

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 7/30/2015

Incident Details

VQ-10747364-3896

Document Number: I1570454A

Report Number: 20150730-E7C7A-2147429766

Report Submitted Date: 7/30/2015

Who You Are: Consumer

Incident Description: I would like to report the EVSE Electric car charger that's is provided with the 2012 Chevrolet Volt.

I was sitting outside and smelled plastic burning. After investigating the smell, I noticed the electrical outlet where the charger was plugged in was smoking, charred and melted. The charger plug (to the outlet) the cable and the charger we EXTREMELY hot to the touch, so much so that it could not be touched without burning skin.

I had to flip the breaker to the breaker box in order to let the cable and plug cool enough to unplug. The plug is melted also.

My husband then went into the bedroom to the interior wall that is behind the exterior outlet and the wall itself was very warm to the touch.

This is the second outlet I have replaced and the third EVSE car charger. My home is only 3 years old. Built by a professional licensed builder. Inspection shows my home was built above code.

I have contacted GM multiple times regarding the dangers of this charger and have been told repeatedly that it's not their problem but mine. I highly disagree. Hundreds of Chevy Volt owners are experiencing this exact same issue.

I feel strongly that if I were not sitting outside and smelled the melting plastic that my home would have had an electrical fire.

VOLTEC 120V 12Amp
22927344

Incident Date: 7/30/2015

Incident Location: Home/Apartment/Condominium - [REDACTED] Cleveland , Oklahoma, [REDACTED]
United States This is my home address

Victim Details

First Name: [REDACTED]

Last Name: [REDACTED]

Injury Information: Incident, No Injury

Victim is of Hispanic/Latino origin? No

Race: White

Other Race/Ethnicity:

My Relationship to Victim: Self

Gender: Female

Age when incident occurred: [REDACTED] Years

Address: [REDACTED] Cleveland , Oklahoma, [REDACTED] United States

E-mail: [REDACTED]

Phone Number: [REDACTED]

Product Details

Product Description: VOLTEC 120v 12amp Car charger

Product Category: Electronics

Product Type: Batteries & Chargers

Brand Name: VOLTEC

Manufacturer / Importer / Private Labeler Name: VOLTEC

Model Name or Number:

Serial Number: 303005823106561

Date Manufactured:

Manufacturer Date Code:

Manufacturer Address: Not specified

Manufacturer Website URL:

Manufacturer Phone Number:

Retailer: Wilson Chevrolet

Retailer State: Stillwater OK

Additional Details

Purchase Date: 9/1/2013 This date is an estimate

I still have the product in my possession. Yes

The product was damaged before the incident. N/A

The product was modified before the incident. No

Have you contacted the manufacturer? Yes

If not, do you plan to contact them? N/A

Explanation: Still have item because GM will not investigate issue. Keeping until I get issue resolved.

CPSC does not guarantee the accuracy, completeness, or adequacy of the contents of the Publicly Available Consumer Product Safety Information Database on SaferProducts.gov, particularly with respect to information submitted by people outside of CPSC.

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED] Cleveland , Oklahoma, [REDACTED] United States

E-mail [REDACTED]

Phone Number: [REDACTED]

Consent

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in CPSC's Public Database? No, do not include my Report on SaferProducts.gov.

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report? Yes, you may release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I have reviewed the Report and that the information provided in this Report is true and accurate to the best of my knowledge, information, and belief. Yes

OMB Control Number 3041-0146