



01-10926888-2020

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

October 27, 2016

NOV -7 2016

National Highway Traffic Safety Administration (NHTSA)
400 7th S W
Room 5232
Washington, DC 20590
888-327-4236
TTY 800-424-9153
www.nhtsa.gov

RE: [REDACTED]

Dear Sir/Madam:

The Tennessee Division of Consumer Affairs would appreciate your assistance with the enclosed complaint from [REDACTED]. Understanding that the scope of this complaint is not within the Division of Consumer Affairs jurisdiction, our agency is forwarding this complaint to your department for review and appropriate action.

As a courtesy to the consumer, we are forwarding you a copy of this complaint. Please feel free to contact [REDACTED] directly in order to discuss the issues raised in the complaint or should you need additional information.

Our agency thanks you for your attention given to this matter.

Sincerely,

Moshe Cole
Consumer Protection Spec.2
615-741-4741
FAX: 615-532-4994
moshe.cole@tn.gov

Enclosure

NM
11/16
SMP

new

From:

[Redacted]

RECEIVED

Sent:

Wednesday, October 12, 2016 9:00 PM

OCT 13 2016

To:

Consumer Affairs

Dept of Commerce and Insurance
Division of Consumer Affairs

Subject:

Consumer Affairs Complaint Form

Attachments:

[Redacted]

*** This is an EXTERNAL email. Please exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email - STS-Security. ***

[Redacted]

Formstack Submission for form Consumer Affairs Complaint Form

Submitted at 10/12/16 9:00 PM

Your Name: [Redacted]

Address: [Redacted]
Nolensville, TN [Redacted]
United States

(Tennessee Residents only) County: Williamson

Home Phone: [Redacted]

Work Phone: [Redacted]

Email Address: [Redacted]

Best Contact Time: Anytime

Name of Business: Crest Cadillac

Name: Jeff Gann

Business Address: 2121 Rosa L Parks Blvd
Nashville, TN 37228

Business Phone: (615) 242-4242

Website Address: <http://www.nashvillecadillac.com/>

Email: Jeff.Gann@crest-cadillac.com

Type of Product or Service: Automobile

Amount involved: 70000.00

How did you pay?: Other

Please explain other payment method: The dealership serviced our 2012 GMC Yukon Denali XL and less than 2 weeks afterward it suddenly ignited into flames while my wife was driving home. The value noted is an approx. cost of a new replacement vehicle plus taxes and fees as well as valuables contained in the car.

Date of Transaction: Aug 01, 2016

Have you contacted the business about this complaint?: Yes

Who did you contact about the complaint?: James Jones

When did you contact the business?: Sep 15, 2016

What did you ask the business to do?: Replace or Trade Product

What did the business do?: No action to-date.

List all agencies you have contacted about this complaint: 1. GM.
2. Farmers Insurance.

Have you or the business filed a lawsuit regarding this complaint?: No

Was this product or service advertised?: No

***Briefly describe your complaint and include all important facts. Use Chronological order, by dates.:**

1. The vehicle engine began making a knocking noise and we requested Crest Cadillac to help. Crest sent a tow truck and took the vehicle in for repair.
2. After 3 weeks Crest acknowledged that the vehicle engine lifters had failed and they re-built the engine. We received the vehicle after 1 month in repair Thurs., 9/1, PM.

noise again and immediately notified Crest via phone and email. James Jones, Service Director, and Ryan Kimpton, Land Advisor, did not respond immediately. James responded later the following week after the Labor Day holiday. During this period of time, we notified GM of the situation and GM advised us to request a comparable loaner car from Crest. James Jones agreed and began working to locate the loaner vehicle. The loaner vehicle was never made available.

4. Approx. 1 week later, my wife was driving home from her office, approx. 1 mile from our home on Sunset Rd. in Williamson County, TN, in route to pick-up our children around approx. 3:45 PM CT. She began noticing a significant shaking sensation throughout the vehicle and the stability light illuminated. She lost power unable to provide gas to make the car move and it slowed. All gauges appeared in their normal operating range. Suddenly, a vehicle approaching from the opposite side of the road began alerting her to fire and she noticed flames shooting up and around the driver's side door appearing to come from underneath the vehicle. She applied the brakes to try and stop the vehicle and take it to the shoulder of the road but the flames spread rapidly requiring her to roll out of the vehicle through the passenger side door to save her life. The vehicle stopped in the lane and became completely engulfed in flames. Brentwood Fire and Police responded to put out the fire and take a report. My wife, [REDACTED] sustained bumps and bruises but was not taken to the hospital. The vehicle was declared a total loss. 3 witnesses names were recorded.

