Incident Report: Fire incident involving vehicle socket and Blaze DC Type 6 charging connector

Published by Bolt.Earth (Ujoy Technology Pvt Ltd) for our host partner, the vehicle owner, and the Bolt.Earth charging community.

The information in this report is preliminary and will be updated as the investigation continues.

REPORT

REPORT NO.
BE-IR-2026-01

VERSION
1.0 · Preliminary

PUBLISHED
13 October 2026

INCIDENT

DATE AND TIME
11 Oct 2026, 08:16 IST

LOCATION
Yelahanka, Bengaluru

EQUIPMENT
Blaze DC Dual Gun · unit L1DC0303

OUTCOME

INJURIES
None

STATUS
Charger restored · cause under investigation

1. Summary

On the morning of 11 October 2026, a fire broke out during a charging session at a Blaze DC charger at a host partner's site in Yelahanka, Bengaluru. The charging connector (the Type 6 gun) and the vehicle plugged into it were damaged. Nobody was hurt.

The user stopped the session with the charger's Emergency Stop button, which cut power as designed.

We restored the charger the same day by fitting a new connector at no cost to the host. We are also helping the vehicle owner with the cost of repairs. Our engineers have finished their first inspection of the charger and are now examining the vehicle and the burnt connector. The root cause is not yet confirmed.

This is the first fire incident reported on the Blaze DC network, after more than 7.1 lakh charging sessions.

We are publishing this report because the people who host our chargers and the people who charge on them should hear about a safety incident from us directly, with the facts as we know them. From now on, we will publish a report like this for every safety incident on the Bolt.Earth network.

2. Our network's safety record

We track safety across the whole network, not just at one site. Below are all Blaze DC sessions on the Bolt.Earth platform from the first in July 2024 up to 13 October 2026.

7,14,308
charging sessions completed on Blaze DC

6.76 lakh kWh
of energy delivered to two- and three-wheelers

86,000+
drivers have charged on Blaze DC

600+
Blaze DC chargers in 226 cities across 21 states

1
fire incident reported across all of these sessions: this one

MEASURE	SESSIONS	FIRE INCIDENTS	SHARE OF SESSIONS
All Blaze DC sessions	7,14,308	1	0.00014% (1 in 7.1 lakh)

Put the other way round, 99.9999% of Blaze DC sessions have ended without a fire incident. The wider Bolt.Earth network has served more than 31 lakh charging sessions across all charger types since December 2021.

Source: Bolt.Earth platform data. Counts include valid, non-test sessions that delivered energy. The incident count is incidents reported to Bolt.Earth.

3. Incident details and impact

Charger	Blaze DC, unit L1DC0303. A public, paid 2W/3W fast charger with Type 6 and Type 7 connectors. Installed at a host partner's site in September 2025. Over 8,000 bookings handled before this incident.
Connector in use	Type 6 (IS 17017-2-6)
Vehicle	Electric two-wheeler
Session	Booked through the Bolt.Earth app. Started at 08:08 IST, stopped at 08:16 IST with the Emergency Stop button. About 0.35 kWh delivered.
People	No injuries.
Damage	The Type 6 connector was burnt. The vehicle was damaged and cannot be ridden. The charger's internal electronics were not damaged.
Service impact	The charger was out of service for about 10 hours.

4. Timeline

All times IST. Built from the charger's logs and Bolt.Earth support records.

TIME	EVENT
11 Oct · 00:17	The previous session, on a different vehicle using the same Type 6 connector, completes successfully with no sign of any issue on the charger. It delivers 1.7 kWh in 38 minutes.
08:08	Charging session starts on the Type 6 connector.
08:08–08:16	The charger logs show charging running normally, with no fault recorded.
08:16	The user presses the Emergency Stop button. Power is cut and the session ends.
09:32	The host partner reports the incident to Bolt.Earth support by email.
By 11:00	The incident is escalated to Bolt.Earth leadership and a root-cause investigation is opened. Our team speaks to both the host and the vehicle owner.
13:26	A replacement Type 6 connector is dispatched.
14:15	Financial support for the vehicle owner is approved, with an advance to start repairs right away.
Evening	Our engineers visit the site in person. They fit the new connector and inspect the charger's electronics and wiring, which are in good condition. The charger passes a load test and goes back into service.
12 Oct	The charger is working normally, with successful sessions since the repair. The burnt connector goes to our engineering lab, and the vehicle inspection begins.

5. Immediate response

These are the steps we took to make the site safe, restore service and look after the people affected while the investigation continues.

Site and charger — Done

- Engineers on site the same day.
- Burnt Type 6 connector removed and kept for analysis.
- Charger electronics, components and wiring inspected. No damage found.
- New Type 6 connector fitted at no cost to the host. Load test passed.
- Both chargers at the site online and working normally.

People affected — Ongoing

- Host and vehicle owner contacted the same morning.
- Advance approved so that repairs at the service centre can start straight away. The balance will be settled against the final repair invoice.
- A named Bolt.Earth contact for the host and for the owner, with regular updates until the investigation closes.

6. Investigation

Who is investigating: Bolt.Earth's engineering team, using the charger's logs, an in-person inspection of the charger, video from the site, the burnt connector, and an inspection of the vehicle with the owner's cooperation.

