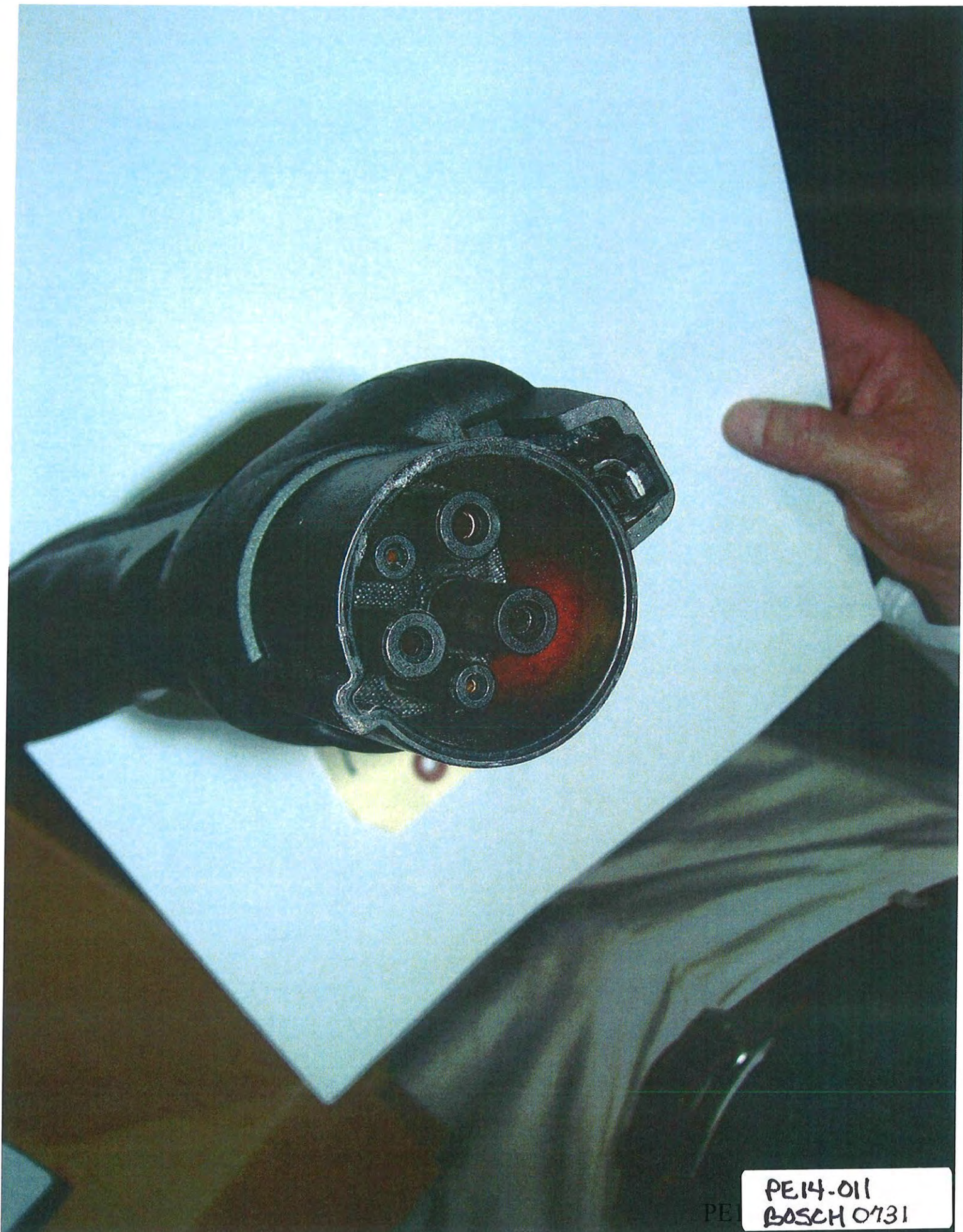
Thank you

<image001.jpg> <image002.jpg> [REDACTED]



