

This is a copy of your report to the U.S. Consumer Product Safety Commission submitted on 9/13/2017

Incident Details

Document Number: H1790045A

Report Number: 20170913-07766-1695154

Report Submitted Date: 9/13/2017

Who You Are: Consumer

Incident Description: The submitter's wife was driving and began to use the washer fluid on her front windshield. The submitter said the fluid was thick, white and gunky that the submitter's wife had to pull over because she could not see the road through the front windshield. The submitter said the fluid appeared to be oil based and it was very hard to clean.

The submitter indicated that he purchased a case of this fluid which brought 6 jugs and during this past year he used 3 of the jugs. The submitter said that he would put the fluid in the car every so often but when his wife last used the fluid it was almost done. He believes the white thick gunk was at the bottom.

The submitter contacted the firm and informed them of his concerns. The submitter was offered a coupon for one of their regular washer fluid model.

The submitter said he discarded the other jugs and does not have more product information.

The submitter said he is a mechanic and based on his experience he believes the washer fluid is defective and should be recalled.

Incident Date: 9/11/2017 This is an estimate

Incident Location: Street or Highway - [REDACTED] New Hampshire, United States

Victim Details

First Name:

Last Name:

Injury Information: Incident, No Injury

Victim is of Hispanic/Latino origin?

Race: Unspecified

Other Race/Ethnicity:

My Relationship to Victim: Unspecified

Gender: Unspecified

Age when incident occurred: (Unspecified) Years

Address:

E-mail:

Phone Number:

Product Details

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.

Product Description: Rain-X® All-Season Windshield Washer Fluid;

Product Category: Home Maintenance and Structures

Product Type: Household Chemicals, Paint, & Cleaning Products

Brand Name: Rain-X®

Manufacturer /
Importer /
Private Labeler
Name:

Model Name or Number: All-Season Windshield Washer Fluid

Serial Number: Unknown

Date
Manufactured:

Manufacturer Unknown
Date Code:

Manufacturer
Address:

Manufacturer
Website URL:

Manufacturer
Phone Number:

Retailer: Federated Auto Parts

Retailer State: New Hampshire

Additional Details

Purchase Date: 9/1/2016 This date is an estimate

I still have the product in my possession. No

The product was damaged before the incident. No

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:

Your Contact Information

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.

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED] Milford, New Hampshire, [REDACTED] United States

E-mail [REDACTED]

Phone Number: [REDACTED]

OMB Control Number 3041-0146