4. We notified GM, Crest and Farmers Insurance concerning the fire immediately when it occurred. GM initially opened an investigation to review the issue hiring Raytheon to perform a fact finding investigation to determine the root cause of the fire. The vehicle was towed from the salvage yard to another GM dealership in Columbia, TN during this time period.

5. After approx. 3 weeks, GM came to the conclusion that the fire originated from the engine compartment and they acknowledged that heavy engine repair had been performed before the fire. They refused to provide any part their investigation results and suddenly closed the case stating the fire was not due to a product defect.

6. Farmers Insurance provided an initial settlement offer that will not fully cover the cost of a new replacement vehicle. We requested that Crest fully pay for the gap between what the insurance has provided us in settlement and the cost of a new replacement vehicle with similar features.

7. Farmers Insurance has arranged to move the vehicle to their salvage yard to perform their own cause and origin investigation and this is still pending.

We are the only owner of our GMC vehicle and it was fully paid. Additionally, it was serviced for its entire life, including our other new GM vehicles, at Crest Cadillac. We have been using Crest for new vehicle purchases and service for approx. 10 years.

We have emails corroborating all of the facts listed above that can be provided at request.

File #1:

[View File](#)

File #1 - Copy:

[View File](#)

File #2 - Copy:

[View File](#)

File #3 - Copy:



[Direct Link to Image](#)

File #5:



[Direct Link to Image](#)

Is this an automobile
complaint?:

Yes

Year:

2012

Make:

GMC

Make - Copy:

GMC

VIN:

1GKS2MEF6CR [REDACTED]

Signature:



[Direct Link to Image](#)

Date/Time:

Oct 12, 2016

[Terms](#) | [Privacy](#)

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This is a customer service email.

Formstack, LLC
8604 Allisonville Rd.
Suite 300
Indianapolis, IN 46250

CUSTOMER #: [REDACTED]



INVOICE

Crest Cadillac

We add to the pleasure of owning a Cadillac

2121 Rosa L. Parks Blvd. NASHVILLE, TN 37228 · 615-242-4242
WEB SITES: www.crest-cadillac.com www.crest-hummer.com

NOLENSVILLE, TN

PAGE 1

SERVICE ADVISOR: 72078 RYAN PIERCE KIMPTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	12	GMC YUKON XL	1GKS2MEF6CR		86573/86894		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03NOV14 IS			17:00	01AUG16	0.00	CASH	31AUG16
R.O. OPENED		READY	OPTIONS: ENG:6.2_Liter_SFI				
12:58 01AUG16		15:06 31AUG16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THERE IS A KNOCKING NOISE HEARD WHEN FIRST STARTING THE VEHICLE WHEN APPLYING GAS GETS LOUDER AND FASTER CUSTOMER HAS GMPP ADVISE BEFORE ANY FURTHER REPAIRS
ENG ENGINE CONCERN

79063	WC						(N/C)
1	12645725	(S) LIFTER					(N/C)
1	12610046	(S) GASKET					(N/C)
10	19258707	(S) BOLT					(N/C)
5	12558840	(S) BOLT					(N/C)
1	12637683	(S) GASKET					(N/C)
1	19207929	(S) GASKET KIFT					(N/C)
1	12346290	COOLANT					(N/C)
1	19303975	(S) FILTER					(N/C)
6	19293000	OIL					(N/C)
1	15077362	(S) SEAL					(N/C)
1	12617944	(S) GASKET					(N/C)
6	11547135	BOLT					(N/C)
2	11589264	STUD					(N/C)
1	19299818	FLUID					(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 86894 LIFTER COLLAPSED 5.80 REMOVED INTAKE AND LEFT CYLINDER HEAD.
 REPLACED COLLAPSED LIFTER, CLEANED BLOCK SURFACE AND HEAD SURFACE,
 REPLACED HEAD GASKETS AND ALL HEAD BOLTS. REINSTALLED HEAD. REPLACED
 EXHAUST MANIFOLD GASKET AND EXHAUST BOLTS, REPLACED TWO EXHAUST STUDS
 BECAUSE THEY BROKE, REPLACED INTAKE MANIFOLD GASKETS AND REINSTALLED
 INTAKE. REPLACED VALVE COVER GASKET, CHANGED THE OIL AND FILTER AND
 FILLED WITH COOLANT. TEST DROVE. OK AT THIS TIME.