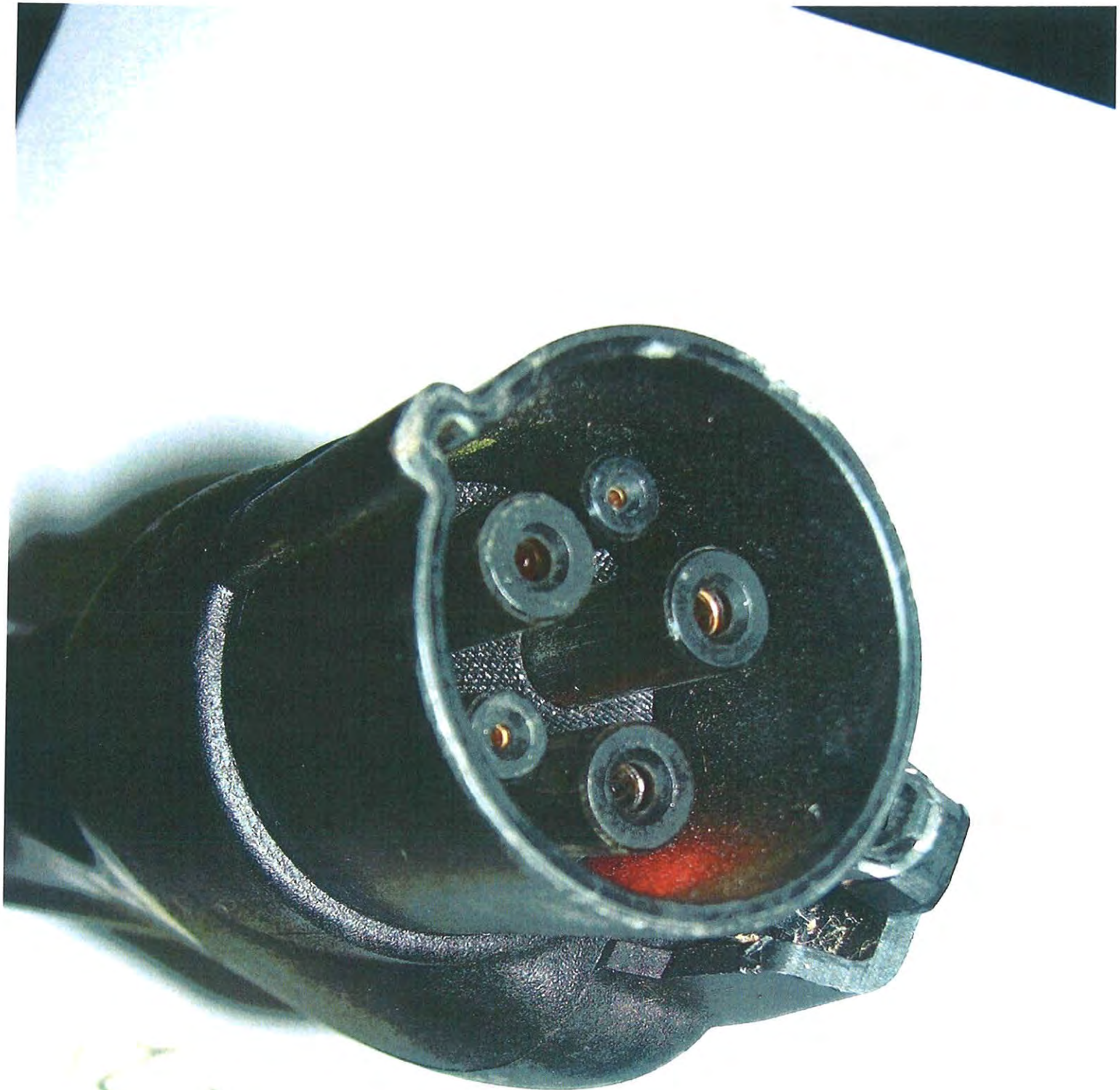


MELTED TESSA  
APTOR #4  
ST # 76  
92



PE14-011  
BOSCH 0731

PE



MELTED -  
ADAPTOR -  
TEST #.

MELTED TESLA  
ADAPTOR #A  
NEST # ~~76~~ 6





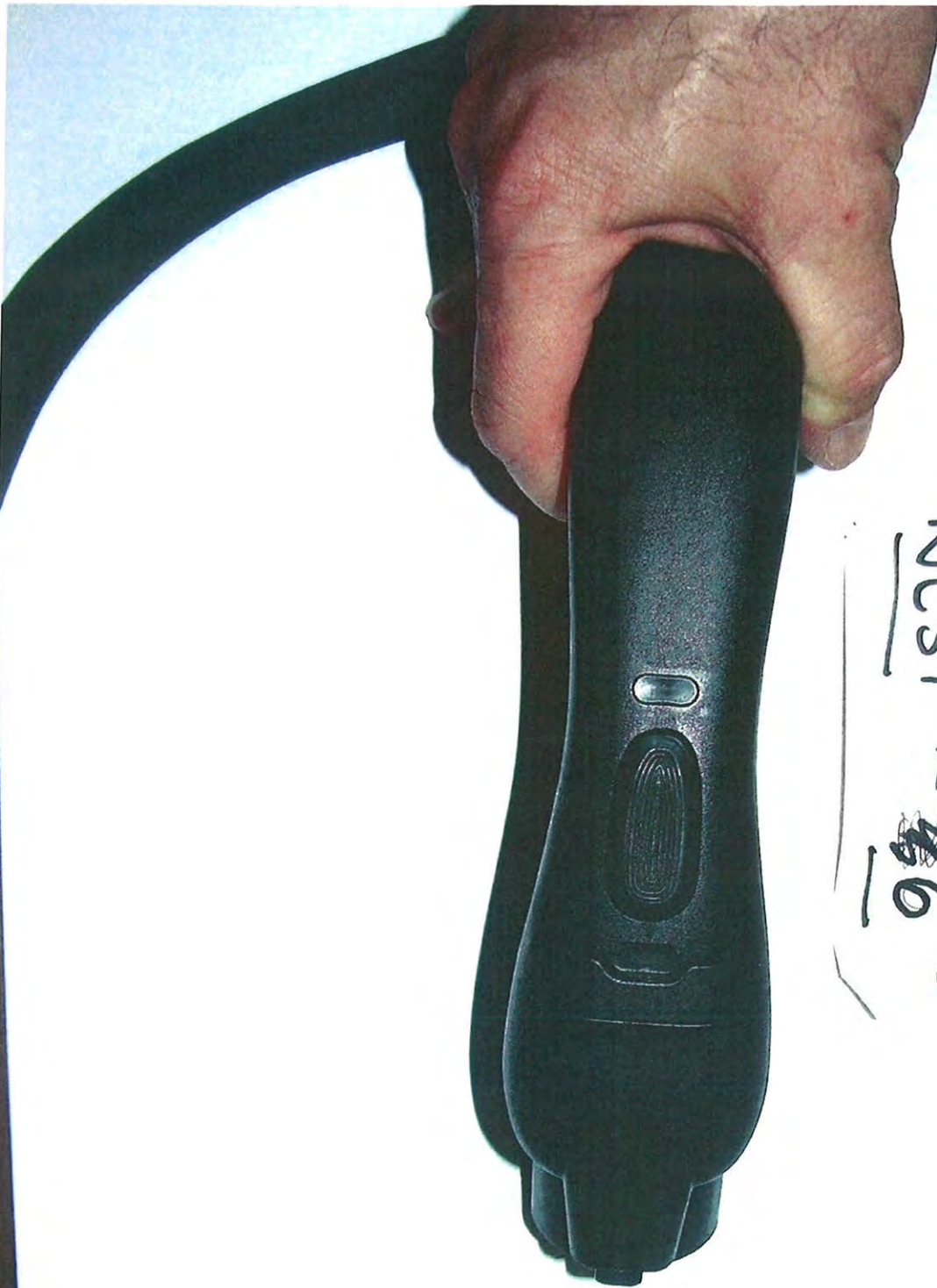
MELTED TESLA  
ADAPTOR #A  
NEST # ~~76~~ 6





