



U.S. Department
of Transportation
**National
Highway
Traffic Safety
Administration**

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION

Investigation: PE24028

Prompted By: VOQ Review

Date Opened: 10/03/2024

Date 06/05/2025

Closed:

Investigator: Genesis Vasquez

Reviewer: Kareem Habib

Approver: Tanya Topka

Subject: Electrical arcing and thermal events, potentially leading to fires, while utilizing Enel X Way USA, LLC's JuiceBox residential charger.

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Enel X Way USA, LLC

Products: Residential Level 2 EV Charger: JuiceBox

Population: 180,000 (Estimated)

Problem Description: Electrical arcing and thermal events, potentially leading to fires, while utilizing Enel X Way USA, LLC's JuiceBox residential charger.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	0	0	0	7	7	0
Crashes/Fires:	0	0	0	7	7	0
Injury Incidents:	0	0	0	0	0	0
Number of Injuries:	0	0	0	0	0	0
Fatality Incidents:	0	0	0	0	0	0
Number of Fatalities:	0	0	0	0	0	0

Description of Other:

Allegations of thermal events from customers that could not be confirmed to have been started by the JuiceBox device.

ACTION/SUMMARY INFORMATION

Action: This (PE) Preliminary Evaluation is closed without a manufacturer action.

Summary:

On October 3, 2024, the Office of Defects Investigations (ODI) opened PE24028 to investigate alleged failures of Enel X Way's JuiceBox Level 2 residential EV chargers. The allegations were described as thermal incidents and electrical malfunctions, which could trip the circuit breakers in Juicebox owners' homes and disrupt electric vehicle charge cycles.

On October 2, 2024, Enel X Way posted on its website that Enel X Way North America would cease operations in the United States and Canada on October 11, 2024. The closure would potentially impact the charging app and supporting software.

ODI sent Enel X Way an Information Request (IR) letter on October 21, 2024. Enel X Way provided an incomplete response to the IR on December 9, 2024. Enel X Way later provided a complete response to the IR on January 24, 2025.

ODI reviewed Enel X Way's IR submissions to determine whether further action is required. Based on ODI's analysis, there was no clear trend in the cause of the failures described in customer complaints and warranty reports. Additionally, there have been no recent reports alleging safety issues. The available information does not warrant further action at this time.

The closing of this investigation does not constitute a finding by NHTSA that a safety-related defect does not exist. The Agency will continue to monitor for any safety trends and reserves the right to take additional action if warranted by future circumstances. To review the ODI reports cited in this Closing Resume, go to [NHTSA.gov](https://www.nhtsa.gov).