B CUSTOMER PAY DEDUCTIBLE 100.00
 CDD CUSTOMER PAY DEDUCTIBLE
 CDD 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C LOANER

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on vehicle to secure the amount of repairs insofar as IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES PLUS INTEREST. NOT RESPONSIBLE FOR PERSONAL ITEMS LEFT IN VEHICLE WHILE IN OUR POSSESSION, INCLUDING CELL PHONES, RADIOS, TAPE PLAYERS OR ANY OTHER NON-FACTORY EQUIPMENT, ETC. THERE WILL BE A STORAGE CHARGE OF \$10.00 PER DAY FOR ANY VEHICLE LEFT WITH DEALER OVER 30 DAYS. Not responsible for damage from freezing due to lack of antifreeze. PARTS AND SERVICE WARRANTY IS 3 MONTHS OR 3,000 MILES WHICHEVER OCCURS FIRST.

X _____
 CUSTOMER'S AUTHORIZED SIGNATURE

DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
<small>THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.</small>	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #:



HUMMER



INVOICE

Crest Cadillac

We add to the pleasure of owning a Cadillac

2121 Rosa L. Parks Blvd. NASHVILLE, TN 37228 • 615-242-4242
WEB SITES: www.crest-cadillac.com www.crest-hummer.com

NOLENSVILLE, TN

PAGE 2

SERVICE ADVISOR: 72078 RYAN PIERCE KIMPTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	12	GMC YUKON XL	1GKS2MEF6CR		86573/86894	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
03NOV14 IS			17:00 01AUG16		0.00	CASH
03NOV14 DD						31AUG16
R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI				
12:58 01AUG16	15:06 31AUG16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

LOAN LOANER							
PARTS:	79063	IN					(N/C)
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D BAILEYS WRECKER; INV# [REDACTED] PO# [REDACTED]							
SUB SUBLET							
999 WC							
SUBL BAILEY'S WRECKER							
WC							

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
--------	------	--------	------	--------	------	---------------	------

E *No Interval Due Vehicle History Indicates No Maintenance Interval Due							
NIDB NO INTERVAL DUE BASIC							
79063 INC							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

F *Perform Multi-Point Inspection							
ST SHOWROOM TREATMENT							
79063 IPS							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00

EST: 125.49 01AUG16 12:58 SA: 72078

THANK YOU FOR YOUR BUSINESS!!!**

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS	
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEE PLUS INTEREST. NOT RESPONSIBLE FOR PERSONAL ITEMS LEFT IN VEHICLE WHILE IN OUR POSSESSION INCLUDING CELL PHONES, RADIOS, TAPE PLAYERS, OR ANY OTHER NON-FACTORY EQUIPMENT, ETC. THERE WILL BE A STORAGE CHARGE OF \$10.00 PER DAY FOR ANY VEHICLE LEFT WITH DEALER OVER 30 DAYS. Not responsible for damage from freezing due to lack of antifreeze. PARTS AND SERVICE WARRANTY IS 3 MONTHS OR 3,000 MILES WHICHEVER OCCURS FIRST.	THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES TO PROPERTY OR DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.	LABOR AMOUNT	0.00	
		PARTS AMOUNT	0.00	
		GAS, OIL, LUBE	0.00	
		SUBLET AMOUNT	0.00	
		MISC. CHARGES	0.00	
		TOTAL CHARGES	0.00	
		LESS INSURANCE	0.00	
		SALES TAX	0.00	
		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	
				0.00