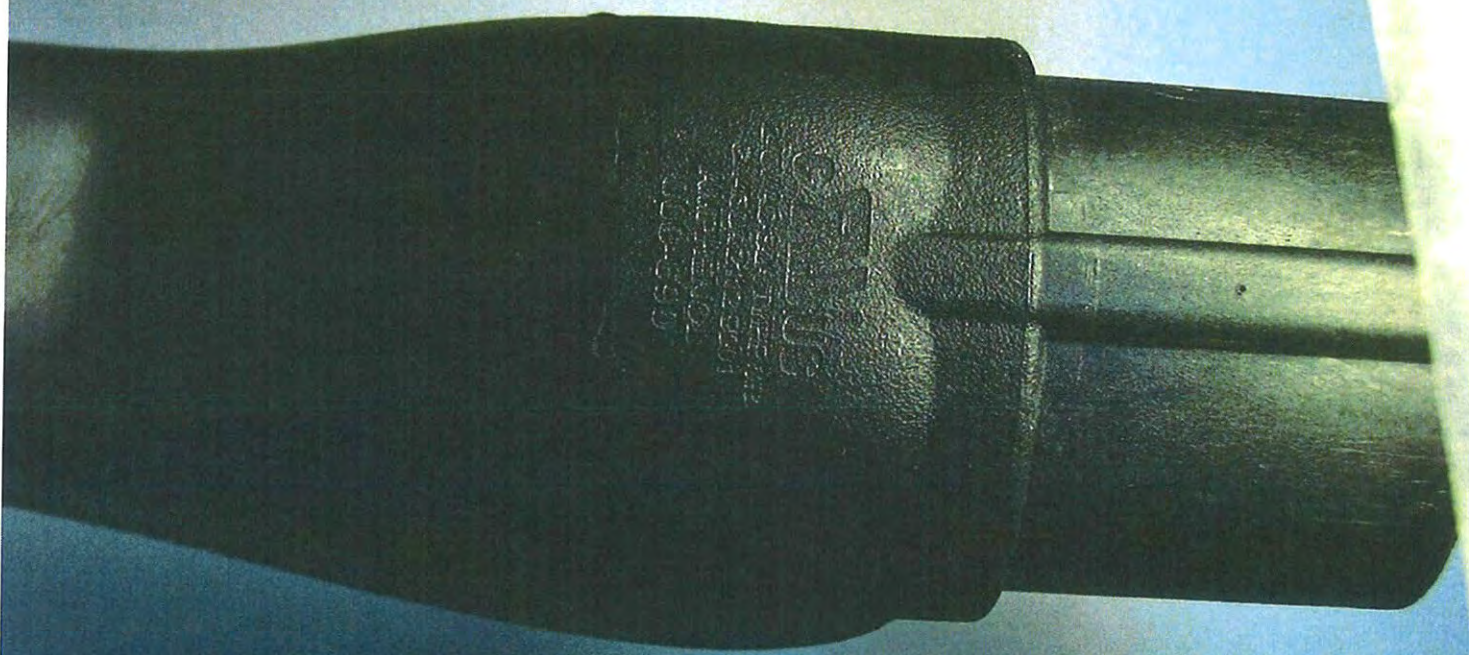
MELTED TESLA  
ADAPTOR #A  
NEST # ~~76~~ 6



