



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

ODI RESUME

Investigation: PE24028
Prompted By: VOQ Review
Date Opened: 10/03/2024
Investigator: Genesis Vasquez **Reviewer:** Scott Simmons
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:	6	0	0	1	7	CONF
Crashes/Fires:	2	0	0	1	3	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:
 Reports of fires/explosions and other electrical malfunctions submitted as VOQs and media reports.

ACTION/SUMMARY INFORMATION

Action: A Preliminary Evaluation (PE) has been opened.
Summary:

The Office of Defects Investigation (ODI) has received six complaints (VOQs) alleging failures of Enel X Way's JuiceBox Level 2 residential EV chargers. One individual's complaint alleges that charging their vehicle with a JuiceBox led to an explosion in their garage that set fire to a home and rendered it a total loss. Another individual alleges that a car caught fire in their driveway while charging with a JuiceBox. Four other complaints describe electrical malfunctions tripping circuit breakers and disrupting electric vehicle charge cycles.

Additionally, ODI has become aware of a communication sent to charger owners on October 2, 2024 and posted on Enel X Way's website that Enel X Way North America will cease operations in the United States and Canada on October 11, 2024. Ceasing operations could also impact the charging app and supporting software.

ODI has opened a Preliminary Evaluation to assess the scope, frequency, and safety consequences of the potential safety-related problem, including the safety impacts related to the app and supporting software. To review the ODI reports cited in the Opening Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).