

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

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 30-JUL-2015	Repository ☐ Reference No. 10744848
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
MEMPHIS		TN			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JN8AZ2KR4ET			Make NISSAN	Model CUBE	Model Year 2014
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain FRONT WHEEL DRIVE	Multiple Failure: 1	Incident Date(s) 17-JAN-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY, 110000 ELECTRICAL SYSTEM, 980000 UNKNOWN OR OTHER				Failure Mileage 1500	Failure Speed
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair	Failure Location:		
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☒ Yes ☐ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
THE ORIGIN AND CAUSE OF A VEHICLE FIRE INCIDENT THAT OCCURRED ON JANUARY 17, 2015, APPROXIMATELY TWO MILES EAST OF					



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief



Rimkus Consulting Group, Inc.
1661 International Dr
Suite 400
Memphis, Tennessee 38120
(855) 782-4228 Telephone
(615) 883-4118 Facsimile

April 16, 2015

Mr. John Kaiser
Auto Physical Damage
Liberty Mutual Insurance Company
Post Office Box 6807, 399 Campus Drive
Somerset, New Jersey 08873

Re: Insured: [REDACTED]
Claim No: [REDACTED]
RCG File No: [REDACTED]
Subject: Report of Findings

Dear Mr. Kaiser:

Rimkus Consulting Group, Incorporated was retained to determine the origin and cause of a vehicle fire incident that occurred on January 17, 2015, approximately two miles [REDACTED] near Memphis, Tennessee. It was reported by the client that a fire occurred involving a 2014 Nissan Cube with Vehicle Identification Number (VIN) JN8AZ2KR4ET [REDACTED].

Our work to complete this assignment was conducted by Mr. John R. Farill, IAAI-CFI, Fire Consultant, on February 9, 2015. The vehicle was examined at the Copart facility located near Memphis, Tennessee. During our investigation of the fire, we documented and photographed the vehicle's exterior, interior, and underside. In addition, we removed and examined the debris located in the interior.

While performing our investigation we employed the methodology of fire investigation using a systematic approach as described in the NFPA 921, Guide for the First Responding Fire Investigation.

April 16, 2015
RCG File No



CVs

April 16, 2015
RCG File No. [REDACTED]

Photograph 5

A view of the underside of the vehicle where no fire damage or fire causes were observed.



Photograph 6

A view of the engine compartment.



April 16, 2015
RCG File No. [REDACTED]

Photograph 3
A view of the rear of the vehicle.



Photograph 4
A view of the driver's side of the vehicle.



April 16, 2015
RCG File No. [REDACTED]

Photograph 1

Overall view of the front end of the vehicle. The circled area denotes the damage sustained during the fire suppression efforts.



Photograph 2

A view of the passenger side of the vehicle



April 16, 2015

RCG File No. [REDACTED]

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not be conclusively determined due to the amount of damage sustained in the area and the lack of remaining physical evidence. However, the possibility of a fuel system failure resulting in an atomized ignitable liquid being introduced into the engine compartment and it being ignited by a competent ignition source could not be eliminated based on the burn patterns observed on the hood and in the engine compartment.

Photographs taken during our work were retained in our files and are available to you upon request.

This report was prepared for the exclusive use of Liberty Mutual Insurance Company, and was not intended for any other purpose. Our report was based on the information available to us at this time. Should additional information become available, we reserve the right to determine the impact, if any, the new information may have on our opinions and conclusions and to revise our opinions and conclusions if necessary and warranted.

Thank you for allowing us to provide this service. If you have any questions or need additional assistance, please call.

Sincerely,
RIMKUS CONSULTING GROUP, INC.

John R. Farill

John R. Farill, IAAI-CFI
Fire Consultant

Jack R. Kennedy, III

Jack R. Kennedy III, IAAI-CFI
Eastern Region Fire Manager

sustained severe fire and heat damage. The hood latch/locking mechanism had been forced open by the fire department.