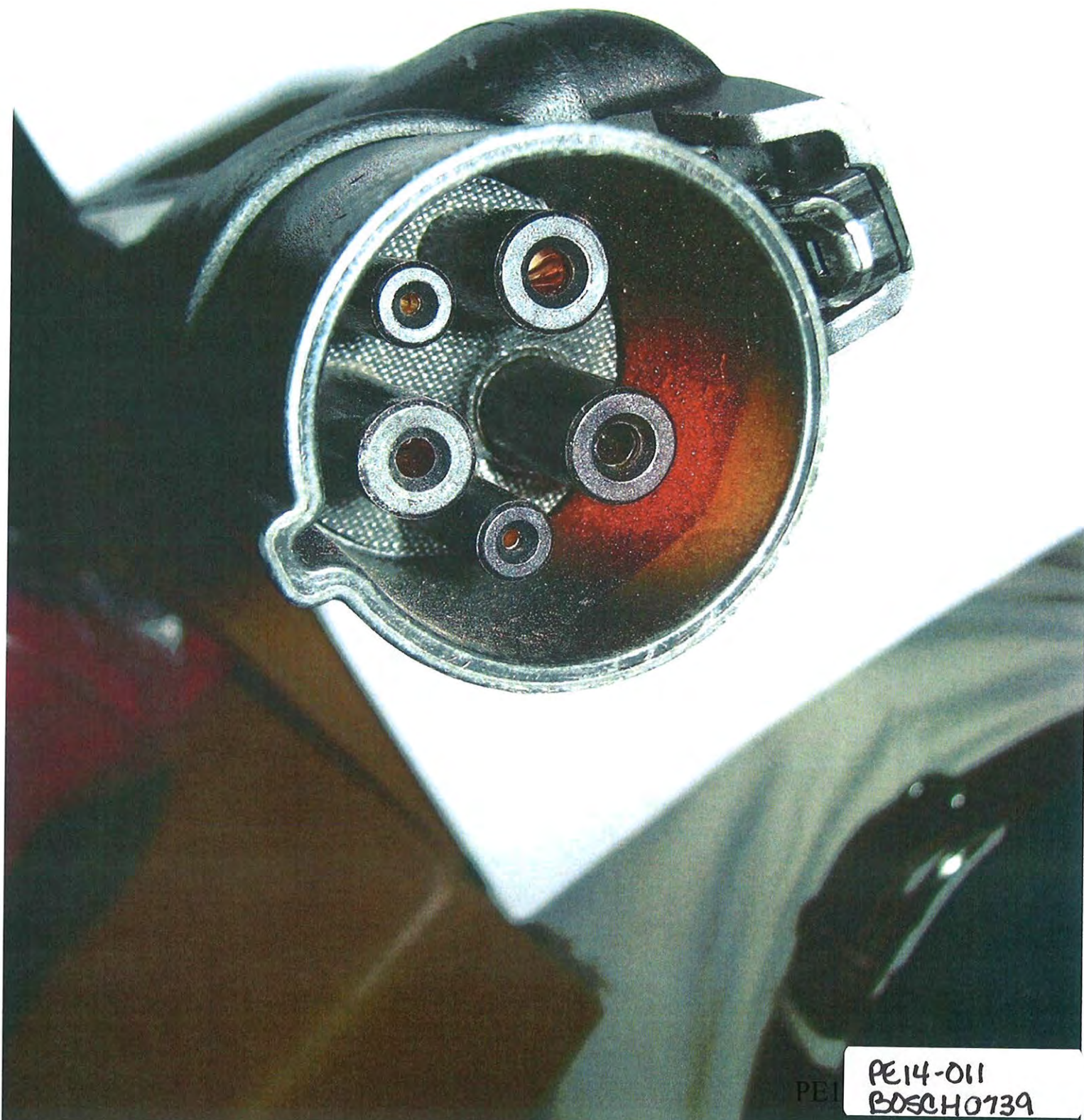


MELTED TESLA  
ADAPTOR #A  
NEST # ~~24~~ 26

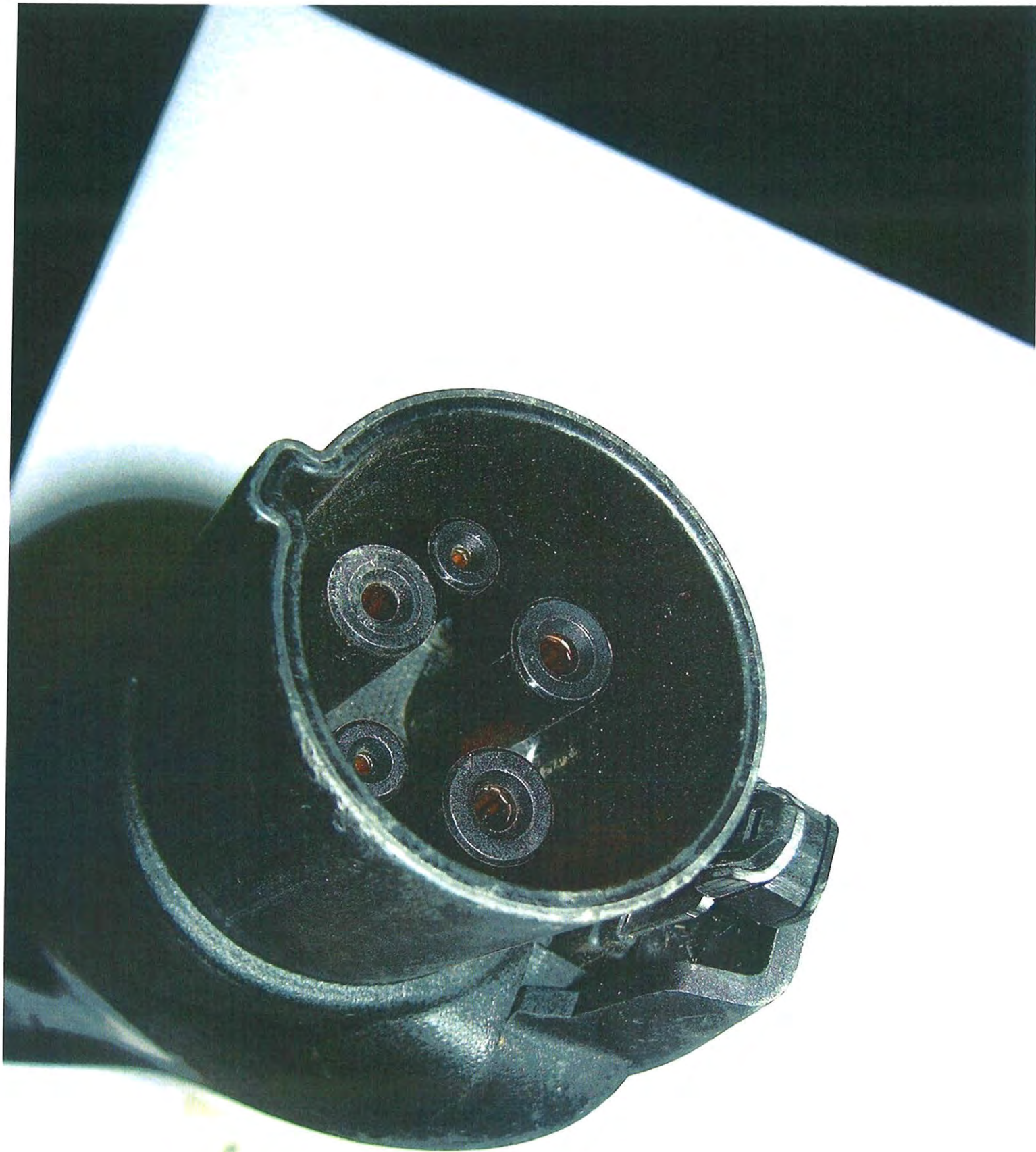
SELECTED TESLA  
RECEPTOR #4  
ST # 36  
—