Print Date: 10/05/2016
Print Time: 13:55

Detail CAD Report

User Name: SCHULTZK
Terminal #: 008

Dispatch # 2016-26903			
Phone:	[REDACTED]	ESN:	0008 L F R E
Name:	[REDACTED]	EMS:	
Address:	SUNSET RD&MARCASITE DR	Apt.:	Fire: STATION I 4
Community:	BRENTWOOD		Law: BRENTWOOD PD S
Caller address:	[REDACTED]		Rescue:
Jurisdiction:		Source:	CEL
Intersection:	SPLIT LOG RD	Disp:	C
SubDivision:		Sit Found:	
Location Info:			
Incoming 911:	09/15/2016 3:51:38 PM	Action:	Language:
Call Created Time:	3:51:45 PM	Created By:	SHADEJ Position: 2
Call Send Time:	3:53:33 PM	Sent By:	SHADEJ Units Dispatched: 3
Call Dispatch Time:	3:52:49 PM	Priority:	P 2 Event: VF - VEHICLE FIRE
Call Enroute Time:	3:53:49 PM	Law:	P 2 VF 1E 1L
Call Arrival Time:	4:03:38 PM	Fire:	P 1 VF 1E
Call Clear Time:	5:03:17 PM	EMS:	
Call Closed:	09/15/2016 5:03:17 PM	Rescue:	
Exempt:	Reason:		
Original Dispatch Remarks: yukon denali on fire			

Narratives

SHADEJ 09/15/2016 3:53:58 PM
everyone is out of the veh

SHADEJ 09/15/2016 3:58:03 PM
veh fully involved, out estinguishing

SHADEJ 09/15/2016 4:07:22 PM
fire is out

[REDACTED]

295 09/15/2016 4:45:24 PM
MDT USER: 295 C WNE (ADVISED THAT SHE RECENTLY HAD THE VEHICLE WORKED ON.

Print Date: 10/05/2016
 Print Time: 13:55

Detail CAD Report

User Name: SCHULTZK
 Terminal #: 008

Unit	Badges	Radio Names
244	1213	
295	1077	
E54	E54	

Unit	Dept.	Status/DSP/CASE	Location/Remark	User	Date/Time
E54	F 04	DSP 2362		SHADEJ	09/15/2016 3:52:49 PM
244	L 01	TE		DIAMONDP	09/15/2016 3:53:49 PM
E54	F 04	TF		c54	09/15/2016 3:54:01 PM
295	L 01	TE		DIAMONDP	09/15/2016 3:54:03 PM
244	L 01	8 10		DIAMONDP	09/15/2016 4:02:44 PM
295	L 01	TA		DIAMONDP	09/15/2016 4:03:38 PM
295	L 01	LOG	F129511	DIAMONDP	09/15/2016 4:04:30 PM
295	L 01	LOG	HAS SUSNSET SHUT DOWN	DIAMONDP	09/15/2016 4:04:47 PM
295	L 01	LOG	NEXT LIST FOR VEH	DIAMONDP	09/15/2016 4:04:56 PM
295	L 01	LOG	HEITHCOCK ETA 30 MIN	DIAMONDP	09/15/2016 4:07:55 PM
E54	F 04	8		c54	09/15/2016 4:33:21 PM
295	L 01	LOG	ONE LANE BACK OPEN	DIAMONDP	09/15/2016 4:36:43 PM
295	L 01	LOG	HEITHCOCK 1997	DIAMONDP	09/15/2016 4:42:00 PM
295	L 01	LOG	SOME OF THE DEBRIS IS MELTED TO TH	DIAMONDP	09/15/2016 4:53:53 PM
295	L 01	LOG	O THE ROADWAY	DIAMONDP	09/15/2016 4:53:53 PM
295	L 01	8 5	ROADWAY CLR	DIAMONDP	09/15/2016 5:03:05 PM

? - manually entered time



Brentwood Fire & Rescue
 5211 MARYLAND WAY
 P.O. Box 788
 Brentwood, TN 37027
 615 371 0170

bio@brentwood-tn.org

Printed: 10/05/2016 14:35:53

Number of Pages: 3

Incident Report

Fire	
Cause of Ignition	2 - Unintentional
Contribution To Ignition 1	20 - Mechanical failure, malfunction, other
Human Factors	None
Mobile Equipment Involved	3 - involved in ignition and burned
Mobile Equipment Type	11 - Passenger car.
Mobile Equipment Make	CH - Chevrolet
Mobile Equipment Model	Yakov
Mobile Equipment Year	2012
Mobile Equipment VIN	1GK52ME16CR [REDACTED]
Mobile Equipment State	TN

