

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

From: [4ME](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)
Subject: ODI-11500804
Date: Friday, June 23, 2023 11:38:42 AM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

We value your opinion. Please take a moment to complete our [Survey](#).

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

From: [REDACTED]
Sent: Wednesday, June 21, 2023 2:36 PM
To: nhtsa.webmaster@dot.gov <nhtsa.webmaster@dot.gov>
Subject: Fwd: Responding to Questionnaire

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

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From: [REDACTED]
Sent: Thursday, March 16, 2023 11:09:36 AM
To: VSH@Dot.Gov <VSH@Dot.Gov>
Subject: Fwd: Responding to Questionnaire

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From: [REDACTED]
Sent: Tuesday, March 7, 2023 1:34:30 PM
To: VSH@Dot.Gov <VSH@Dot.Gov>
Subject: Responding to Questionnaire

Reference # 11500804

The vehicle was in at the dealership In sandy Springs Ga, Just for a routine oil change. They keep the car for 12 days. they never did the oil change. 2 days later my son put a can of oil in there. 5 min later it was smoking under the hood. He then called 911 for the fire dept. My could have been Killed. This was definitely a safety issue.

Thankyou

[REDACTED]
[REDACTED]
[REDACTED]

Nyack Ny

[REDACTED]





Incident Report

Incident Number: [REDACTED]
Number of Alarms: 1
Date: 4/28/2022
Time: 14:14
Shift: C
District: 050316
Exposure: 000
Station: 31
Alarm Time: 4/28/2022 14:14
Arrival Time: 4/28/2022 14:21
Controlled Time:
Cleared Time: 4/28/2022 14:59

Incident Address

Dispatch Address: On PHILIP BLVD NW
At WALTHER RD NW
Actual Address: On PHILIP BLVD NW
At WALTHER RD NW
Address Type: 2 - Intersection
Property Use: [REDACTED]
road or residential driveway
Insurance Carrier:
Common Name:
Latitude:
Longitude:
Phone:

Incident Classification

Incident: [REDACTED] Version 2 of 2 Saved On: 5/2/2022 11:36:44 AM by Smith, Thaddeus

Incident Type as Dispatched:
131 - Passenger vehicle fire
Actual Incident Type:
N - None
Mutual Aid:
FDID:
State:
Incident Number:

Hazardous Materials Release:

Actions Taken:
81 - Incident command
11 - Extinguish
86 - Investigate

Value - Property: 65000
Contents: 500
Loss - Property: 65000
Contents: 500

Authorities

Incident: [REDACTED] Version 2 of 2 Saved On: 5/2/2022 11:36:44 AM by Smith, Thaddeus

Member Making Report: 1228
Officer In Charge: 1228
Other Authorities:
Report Completed: Yes

Member Name:	Role:
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Incident Persons Involved

Incident: [REDACTED] Version 2 of 2 Saved On: 5/2/2022 11:36:44 AM by Smith, Thaddeus

Person Involved:
Name: [REDACTED]

7/26/2022

Address: [REDACTED]
Date Of Birth:
Gender:
Race:
Ethnicity:
Involvement:
Business:

Incident: [REDACTED] Version 2 of 2 Saved On: 5/2/2022 11:36:44 AM by Smith, Thaddeus





inci

PDF - 131 KB



Incident Narrative



7/26/2022

Incident Report

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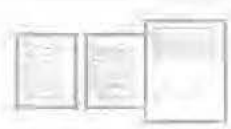
Incident: [Redacted] of 2 Saved On: 5/2/2022 11:36:44 AM by Smith, Thaddeus

Title: Engine 31	Type: 1 - Incident	Author: Ben Hulsey
Narrative Text:		
R: Engine 31 responded to the above address for the report of a vehicle fire.		
O: Upon arrival to the scene, one vehicle with heavy fire involvement to the engine compartment and extension into the passenger compartment.		
A: One 1 3/4 bumper flae deployed and the fire was extinguished with <500 gallons. The vehicle owner states that the vehicle was smoking earlier in the day and the instrument panel on the vehicle stated it needed oil added. The owner stated he added oil to the vehicle and was on the way to get an oil change when the engine compartment began to smoke and he pulled over. He stated that the smoke got worse and flames were noted from the engine compartment. No injuries sustained during the event. The owner states the vehicle was in the shop for maintenance and repair in the last few months.		
D: Engine 31 turned the scene over to PD and the vehicle owner. Command was terminated and E31 returned to service.		

Fire Version 2.11.1



7/26/2022





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Person Involved:

Name: [REDACTED]

[REDACTED]

7/26/2022

Incident Report

Page 2 of 3

Address:

Date Of Birth:

Race:

Involvement:

Gender:

Ethnicity:

Business:

Incident Property

Incident: [REDACTED] of 2 Saved On: 5/2/2022 11:36:44 AM by Smith, Thaddeus

Area Of Origin: 83 - Engine area, running gear, wheel area

Heat Source: 97 - Multiple heat sources including multiple ignition

Item First Ignited: 99 - Multiple items first ignited

Material First Ignited: 99 - Multiple types of material first ignited

Cause of Ignition: 2 - Unintentional

Buildings:

Residential Units:

Acres Burned:

On Site Materials:

Human Factors	Factors Contributing to Ignition	Fire Suppression Factors
N - None	UU - Undetermined	

Age:

Gender:

Incident Structure Mobile Property & Equipment Involved

Incident: [REDACTED] of 2 Saved On: 5/2/2022 11:36:44 AM by Smith, Thaddeus

Involved: 3 - Involved in ignition and burned	Type: 11 - Passenger car,	Make: MB - Mercedes Benz
Model: GL-Class GL450 4MATIC	Year: 2015	License: [REDACTED]
State:	VIN: 4JGDF6EE1FA [REDACTED]	

Incident Personnel

Incident: [REDACTED] of 2 Saved On: 5/2/2022 11:36:44 AM by Smith, Thaddeus

Personnel ID	Last Name	First Name	Rank / Position
2186	De La Rosa	Johnny	FFIP
1228	Hulsey	Ben	LTP
1372	Newport	Michael	DEP

Incident Apparatus and Resources

Incident: [REDACTED] of 2 Saved On: 5/2/2022 11:36:44 AM by Smith, Thaddeus

Unit ID	Dispatched	En-route	Arrival	Cleared Scene	Arrive Facility	Cleared Facility	In Service	In Qtrs
E31	04/28 14:16	04/28 14:17	04/28 14:21			04/28 14:59		04/28 14:59

Incident Narrative

[REDACTED]

7/26/2022

[REDACTED]



From: [4ME](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)
Subject: ODI-11500804
Date: Friday, June 23, 2023 11:54:18 AM

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From: [REDACTED]
Sent: Wednesday, June 21, 2023 2:38 PM
To: nhtsa.webmaster@dot.gov <nhtsa.webmaster@dot.gov>
Subject: Fwd: Ref# 11500804

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From: [REDACTED]
Sent: Thursday, June 15, 2023 1:30:59 PM
To: VSH@Dot.Gov <VSH@Dot.Gov>
Subject: Fw: Ref# 11500804

From: [REDACTED]
Sent: Tuesday, May 16, 2023 8:43 AM
To: VSH@Dot.Gov <VSH@Dot.Gov>
Subject: Ref# 11500804

Hello still waiting for a status update
This is in regards to campaign number: 18V272000
Please follow up on this recall.
Thank you
Looking forward to hearing from you all soon

Sent from my iPad