These findings are preliminary. The root cause is not yet confirmed. These findings may change as the vehicle and the burnt connector are examined.

01 · BLAZE DC

Charger electronics

Inspected on site. No damage found. Logs show normal charging.

Cleared

02 · GUN

Type 6 connector

Burnt. Replaced. Lab analysis under way.

Under analysis

03 · VEHICLE

Vehicle and charging inlet

Damaged. Inspection under way with the owner's consent.

Under inspection

Figure 1. The parts involved, from charger to vehicle, and where each part of the investigation stands.

What we have found so far

- **The previous session on the same connector was normal.** At around 00:17 on 11 October, a different vehicle charged on the same Type 6 connector and the session completed successfully, delivering 1.7 kWh in 38 minutes with no sign of any issue on the charger.
- **The charger logs show a normal session.** Charging ran normally from 08:08 until the Emergency Stop was pressed at 08:16. The logs record no fault before the stop.
- **The charger's internals were undamaged.** On site, our engineers found the main electronics PCB, other components and wiring in good condition. With a new connector fitted, the charger passed a load test and has been charging vehicles normally since.

- **Video from the site shows flames coming from the vehicle.** This makes the vehicle side the first area to examine. It does not settle the cause on its own.
- **The Emergency Stop worked as designed.** Pressing it ended the session and cut power to the connector.

What is still open

- **Where the fire started:** at the vehicle's charging inlet, in the wiring behind it, in the battery and battery-management system, or at the connector.
- **Why it started.** The answer will come from the vehicle inspection and the teardown of the burnt connector, checked against the charger logs.

Next steps

1. Inspect the vehicle's charging inlet, the wiring behind it, the battery pack and the battery-management area.
2. Tear down and analyse the burnt Type 6 connector in our engineering lab.
3. Publish the confirmed root cause in version 2.0 of this report.

7. Corrective and preventive actions

ACTION	PURPOSE	STATUS
Replace the connector and inspect the charger at the affected site	Restore safe service at the site	Done 11 Oct
Support the vehicle owner with repair costs	Look after the person affected	In progress
Complete the root-cause investigation on the vehicle and the connector	Confirm the cause and any further action	In progress
Temperature sensing in the Type 6 and Type 7 guns on the next-generation Blaze DC	The charger will detect overheating where the gun meets the vehicle and slow down or stop charging on its own. It won't need to wait for the vehicle to report a problem or for someone to press the Emergency Stop. The standards do not require this today (Section 8).	Planned · next-gen
Publish a report for every safety incident on the network	Transparency with hosts, drivers and the community	Starts with this report

8. Certification and standards

The Blaze DC dual-gun charger (Type 6 and Type 7) received ARAI certification in May 2026. Blaze DC is built to India's charging standards for light electric vehicles. These are the BIS IS 17017 series: IS 17017-2-6 for the Type 6 connector, IS 17017-2-7 for the Type 7 connector, and IS 17017-2-5 for low-voltage DC charging.

These standards set a connector's shape, contacts, ratings and safety tests. The Type 6 and Type 7 connector standards (IS 17017-2-6, which matches IEC 62196-6, and IS 17017-2-7) do not include a temperature-sensing contact in the connector. Neither the BIS standards nor ARAI certification currently requires temperature sensing inside a light-EV charging gun. We are adding it to our next-generation chargers anyway, because we think light-EV charging should have it.

9. Goodwill support and insurance

Our position on this support. We are helping the host and the vehicle owner as a gesture of goodwill, because they are part of the Bolt.Earth community and we stand by our community. This support is not an admission of responsibility or liability by Bolt.Earth for the incident or its cause. Responsibility will be determined only by the investigation, and those findings will be shared openly.

Charging on Bolt.Earth is insured. Charging sessions on Bolt.Earth's Blaze DC and Lightning DC chargers are covered by a Commercial General Liability (CGL) insurance policy held by Bolt.Earth. The policy is valid from 18 June 2026 to 17 June 2027. This cover is in addition to the equipment's warranty and service plans. Coverage applies under the terms, conditions and exclusions of the policy.

10. Safety guidance for hosts and drivers

If you see smoke, sparks or a burning smell while charging

1. Press the red Emergency Stop button on the charger. It cuts power at once.
2. Move away from the vehicle and the charger, and keep others away.
3. If there is fire, call the fire service on **101** or emergency services on **112**.
4. Then tell Bolt.Earth support so we can respond.

Every day

- Check the connector and your vehicle's charging socket for damage, dirt or moisture before you plug in.
- Do not use a connector or cable that looks burnt, cracked or loose. Report it to Bolt.Earth support.
- Hosts: keep the area around the charger clear, and report any damage to Bolt.Earth.

Next update and contact

We will publish version 2.0 of this report, with the confirmed root cause, when the investigation is complete. If you are a Bolt.Earth host or customer and have a question about this incident or about charging safety, please write to support@bolt.earth and quote report number BE-IR-2026-01.

VERSION	DATE	CHANGE
1.0	13 October 2026	First publication, with preliminary findings.

This report reflects the information available to Bolt.Earth on 13 October 2026. The findings in Section 6 are preliminary. Nothing in this report is an admission of liability by Ujoy Technology Pvt Ltd (Bolt.Earth) or any of its affiliates.