PE14-011  
BOSCH0739



MEI  
NO. 1  
MEL  
6/19

PE14-011BOSCH0740



MELTED TEST/A  
ADAPTOR #5  
NEST #5

MELTED TESLA  
ADAPTER #5  
NEST #7  
5/16/14



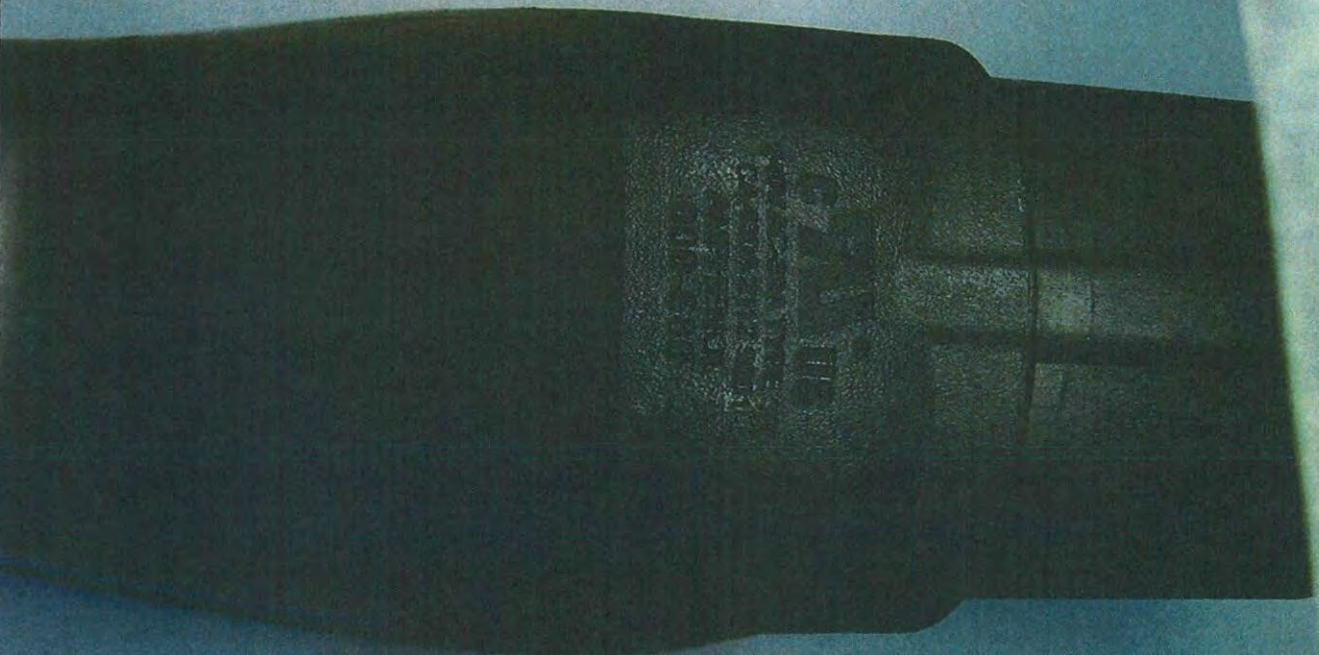
MELTED TESLA  
ADAPTOR #5  
NEST #7  
5/16/14



MELTED TESLA  
ADAPTER #5  
NEST #7  
5/16/14



Handwritten notes on a yellow sticky note, including a checkmark and the number 5.





PE14-011BOSCH0746

## TAB 5

(See documents contained in TAB 4)

TAB 6A

---

**From:** [REDACTED]  
**Sent:** Wednesday, April 30, 2014, 1:21 PM  
**To:** [REDACTED]  
**Subject:** [REDACTED]  
**Attachments:** photo1.jpg; photo2.jpg; photo3.jpg

Hi [REDACTED]

I've enclosed the images for the car ([REDACTED]) where the J1772 became stuck. I'll send the Nanny LEAF images tomorrow.

Thanks  
[REDACTED]

On Wednesday, April 30, 2014, [REDACTED] (A-AS/MK) [REDACTED] wrote:  
[REDACTED]

I reached out to you yesterday by phone and left a voice mail, hope you received it.

Thank you for the photo's you've sent. I have reviewed them.

We would like to know more about the conditions around the difficulties you are having, additionally close up photo's of the vehicle inlet are requested.

We will begin the return process and replacement to resolve your issue quickly upon your next contact.

Please call my mobile best.

