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Incident Details

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

Who You Are: Consumer

Incident Description:

I purchased a new 2019 Subaru Crosstrek Plug-in hybrid vehicle from Ocean Subaru of Fullerton CA on July 26, 2019. A charging cable with Charging Circuit Interrupting Device came standard equipment with my vehicle. When I first used the cable to charge my vehicle, I was going to insert the charger plug (3 prong plug) into my 110V outlet. But in order to do it, I would need to TWIST the cord that extends from the CCID into the plug to make it fit. The ground for the outlets is always positioned on the bottom of the plug. I realized that this continuous twisting of the cord to make it fit is contrary to the directions that are in the owners manual. In other words, the way the Subaru charging plug is fitted onto the cord, it is upside down, therefore, you have to twist the cord so the round bottom ground plug will fit into the slot. The CCID has lights on the front indicating power is on, charging, or an error alert. If I simply turned the unit backwards, the plug would fit just fine. But that is not how it is described or shown in the owners manual. It clearly shows that the front of the CCID should face frontwards so you can see the indicator lights. Simply put, the design and/or manufacture of the plug needs to be positioned the opposite way. In the owners manual, and with the charging plug itself, there are very EXPLICIT directions on what to do and NOT TO DO with the charging plug. Always have the plug straight, no kinks or loops, no twisting of the cable TO PREVENT FIRES AND/OR EXPLOSION.

By not correcting this error in the plug positioning, constant twisting of this cable many times could result in frayed or weakened wires within the rubber cord insulation, thereby causing an unintended consequence, like a fire or explosion.

Sincerely, [REDACTED]

PS. I can send photos of the charging cable and the image of the charging procedure from the owners manual if you need it.

Incident Date: 7/26/2019

Incident Location:

Home/Apartment/Condominium - [REDACTED], La Mirada, California, [REDACTED], United States This is my home address

Victim Details

First Name: [REDACTED]

Last Name: [REDACTED]

Injury Information: Incident, No Injury

Victim is of No Hispanic/Latino origin?

Race: White

Other Race/Ethnicity:

My Relationship to Victim: Self

Gender: Male

Age when incident occurred: [REDACTED] Years

Address: [REDACTED], La Mirada, California, [REDACTED], United State

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E-mail: [REDACTED]

Phone Number: [REDACTED]

Product Details

Product Description: Subaru Crosstrek Plug in hybrid charging cord

Product Category: Electronics

Product Type: Batteries & Chargers

Brand Name: Subaru

Manufacturer / Importer / Private Labeler Name: Subaru, inc.

Model Name or Number: Subaru PLG & CONN AY-CHG

Serial Number: CF001542-190425

Date Manufactured:

Manufacturer Date Code:

Manufacturer Address: One Subaru Drive, Camden, New Jersey, 08103-9800, United States

Manufacturer Website URL: Subaru.com

Manufacturer Phone Number:

Retailer: Subaru

Retailer State: California

Additional Details

Purchase Date: 7/26/2019

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: I submitted my issue to Subaru, inc. NO RESPONSE

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

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Address: [REDACTED] La Mirada, California, [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

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