After gaining entry to the engine compartment, an analysis was made at which point it was observed that the majority of the various components were destroyed by the fire, including all belts and hoses. The oil dipstick was removed and the oil level evaluated. Based on the level on the dipstick it would appear that the oil level was within the manufacturers recommended range. The battery was observed in the engine compartment and had been destroyed by the fire. The battery terminal connections were evaluated and showed no evidence of abnormal electrical activity. The power distribution block had been destroyed by the fire preventing any analysis of the fuses. The remnants of the wiring harness was examined and found to have been destroyed by the fire.

Burn patterns observed within the engine compartment and the extensive damage to the engine compartment components indicated that the fire spread from within the engine compartment and through the manufactured openings in the bulkhead wall, separating it from the passenger compartment.

Examination of the passenger compartment revealed severe fire and heat damage. The dashboard area had been consumed, exposing the underlying wiring harness which also had been destroyed by the fire. The remnants of the steering column were in place, although the steering wheel and locking mechanisms had been destroyed by the fire. The heater coil, air conditioner evaporator coil, radio, and other associated components were observed and found to have been destroyed by the fire. The front seat and rear seat coverings, padding, and other components were destroyed by the fire. The debris located on the floors was systematically removed in layers and examined. There were no containers or devices found that would have caused or contributed to the cause of the fire. The unburned remnants of the floor mats were found in the floorboards. No odors or visual indicators of a hydrocarbon were detected while examining the vehicle.

At the client's direction, engine oil sample and debris samples were not collected during the scene examination.

2. The specific point of origin within the engine compartment could not be conclusively determined due to the severity of the fire damage sustained in the area and the lack of remaining physical evidence.
3. The specific ignition sequence and cause of the fire could not be conclusively determined due to the amount of damage sustained in the area and the lack of remaining physical evidence. However, the possibility of a fuel system failure resulting in atomized ignitable liquid (gasoline) being introduced into the engine compartment and being ignited by a competent ignition source could not be eliminated based on the burn patterns observed on the hood and in the engine compartment.

Discussion

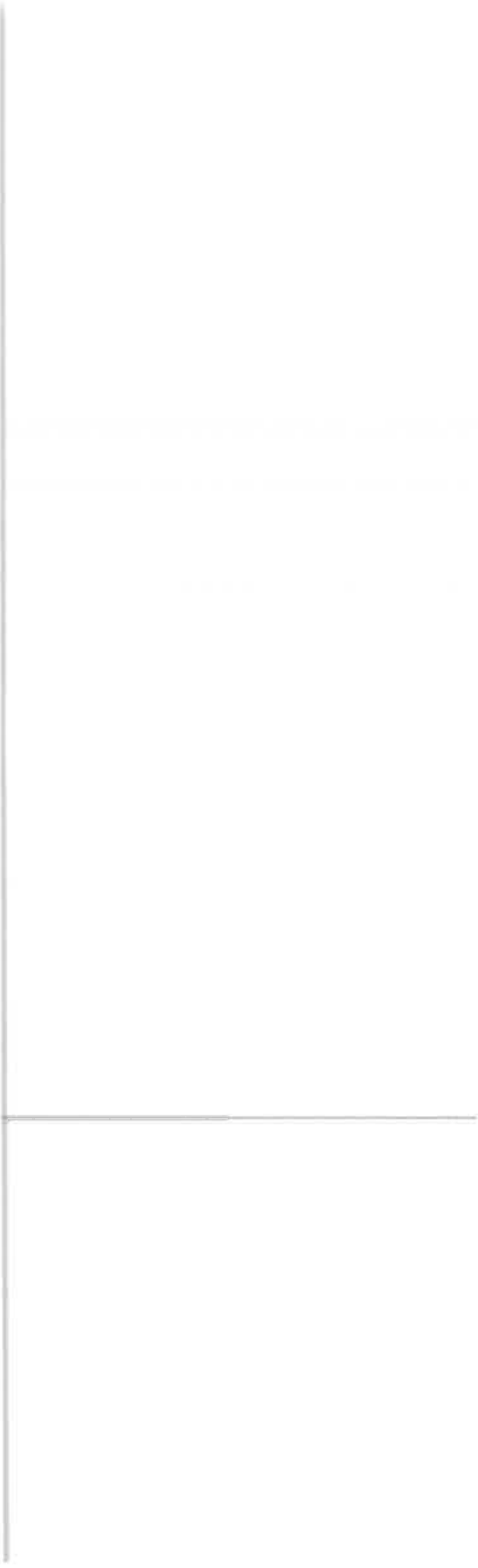
The involved vehicle was identified as a 2014 Nissan Cube with VIN JN8AZ2KR4E[REDACTED]. The vehicle had a 4-cylinder, 1.8 liter gasoline engine with a four-speed automatic transmission. The vehicle was manufactured by the Nissan Motor Company Ltd. at the Oppama, Japan facility. A review of the National Highway Transportation Safety Administration database and Transport Canada database shows no recalls with a fire potential at this time. Interviews with the insured were not conducted, as directed by the client.