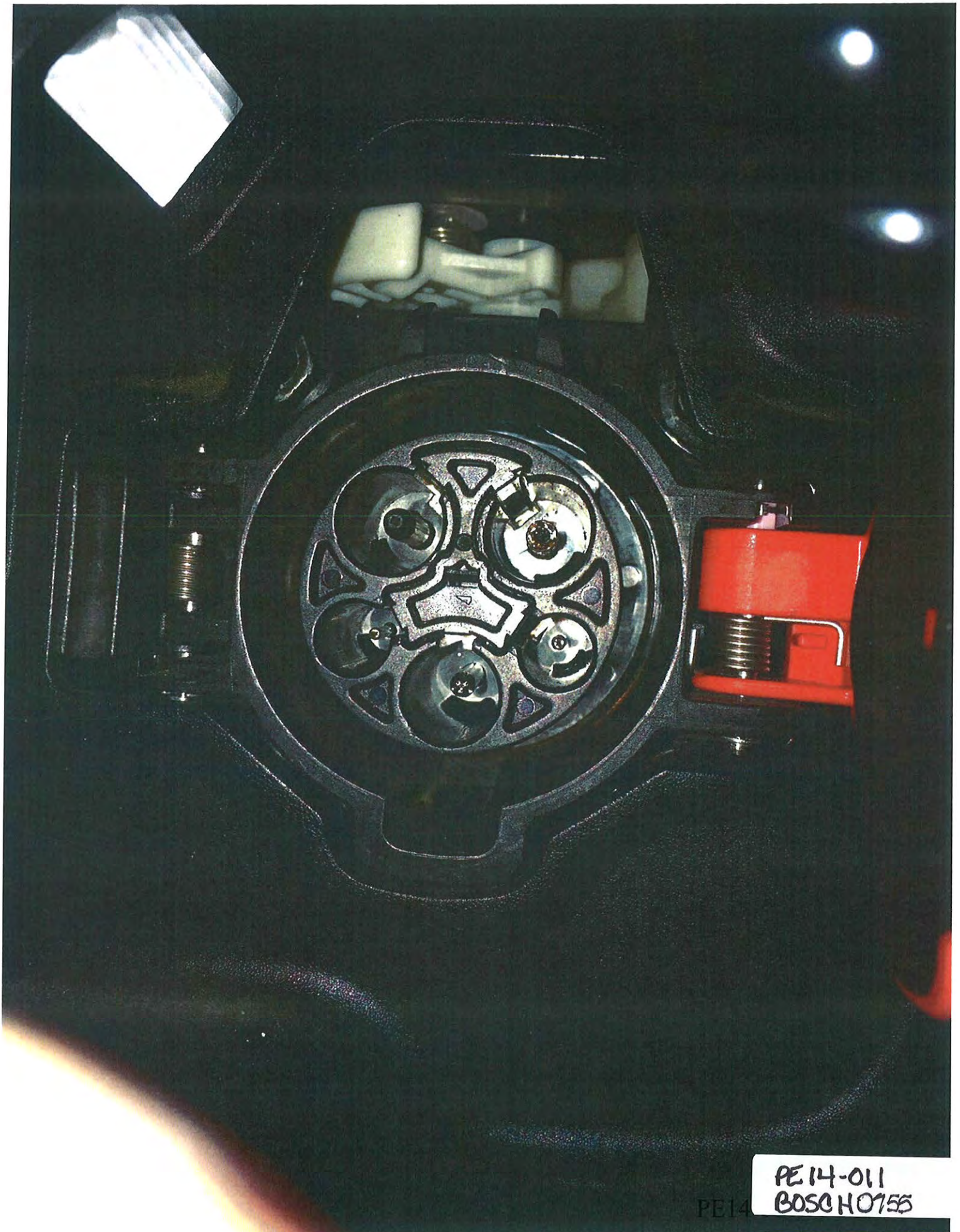
With Best Regards,

[REDACTED]  
Bosch Automotive Aftermarket  
Automotive Service Solutions  
Product Manager



