

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 10/19/2018

Incident Details

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Report Number: 20181019-CA08A-2147384923

Report Submitted Date: 10/19/2018

Who You Are: Consumer

Incident Description: In the morning I was entering my vehicle 2017 Dodge Charger from my home. The vehicle was parked in our driveway. As I opened the car door I noticed the strong smell of plastic. Then realized that the arm rest area and underneath it had melted exposing wires. Also the front, top, center where the lights are located was hanging. The entire interior of the vehicle is covered in soot. Thankfully the vehicle windows were up so it did not allow oxygen to get to the electrical fire that had started. That could have caused an explosion of the vehicle which could have lead to home damage where my family and I were sleeping during the time this happened. Took the vehicle to Dodge (where we have warranty) and they stated they filed a claim and it would take 3-5 days. However today we found out that they never filed a claim. We are a family of 4 down to 1 vehicle and Dodge has not tried to help or make this an easy process. Stated that they need to investigate the issue to make sure it is not our fault that this happened...

Incident Date: 10/17/2018

Incident Location: Home/Apartment/Condominium - [REDACTED] High Point, North Carolina, [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: Black/African American

Other Race/Ethnicity:

My Relationship to Victim: Self

Gender: Male

Age when incident occurred: [REDACTED] Years

Address: [REDACTED], High Point, North Carolina, [REDACTED], United States

E-mail: [REDACTED]

Phone Number: [REDACTED]

Product Details

Product Description: 2017 Dodge Charger (blue grey)

Product: Electronics

Category:
Product Type:
Brand Name: Dodge
Manufacturer / Dodge
Importer /
Private Labeler
Name:
Model Name or 2C3DXCT3HH [REDACTED]
Number:
Serial Number:
Date 4/1/2017
Manufactured:
Manufacturer
Date Code:
Manufacturer Not specified
Address:
Manufacturer
Website URL:
Manufacturer
Phone Number:
Retailer: Dodge
Retailer State: North Carolina

Additional Details

Purchase Date: 5/26/2018

I still have the Yes
product in my
possession.

The product No
was damaged
before the
incident.

The product N/A
was modified
before the
incident.

Have you Yes
contacted the
manufacturer?

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

Explanation: I have the vehicle at the dealership. They have been notified of the issue. We filed a claim but they never filed the claim.

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED], High Point, North Carolina, [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? Yes, you may include my Report with any attachments 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