The vehicle was inspected at the Copart facility near Memphis, Tennessee, where it was towed and stored after the fire event. In order to consider the origin and all possible fire causes, the vehicle was examined from the areas that were the least damaged to those most severely damaged.

Upon initial inspection of the vehicle, it was observed that there was no body damage that would immediately indicate that the vehicle had been involved in a recent collision. The damage observed to the front hood and core support was sustained during the fire suppression efforts conducted during the fire event. The license plate, typically located on the rear of the vehicle, was not observed in place.

Three of the four tires had been destroyed by the fire. All four metal rims matched and

MEMPHIS TN 38003





SERVICE DEPARTMENT

TECHNICAL
COSMETIC

PRE-DELIVERY INSPECTION CHECKLIST

Model <u>Cab</u>	Model Year <u>11</u>	R.O. Number <u>[REDACTED]</u>
Vehicle Identification Number <u>WKA2 2KR 4H</u>		R.O. Date <u>1-17-11</u>

Instructions:

Check ☐ if item is normal. Check ☐ if item needs attention. Upon completion of service required, place an X in ☐ and **initial**.

Mechanical Checks

Body / Exterior:

- ☒ ☐ Install antenna mast and ensure it is tightened to proper torque (if so equipped).
- ☐ ☐ Remove windshield wiper covers (if so equipped).
- ☐ ☐ Remove front spring spacers (NISMO 370Z).
- ☒ ☐ Install tow hook filler panel (370Z and Murano).
- ☐ ☐ Install front chin spoiler (if so equipped).
- ☐ ☐ IMPORTANT: Consult with Sales Department. Install front license plate mounting hardware/bracket at customer request. Otherwise, place hardware in vehicle for future installation.

Interior / Operation Systems:

- ☒ ☐ Push in extended storage switch or install storage fuse (if so equipped).
Leave BCM in Transit Mode (if so equipped). Refer to NTB10-124.
Note: Some features listed below may not fully function when in BCM Transit Mode.
- ☒ ☐ Remove fuse or pull out storage switch after PDI inspection.
- ☒ ☐ Do not start engine until after battery check.
- ☒ ☐ Check audio function, radio, and CD (if so equipped).
- ☒ ☐ Check wiper/washer (front and rear) operation (if so equipped).
- Wipe off windshield and rear window to remove all dust and debris.
- Check all wiper (front and rear) operations under wet conditions. DO NOT operate wipers on dry windows.
- ☒ ☐ Check operation of lights as follows:
 - ☐ headlights.
 - ☐ tail lights.
 - ☐ signals.
 - ☐ stop and back-up lights.
 - ☐ sun visor vanity mirror lights (if so equipped).
 - ☐ overhead and map courtesy lights.
- ☐ ☐ Temporarily remove top cover and check convertible top operation (if so equipped).
- ☒ ☐ Confirm all vehicle fob functions (Remote Engine Start, Lock/Unlock, Trunk Release, Power Back Door, Panic Alarm, Sliding Door & Charge Port Release).
- ☐ ☐ Check Intelligent Key system (if so equipped).
- Separate fobs and confirm hands free functions.
- ☐ ☐ Check power back door operation and confirm that power main switch is in the ON position (if equipped - Armada, Murano, Pathfinder and Quest).
- ☐ ☐ Check sliding rear window operation (if so equipped).