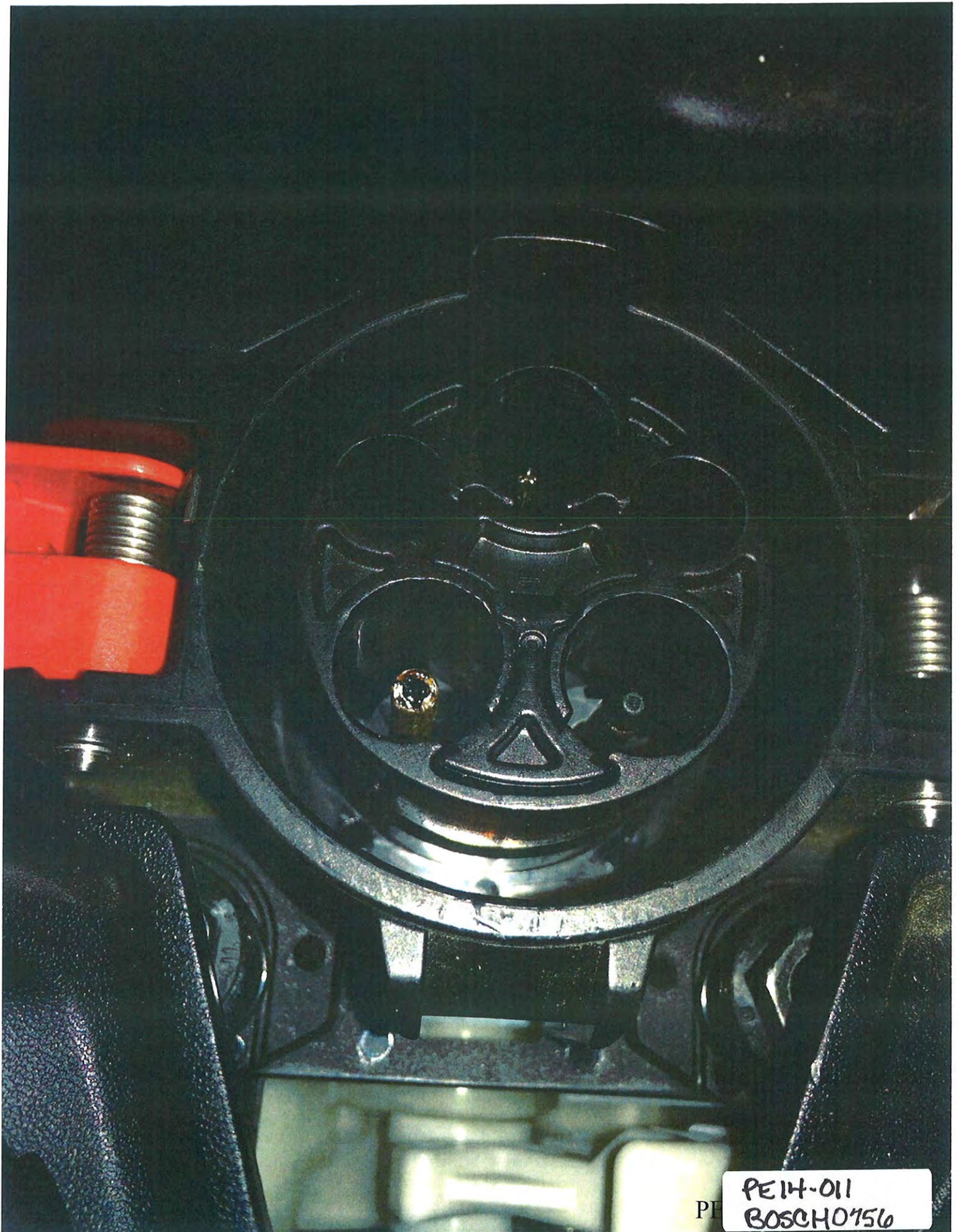
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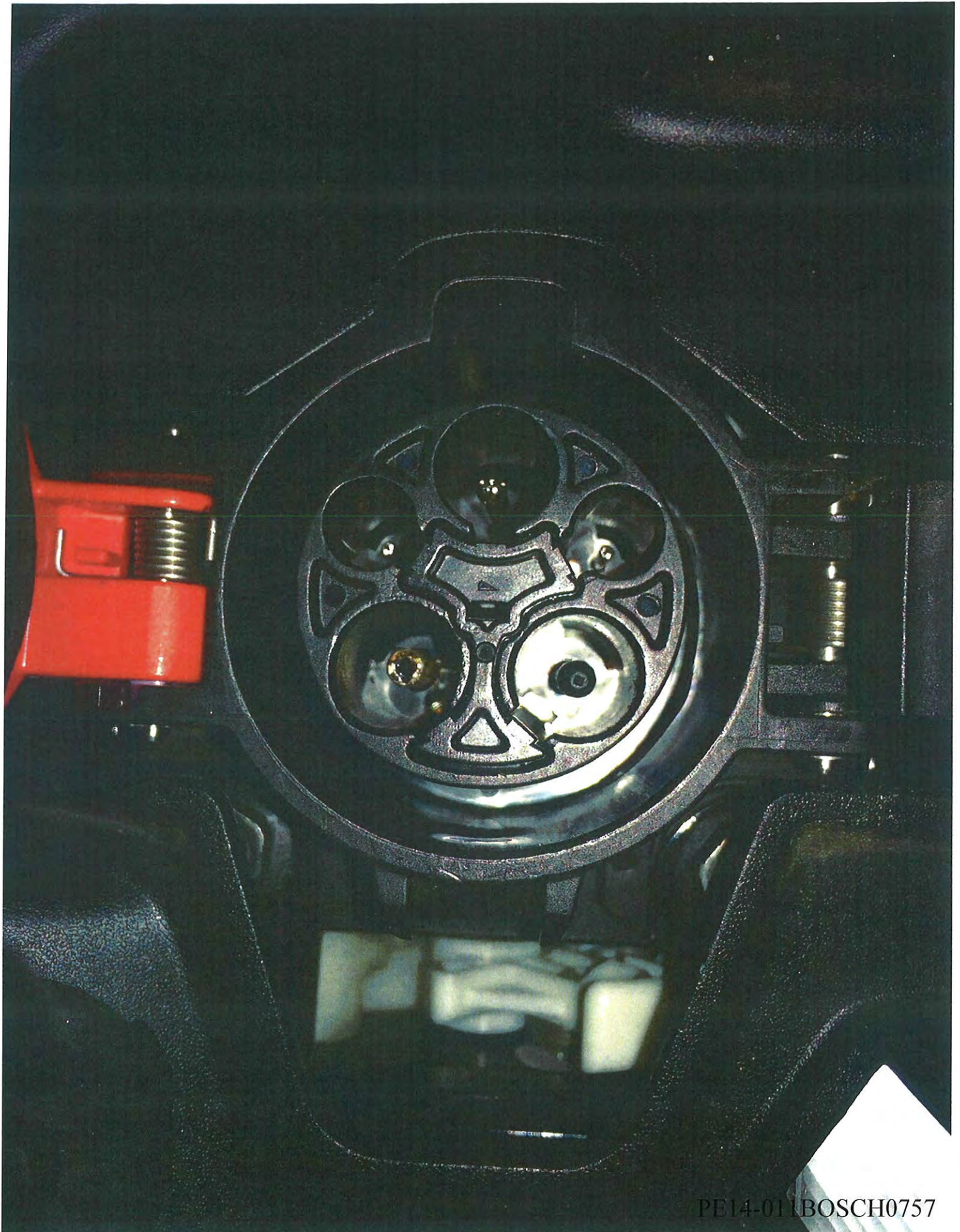


PE14-011  
BOSCH 0755

PE14



PE  
PE14-011  
BOSCH0756



PE14-011 BOSCH0757



---

**From:** [REDACTED]  
**Sent:** Wednesday, April 30, 2014 2:07 PM  
**To:** [REDACTED]  
**Subject:** RE: ESS 16046 - Kaya Bekiroglu - Warranty Replacement

Thank you for your quick response!

**This return is going to be different than the usual warranty return. We need you to bag the coupler. Using saran plastic wrap or plastic bag with zip-tie or rubber band would be sufficient and then put inside a box and sent back. We need to protect it for root cause analysis.**

This customer's charging station cord has failed and the replacement cord is being shipped to you. Please contact the customer to schedule the swap out as soon as you receive the cord.



I have created the Return Goods Authorization (RGA). The number is 238128. You will be receiving two emails. The first email is an RGA document, please print that out and place it inside the box you're returning. You may use the box the new charger comes in.

The second email will be a pre-paid shipping label. There will be a link within the email that says "Retrieve Your Label." Click that and a window will open, print that label and tape it on the outside of the box you're returning and take it to any UPS store.

Return the defective item within 14 business days to avoid any deductions of the hardware cost from payments on other jobs.

Please email me your invoice for \$135 once the swap out has been completed.

Thank you,



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



from your system without copying or forwarding it, and notify the sender of the error by reply email so that the sender's address records can be corrected.

**From:** [REDACTED]  
**Sent:** Wednesday, April 23, 2014 1:22 PM  
**To:** [REDACTED]  
**Subject:** Re: ESS 16046 - [REDACTED] Warranty Replacement

Yes, we can swap that one out.

