

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6) EQ-10825411-9228

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Case number 10825411
Date: Tuesday, March 08, 2016 6:31:56 AM
Attachments: [Nissan North America.pdf](#)

Sent: Friday, March 04, 2016 4:01 PM

Subject: FW: Case number 10825411

Questionnaire. Email 1of2.

From: [REDACTED]
Sent: Thursday, March 03, 2016 1:57 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Case number 10825411

NEFCO

FIRE INVESTIGATIONS

One Pickering Road • PO Box 7399
Rochester, NH 03839

NEFCO # [REDACTED]	
January 19, 2016	
Company:	Allstate Insurance Company 780 Carillon Pkwy St Petersburg, FL 33716
Loss Location:	601 E Rollins Street Orlando, FL
Date of Loss:	January 5, 2016
Attention:	Ms. Terrica Ruth
Policy #:	[REDACTED]
Insured:	[REDACTED]
Claim #:	[REDACTED]

CASE STATUS UPDATE

The investigation was conducted on January 14, 2016 at Co-Part in Orlando, FL. Conditions affecting the vehicle analysis include the firefighting and overhaul operations conducted by the Orlando Fire Department and the uncovered storage of the vehicle. The risk is a 2012 Nissan Rouge. The last digits of the VIN are [REDACTED]

The vehicle analysis commenced at the front and revealed that the paint on the hood had been consumed. The window glass was not intact. Examination continued to the right side and revealed that the paint had been burned off of the front quarter panel from the top of the tire upward with the pattern continuing to the right A post and to the right-front door. The paint on the rear-right door was consumed down to floor level, and the paint on the upper B and C posts was also consumed. The scene analysis continued to the rear and revealed heat damage to the spoiler. Examination continued to the left side and revealed that the paint had been consumed on the rear door down to floor level with the damage extending up the C post. The paint on the front-left door had been consumed closest to the A post down to the floor. The paint on the front quarter panel was consumed. The paint on the roof had been consumed. The scene analysis continued with an examination of the underside of the vehicle and was unremarkable. This examination was limited, as the vehicle was sitting low to the ground.

The vehicle analysis continued into the engine compartment and revealed heavy fire damage to the engine compartment. The hoses and belts had been consumed in the fire. Examination of the passenger compartment revealed that all of the available combustibles had been consumed. Examination of the rear cargo area revealed heat and smoke damage with some combustibles intact, indicating that the fire had spread from the passenger compartment into the cargo area.

INTERVIEWS

On January 18, 2015, I conducted an interview with [REDACTED], the insured. [REDACTED] stated

that on the day of the fire his wife had used the vehicle in the afternoon and returned around 5:30 p.m. He advised that he left for work in the vehicle at 5:45 p.m. and, while pulling into the parking garage, he saw smoke coming from under the hood on the passenger's side. [REDACTED] stated that he parked the car and called for security using a call box in the garage. He reported that the smoke turned into flames coming out from under the hood on the passenger's side. [REDACTED] stated that the fire was under the hood, and there was no fire in the passenger's compartment. He advised that, while he was waiting for the fire department, security arrived with fire extinguishers but could not get the fire out, because it was under the hood. [REDACTED] stated that he watched the fire spread into the passenger compartment from the engine compartment.

[REDACTED] stated that the vehicle had been serviced by Tire Plus in Ocoee, FL the day before the fire. He advised that the vehicle went in for an oil change, tire rotation, wheel alignment, and radiator flush. [REDACTED] stated that he bought the vehicle used in November, 2011 and had not had any mechanical or electrical problems since owning the vehicle. He stated that the vehicle had 85,400 miles on it. [REDACTED] stated that the adjuster told him that there was a recall on the vehicle. He advised that he contacted the NHTSA and was told there were two recalls for the 2012 Nissan Rouge, one involving the tire pressure system and the other involving an under hood electrical problem. [REDACTED] stated that the NHTSA checked the VIN and discovered that the vehicle was not on the recall list. He reported that he contacted Nissan and was told that, because the supplier of the part, his vehicle was not subject to the under hood electrical recall, and Nissan had decided not to contact him. [REDACTED] stated that Nissan told him that they were not liable for the damage unless he could prove the fire was caused by a manufacturing defect. [REDACTED] stated that Nissan told him to contact Tires Plus.

