

Questionnaire for charging pedestal/high-voltage charger





If the high-voltage battery fuse triggers during the charging process, please document the involved charging infrastructure (high-voltage charger) as follows:

To make the required content easier to understand, an example questionnaire is attached at the end of this checklist. It serves as a guide for documentation in the event of a fault.

Required information	Please provide a detailed description of the incident.
Vehicle identification number (VIN)	
Date and time of the event (when the fuse was triggered)	
Location / address of the charger	
Charger manufacturer	
Operator of the charger	
Exact ID of the plug	

After the incident: Can the charger still charge?	
After the incident: Visible damage to the plug?	
Further comments	

Example:

Required information	Please provide a detailed description of the incident.
Vehicle identification number (VIN)	<p>Text or photo (of the windshield, display, etc.)</p> 
Date and time of the event (when the fuse was triggered)	<p>Text (as confirmation that the time stamp in the VAL is correct)</p> <p>20. November 2025, 5:15 pm</p>
Location / address of the charger	<p>Text or photo or link from Google Maps</p> <p>4800 Irvine Blvd, Irvine, CA 92620, USA https://maps.app.goo.gl/vuVUgzg3xad21UC59</p>
Charger manufacturer	<p>Text or photo, e.g. the identification plate or photo of the entire charger</p> <p>Alpitronic HYC 300</p>  <p>or</p> 
Operator of the charger	<p>Text or photo of the entire charger</p> <p>Total energies (IONITY) or photo, e.g.</p> 

<p>Exact ID of the plug</p>	<p>Text or photo, e.g. → most of the time (but not always) it is at the plug, at the plug socket, on the display</p> 
<p>After the incident: Can the charger still charge?</p>	<p>Text or a photo of a vehicle that charges at this plug socket after the incident or results from a self-test</p>
<p>After the incident: Visible damage to the plug?</p>	<p>Photos from the plug socket from the front (into the plug), and sides (left, right, top, bottom)</p> 
<p>Further comments</p>	<p>Further information that could be helpful for determining the cause.</p>