- ☐ ☐ Check rear center shoulder belt connector tongue is latched (if so equipped).
- ☒ ☐ Check function of any interior shades (if so equipped).
- ☒ ☐ Check sun visor operation both fold down/up and side movement.
- ☒ ☐ Check that all bins/storage compartments open/close/function properly including overhead sunglass compartment.

Engine Compartment:

- ☒ ☐ Check 12V battery using GR8 or EXP800 tool. Record Battery Test Code BAT 617 658 H+5 FKO
(Keep printout in vehicle records). Refer to NTB09-022.
- ☒ ☐ Check windshield washer solvent level is full.

Road Test:

- ☒ ☐ Check brakes function including parking brake.
- ☒ ☐ Check A/C & heater functions.
- ☐ ☐ Check moonroof operation (if so equipped).
- ☒ ☐ Check Power Window one-touch auto-up/down operation (if so equipped).
- ☒ ☐ Check horn operation.
- ☒ ☐ Check cruise control operation (if so equipped).
- ☒ ☐ Check steering wheel alignment. Refer to NTB08-097.
- ☒ ☐ Check for abnormal noises/vibration.
- ☒ ☐ Confirm all dash warning lights are off.
- ☐ ☐ Check rear view monitor system (if so equipped).
- ☐ ☐ Confirm Navigation system is tracking local roads (if so equipped).

Cosmetic Checks

Leave Paint Guard Film (PGF) and wheel masks on vehicles in storage. Leave Bumper, Door Protectors and all driver's area protective devices in place. Refer to NTB01-032, NTB10-112 and the Nissan Assurance Products Resource Manual for details.
Do Not remove any CONSUMER information labels or tags.

Exterior:

- ☒ ☐ Remove PGF and clean PGF residue lines.
- ☐ ☐ Remove rear hatch finisher protection.
- ☐ ☐ Keep convertible top cover installed until sale (if so equipped).
- ☐ ☐ Wash exterior of vehicle using methods described in the Assurance Products Resource Manual.
- ☒ ☐ Check for scratches, chips, dents, or damage on exterior panels, bumpers, and glass. Repair immediately.
- ☐ ☐ Leave wheel masks intact. Refer to NTB10-112.

THURSDAY JULY 16, 2015 @ 12noon

Please donate \$10.00 to make this a success for
Alonzo departure for a better him.

All donations please give to [REDACTED]

Shoulder-[REDACTED]

Bake Chicken-[REDACTED]

Deviled eggs-[REDACTED]

Spaghetti-[REDACTED]

Beans -[REDACTED]

Slaw-[REDACTED]

Buns-

Peach Cobbler-[REDACTED]

Honey bun cake-[REDACTED]

Cheese cake-[REDACTED]

Rolls-

Beverage (Punch) - [REDACTED]

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Compose

Inbox (6)

Drafts

Sent

Spam (2)

Trash

> Folders

> Smart Views

Unread

Starred

People

Social

Travel

Shopping

Finance

> Recent

Sponsored



Live With Conf
in a connected
LifeLock protec

Widener Fire Report

FDID# [REDACTED]

DATE 1-17-2015

Call Out Time 23:59

Arrival Time 00:15

Departure Time 01:07

In Service Time 01:27 Truck # 1&2

Location of Fire 2 Miles [REDACTED]

Type of Fire Vehicle

Owner of Property [REDACTED]

Address [REDACTED] Memphis Tn.

Phone Number _____

Insurance _____

Name of person at scene Same

Driver Lic. # [REDACTED] ST. Tn.

Tag # [REDACTED] ST. Tn.

