

The Problem

I drive the car (2012 Ford Fusion Hybrid) to work in the morning and park it. When I park, the high-voltage battery is typically between 40 and 60% charged according to the indicator on the dashboard. When I get back to the car after work and start it, once in a while, the high-voltage battery will be completely empty according to the indicator on the dashboard. When this happens, the engine (ICE) starts as soon as I start the car and it keeps running until the battery is at least 50% charged according to the dashboard indicator.

Dates

I bought the car (used) from Butman Ford on 9/9/2015, and the car has had this problem on the following dates:

10/2/2015

10/5/2015

10/16/2015

10/29/2015

11/3/2015

Problem Details

I drive the car to work every workday. When I get there, the high-voltage battery is typically between 40% and 60% charged according to the indicator on the dashboard. When I get to work, I park the car, turn the key off, remove the key from the ignition, get out of the car, close the door, and lock the car doors using the key fob remote.

Most days when I get out of work, return to the car, and start it, the high-voltage battery charge as indicated on the dashboard is the same as it was when I parked the car, and the car works the way it is supposed to.

But, on the dates listed above, when I return to the car after work and start it, the dashboard indicates that the high-voltage battery is completely empty (0% charged). At these times, the engine (ICE) starts running as soon as I start the car and keeps running at least until the dashboard indicates that the high-voltage battery is at least 50% charged.