Apparatus - E54	
Apparatus ID	E54
Response Time	0:04:00
Apparatus Dispatch Date and Time	15:52:59 Thursday, September 15, 2016
En route to scene date and time	15:53:53 Thursday, September 15, 2016
Apparatus Arrival Date and Time	15:56:53 Thursday, September 15, 2016
Apparatus Clear Date and Time	16:33:21 Thursday, September 15, 2016
Apparatus priority response	Yes
Number of People	3
Apparatus Use	1
Apparatus Action Taken 1	11 - Extinguish
Apparatus Type	11 - Engine
Personnel 1	285 - Lane, James J Position: ENGR Personnel Action Taken 1: 11 - Extinguish
Personnel 2	970 - McCutcheon, Michael W Position: LT Personnel Action Taken 1: 11 - Extinguish
Personnel 3	1345 - White, Steven P Position: FF Personnel Action Taken 1: 11 - Extinguish

Authority	
Reported By	970 - McCutcheon, Michael W 21:40:16 Thursday, September 15, 2016
Officer In Charge	970 - McCutcheon, Michael W 21:40:17 Thursday, September 15, 2016
Reviewer	1112 - Nelson, Toben 21:59:35 Thursday, September 15, 2016

Narratives	
Narrative Name	E54 Narrative
Narrative Type	Incident
Narrative Date	21:27:42 Thursday, September 15, 2016
Author	970 - McCutcheon, Michael W
Author Rank	LT

Brentwood Fire & Rescue
5211 MARYLAND WAY
P.O. Box 788
Brentwood, TN 37027
615 371 0170

bfd@brentwood-tn.org
Printed: 10/05/2016 14:35:53
Number of Pages: 3

Incident Report

Narratives

Author Assignment
Narrative Text

1
At 1551 hours on Thursday September 15, 2016 we were dispatched to a passenger vehicle fire. One unit was assigned to this incident. Three personnel responded. We arrived on scene at 1556 hours and cleared at 1633 hours. The incident occurred at In front of [REDACTED] Brentwood in District 4. The local station is ST4. The general description of this property is residential street, road or residential driveway. The primary task(s) performed at the scene by responding personnel was extinguishment.

"Operator/passenger area of transportation equipment" best describes the primary use of the room or space where the fire originated. "Hot or smoldering object" best describes the heat source that caused the ignition. The cause of ignition was unintentional. The use, or purpose of the material that was first ignited was "electrical wire, cable insulation". "Mechanical failure, malfunction" contributed to the ignition of the fire.

The estimated property loss on this incident was \$12,000. The estimated content loss was \$100. The estimated property value was \$12,000. The estimated content value was \$100.

E54 dispatched to report of car fire. UA found Chevy Yukon on roadway fully involved in flames. E54 proceeded past vehicle to be uphill from vehicle. Vehicle was blocked to avoid movement. E54 crew deployed pre-connect 1 and 3/4" attack line and initiated fire attack with water, transitioning into foam after approx. one minute of water deluge. All compartment doors, including engine compartment, were opened, and fire was extinguished with approx. 400 gallons of water and foam.

Interview with driver revealed that fire started abruptly approx. 1/2 mile prior to stopping the vehicle on the roadway. Driver noticed flames coming up the side of her door at which point she stopped and exited the vehicle and called 9-1-1.

PD unit arrived on scene, called for a tow truck and gathered information from driver. Fire was extinguished and all hazards removed. PD released E54 awaiting the tow truck.

Narrative Name
Narrative Type
Narrative Date
Author
Author Rank
Author Assignment
Narrative Text

Alarm number [REDACTED] has been assigned to this incident.
Report release info
Incident
14:06:13 Wednesday, October 5, 2016
887 - Forte, Robin S
AS
7
10/5/2016

[REDACTED]
NOLENSVILLE, TN
[REDACTED]

End of Report



1
2
3
4
5
6

12/14/19
12/15/19
12/16/19
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12/31/19

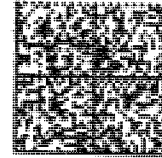




Department of
**Commerce &
Insurance**

Tennessee Division of Consumer Affairs
500 James Robertson Parkway / 12th Floor
Nashville, Tennessee 37243-0600

FIRST CLASS



UNITED STATES POSTAGE
PITNEY BOWES
02 1R \$ 00.67⁵
0002009736 OCT 28 2016
MAILED FROM ZIP CODE 37243

National Highway Traffic Safety Administration
(NHTSA)
400 7th S W
Room 5232
Washington, DC 20590

Defects

PM