Make Nissan

Model Cube



ARKANSAS STATE POLICE

ASP-103
(Rev. 12/08)

What To Do After A Collision

1. Contact your insurance agency and advise them you have been involved in a collision. They will need the other party's name(s), address(es) and the name of their insurance company(s).
2. If the collision results in damage to the property of any one person in excess of \$1000.00, in bodily injury, or in the death of any person, you must submit, within 30 days, a written report (SR-1) to the Safety Responsibility Section, Department of Finance and Administration, P.O. Box 1272, Little Rock, Arkansas, 72203-1272. Forms for this report are available at all Arkansas State Revenue Offices.
3. A copy of your collision report may be obtained from the Arkansas State Police at the address checked below after 5 business days. To obtain a copy, provide the date, time, location and name(s) of the driver(s) involved. Please submit a check or money order in the amount of \$10.00 for each copy requested.

☐ Troop A
1 State Police Plaza Drive
Little Rock, AR 72209
(501) 618-8282

☐ Troop B
3200 Hwy. 67 North
Newport, AR 72112
(870) 523-2701

☐ Troop C
PO Box 9059
Jonesboro, AR 72403
(870) 935-7302

☒ Troop D
3205 North Washington
Forrest City, AR 72335
(870) 633-1454

☐ Troop E
6816 Princeton Pike
Pine Bluff, AR 71602
(870) 247-1483

☐ Troop F
PO Box 750
1237 North Myrtle
Warren, AR 71671
(870) 226-3713

☐ Troop G
PO Box 634
2501 North Hazel Street
Hope, AR 71802-0634
(870) 777-4641

☐ Troop H
PO Box 4109
5728 Kelly Highway
Fort Smith, AR 72914
(479) 783-5195

☐ Troop I
2724 Airport Road
Harrison, AR 72602
(870) 741-3455

☐ Troop J
2700 West Main Street
Clarksville, AR 72830
(479) 754-3096

☐ Troop K
200 Karen Lane
Hot Springs, AR 71901
(501) 767-8550

☐ Troop L
900 South 48th Street
Springdale, AR 72766
(479) 751-6663

Please Fill Out and Exchange With Other Driver(s) Involved

Accident Report Number:

Name:

(First/MI/Last Name)

Phone Number:

() -

Area Code

Address:

Street

City

State

St. Francis

County Accident Occurred In:



Nissan Motor Acceptance Corporation

Mailing Address
P.O. Box 660366
Dallas, TX 75266-0366
1.800.777.6700

Date April 07, 2015
Account # [REDACTED]
Deficiency Balance \$ 4,348.64

[REDACTED]
MEMPHIS, TN [REDACTED]

Dear [REDACTED]

Your TOTAL LOSS CLAIM on the above referenced account has been paid by your insurance carrier, leaving the deficiency balance as stated above. If you have Guaranteed Auto Protection ("GAP") or debt cancellation coverage, please contact your provider if you have not yet filed your claim.

The most effective way to finalize this matter is for you to remit payment for the total amount owed. If you are not financially capable of making the payment at this time, please contact us to discuss an alternative solution within ten (10) days from the date of this letter at 1.800.777.6700 between 7:00 a.m. and 5:00 p.m. CST Monday through Thursday, 7:00 a.m. and 4:00 p.m. Friday.

Sincerely,

Nissan Motor Acceptance Corporation
Loss Recovery Department

IMPORTANT NOTICE FOR BANKRUPT CUSTOMERS: IF YOUR OBLIGATION TO PAY ANY DEBT LISTED IN THIS NOTICE HAS BEEN DISCHARGED IN BANKRUPTCY, OR IS PRESENTLY THE SUBJECT OF A BANKRUPTCY COURT PROCEEDING, BANKRUPTCY COURT-APPROVED PLAN OR BANKRUPTCY COURT ORDER, WE ARE NOT THROUGH THIS DOCUMENT ATTEMPTING TO COLLECT ANY AMOUNTS FROM YOU AS A PERSONAL LIABILITY, AND WILL ONLY PURSUE ANY RIGHTS WE MAY HAVE IN THE BANKRUPTCY COURTS TO THE EXTENT ALLOWED BY LAW.