CASE STATUS

This case remains open pending placing interested parties on notice.

RECOMMENDATIONS

It is my recommendation that Tires Plus and Nissan be placed on notice and an expert in automotive electrical be utilized.

This case status update reflects the findings of this investigation as conducted to date. This investigator reserves the right to alter or amend the case status and/or prepare a report should new information become available and, as always, would be pleased to conduct additional analyses upon your request.



Timothy P. York
Fire Analyst

Enclosures: (1) Photographs

NEFCO FIRE INVESTIGATIONS
PHOTOGRAPHS



1. A view of the front of the risk



2. A view of the right side of the risk

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PHOTOGRAPHS



3. A view of the right-front tire



4. A view of the right-rear tire

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PHOTOGRAPHS



5. A view of the underside of the vehicle from the right



6. A view of the rear of the risk

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PHOTOGRAPHS



7. A view of the underside of the vehicle from the rear



8. A view of the left side of the risk

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PHOTOGRAPHS



9. A view of the left-rear tire



10. A view of the left-front tire

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PHOTOGRAPHS



11. A view of the underside of the vehicle from the left side



12. A view of the hood of the risk

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PHOTOGRAPHS



13. A view of the underside of the hood



14. A view of the engine compartment

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PHOTOGRAPHS



15. A view of the engine compartment



16. A view of the wiring harness

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PHOTOGRAPHS



17. A view of the dashboard on the right side



18. A view of the front passenger compartment

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PHOTOGRAPHS



19. A view of the driver's area floor



20. A view of the rear passenger compartment

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PHOTOGRAPHS



21. A view of the back of the rear seat



22. A view of the rear passenger compartment

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23. A view of the cargo area



24. A view of the cargo area

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25. A view of the passenger compartment from the rear



26. A view of the underside of the roof

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27. A view of the placard in the engine compartment



28. A view of the placard in the passenger compartment

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Case number [REDACTED]
Date: Tuesday, March 08, 2016 6:31:44 AM
Attachments: [Fire report-Nissan.pdf](#)

Sent: Friday, March 04, 2016 4:01 PM

Subject: FW: Case number 10825411

Questionnaire. Email 2of2.

From: [REDACTED]
Sent: Thursday, March 03, 2016 12:56 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Case number 10825411

Attached is a copy of the fire-report conducted through All-State.



Allstate

You're in good hands.

Tampa Bay Auto
PO BOX 42035
ST. PETERSBURG FL 33742



NISSAN NORTH AMERICA
PO BOX 685001
FRANKLIN TN 370685001

January 21, 2016

INSURED: [REDACTED]
DATE OF LOSS: January 05, 2016
CLAIM NUMBER: [REDACTED]

PHONE NUMBER: [REDACTED]
FAX NUMBER: [REDACTED]
OFFICE HOURS: Mon - Fri 8:00 am - 8:00 pm,
Sat 8:00 am - 4:30 pm

Re: Claim [REDACTED]

Dear NISSAN NORTH AMERICA,

This letter is intended for the Product Liability department, Mark in the Legal Claims Department or any persons handling case [REDACTED]. I am writing to inform you that on 1/5/2016 the 2012 Nissan Rogue VIN JN8AS5MT6CW [REDACTED] owned by our insured [REDACTED] was involved in a fire loss. The vehicle caught fire while [REDACTED] was pulling into the parking garage at work. The concern is that the fire may have been a result from an electrical origin as a result of the recall for the wiring harness connector.

I hired NEFCO Fire Investigations to conduct a preliminary inspection of the vehicle on 1/14/16 asking not to disturb any evidence or do as little as possible, but to try and determine the cause and origin of the fire. Please be advised that Mr. Tim York NEFCO investigator asked that we put your company on notice of possible subrogation against your company.

I am asking that your company contact Mr. Tim York at 207-385-6289 to make arrangements to conduct a joint inspection of the vehicle to prove or disprove the cause of the fire. Please make this contact no later than 2/2/16.

If you have any questions please feel to contact me.

Sincerely,

TERRICA RUTH

TERRICA RUTH
800-309-1251 Ext. 5563754
Allstate Property and Casualty Insurance Company