[REDACTED]

Hi [REDACTED]

[REDACTED] needs to have their Power Xpress charger replaced. You completed the original installation 6/27/2013. Please let me know if you're willing to swap this out for Kaya. You would be sent the replacement unit and be responsible for returning the defective charger using a pre-paid label provided by Bosch.

Per your contract with Bosch and the pricing menu provided, you would be paid \$135 for the swap out. Please let me know as soon as possible if you're willing to complete this for [REDACTED]

Thank you,

[REDACTED]

[REDACTED]

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

[REDACTED]



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**From:** [REDACTED]  
**Sent:** Wednesday, April 30, 2014 11:34 PM  
**To:** [REDACTED]  
**Subject:** [REDACTED]  
**Attachments:** photo1.jpg; photo2.jpg; photo3.jpg

Here are the images from the Nanny LEAF. It's the same deal. Have you seen this before?

Cheers,  
[REDACTED]

On Wednesday, April 30, 2014 [REDACTED] wrote:  
Hi [REDACTED]

I've enclosed the images for the car [REDACTED] where the J1772 became stuck. I'll send the [REDACTED] AF images tomorrow.

Thanks  
[REDACTED]

On Wednesday, April 30, 2014 [REDACTED] wrote:  
[REDACTED]

I reached out to you yesterday by phone and left a voice mail, hope you received it.

Thank you for the photo's you've sent. I have reviewed them.

We would like to know more about the conditions around the difficulties you are having, additionally close up photo's of the vehicle inlet are requested.

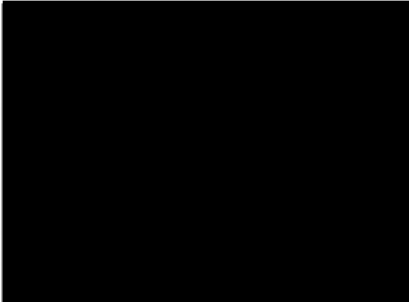
We will begin the return process and replacement to resolve your issue quickly upon your next contact.

Please call my mobile best.

With Best Regards,

[REDACTED]

Bosch Automotive Aftermarket  
Automotive Service Solutions  
Product Manager



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PE14-011BOSCH0764



PE14-011  
BOSCH0765



PE14-011BOSCH0766



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**From:** [REDACTED]  
**Sent:** Friday, May 02, 2014, 12:46 PM  
**To:** [REDACTED]  
**Subject:** Re: Bosch Power Xpress

My Nissan dealer does not think the charging port needs replacing. They worry that the cap on the ground pin may eventually be pulled off again by the charger. They wouldn't replace it as a warranty repair because they're worried Nissan would reject the claim under the grounds of interaction with aftermarket parts. Replacing it would cost around \$270.

On Wed, Apr 30, 2014 at 8:33 PM [REDACTED] wrote:  
Here are the images from [REDACTED] It's the same deal. Have you seen this before?

Cheers  
[REDACTED]

On Wednesday, April 30, 2014, [REDACTED] wrote:

I've enclosed the images for the car ([REDACTED] where the J1772 became stuck. I'll send the Nanny LEAF images tomorrow.

Thanks,  
[REDACTED]

On Wednesday, April 30, 2014, [REDACTED] wrote:

[REDACTED]

I reached out to you yesterday by phone and left a voice mail, hope you received it.

Thank you for the photo's you've sent. I have reviewed them.

We would like to know more about the conditions around the difficulties you are having, additionally close up photo's of the vehicle inlet are requested.

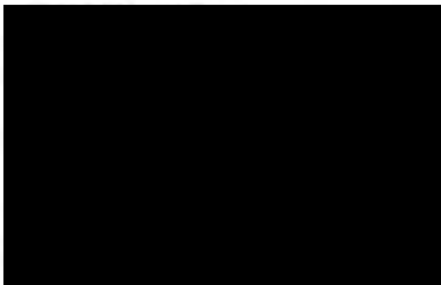
We will begin the return process and replacement to resolve your issue quickly upon your next contact.

Please call my mobile best.

With Best Regards,



Bosch Automotive Aftermarket  
Automotive Service Solutions  
Product Manager



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**From:** [REDACTED]  
**Sent:** Friday, May 02, 2014 7:42 PM  
**To:** [REDACTED]  
**Subject:** Re: Bosch Power Xpress

I took a look at about ten LEAF charging ports at work. This was easy because [REDACTED] has about 50 LEAFs but not enough chargers; thus, plenty of charger ports are open. None of them has a missing cap. I wonder if thermal expansion somehow caused the cap to catch in the charger plug, and it was thus pulled out with the plug, or vaporized.

On Fri, May 2, 2014 at 9:45 AM, [REDACTED] wrote:  
My Nissan dealer does not think the charging port needs replacing. They worry that the cap on the ground pin may eventually be pulled off again by the charger. They wouldn't replace it as a warranty repair because they're worried Nissan would reject the claim under the grounds of interaction with aftermarket parts. Replacing it would cost around \$270.

On Wed, Apr 30, 2014 at 8:33 PM [REDACTED] wrote:  
Here are the images from the Nanny LEAF. It's the same deal. Have you seen this before?

Cheers,  
[REDACTED]

On Wednesday, April 30, 2014, [REDACTED] wrote:  
Hi Mike,

I've enclosed the images for the car [REDACTED] where the J1772 became stuck. I'll send the Nanny LEAF images tomorrow.

Thanks,  
[REDACTED]

On Wednesday, April 30, 2014, [REDACTED] wrote:  
[REDACTED]

I reached out to you yesterday by phone and left a voice mail, hope you received it.


Thank you for the photo's you've sent. I have reviewed them.

We would like to know more about the conditions around the difficulties you are having, additionally close up photo's of the vehicle inlet are requested.


We will begin the return process and replacement to resolve your issue quickly upon your next contact.

Please call my mobile best.

With Best Regards,



Bosch Automotive Aftermarket  
Automotive Service Solutions  
Product Manager



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