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Incident Codes - Populated from the Case

IIR Status

Legal

Recommendation to CA No defect in the product – recommend denial of assistance **Sent to PS for Review**

Legal Comments The vehicle was inspected, with clear evidence of oil starvation/improper maintenance found. The oil pan was removed had and remnants of bearing material in the lower oil pan. The vehicle history shows last oil change approx. 26,000 miles ago. The thermal event was a result of repeated attempts to start a seized engine -seized due to oil service neglect. The engine crankshaft bearings have failed as a result. This catastrophic engine failure is due to lack of proper maintenance of the vehicle. There is no evidence of any manufacturing or product defect that would have caused or contributed to this incident, Recommendation to deny to CA.

Technical Review

Main Allegation	Thermal	Secondary Allegation	
Allegation Component Level 1	Engine	TREAD Code 1	23 - Fire
Allegation Component - Level 2		TREAD Code 2	
Allegation Component - Level 3		TREAD Code 3	
Multiple Air Bags Deployed	<input type="checkbox"/>	TREAD Code 4	
Detailed allegation description	Vehicle stalled and then caught fire.	TREAD Code 5	
Response	Performance was a product of system capability & subject conditions	TREAD Effective Date	10/27/2021

Product Safety

Detailed PS response From the DTS photos we can see that this vehicle did experience a thermal event. The vehicle exterior has some scratches. There is an aftermarket light bar on the front. The exterior is in good condition and has no thermal damage. The vehicle interior is in good condition and has no thermal damage. The engine **Monitor**

room does have some thermal damage. Both batteries have been replaced with aftermarket parts that appear to be the correct size for this application. The starter power cable has some thermal damage at the starter end. The thermal damage does not appear to have spread beyond the starter cabling. The engine is seized and cannot be turned over. The oil pan was removed had and remnants of bearing material in the lower oil pan. The vehicle history shows last oil change approx. 26,000 miles ago.

Product Safety Start Date 10/25/2021 9:43 AM

Thermal Type Electrical

Thermal Origin Area Engine Lower

Consumer Affairs Agent Initial Probing Questions

Odometer Reading at Time of Incident 79,000
Date and Time of Incident 9/10/2021 9:00 PM
Location of Incident High Way 44
St. Robert, MO - Exit
13. Current Location of Vehicle DLRJackie Cooper Nissan
Who Confirmed? Ayube Sririff

Probe Status

Partially Confirmed
Fully Confirmed

Claimant Information

Claimant Name [REDACTED] Claimant Date of Birth [REDACTED]
Claimant Day Phone [REDACTED] Claimant Evening Phone [REDACTED]
Claimant Address [REDACTED] Claimant City [REDACTED]
BARTLESVILLE, OK [REDACTED]
Claimant State OK Claimant Zip Code [REDACTED]
Who notified NNA of incident? Customer Claimant Country United States
If represented, claimant's attorney info [REDACTED]

Driver Information

5a. Driver's Name [REDACTED] 5e. Driver's Date of Birth [REDACTED]
5c. Driver's Day Phone [REDACTED] 5d. Driver's Evening Phone [REDACTED]
5b. Driver's Address [REDACTED] 5f. Driver's City [REDACTED]
5g. Driver's State OK 5h. Driver's Zip Code [REDACTED]

Driver is a Renter

5i. Driver's Country United States

Owner Information

4a. Owner's Name

4e. Owner's Date of Birth

4c. Owner's Day Phone

4d. Owner's Evening Phone

4b. Owner's Address

4f. Owner's City

4g. Owner's State

4h. Owner's Zip Code

Owner of the Vehicle is the Driver

4i. Owner's Country

Owner is a Rental Co.

Caller is a Third Party

Caller is an Attorney

Quick Description or Summary of Incident C stated that C has a 2016 Titan and the engine locked up.
C stated that C is at the DLR and DLR advised C to call NNA.
C stated that C was driving down the road and VEH start jerking.
C stated that smoke started to come out of the engine due to engine lock up.
C stated that it is a Thermal event.

IIR Report Type

Restraint System Checklist

Steering

U/A

Brake

Thermal

Advanced Technology

Transmission

Other

3. How would you like us to be involved? C stated and to take care all issue and give DLR authorization what to do.

Consumer Affairs Agent STOPS HERE

Vehicle Information

7. Vehicle License Plate Number

8. State vehicle is currently registered

Purchased Used

Purchased New

9a. Date Purchased

9b. Mileage at Purchase

Current Vehicle Status Not Repaired

Repairs Start Date

Repairs Completed
Date

Mfg. Date 8/24/2016

Insurance Involvement

Any Insurance Company Involved? No

Primary Insurance Provider

Primary Insurance Agent

19b. Insurance Agent's Address

Agent E-Mail Address

Associated Policy #

19c. Insurance Claim Number

Secondary Insurance Involvement

Was there another Insurance Company Invo No

Secondary Insurance Provider

Secondary Insurance Agent

Secondary Agent Phone & Extension

Secondary Agent Mailing Address

Secondary Agent E-Mail Address

Secondary Associated Policy #

Secondary Associated Claim #

Other Vehicle Information

20. Were any other vehicles involved? No

Owner Information

Other Vehicle Information

11. Estimated speed at time of incident

20h. Current location of vehicle

Other Information

Occupants of Incident Vehicle

Source of Information Customer

Number of People involved	4	Right Front Passenger's Name	Cs wife
Driver's Height	[REDACTED]	Right Front Passenger's Age	[REDACTED]
Driver's Weight	[REDACTED]	Right Front Passenger's Address	[REDACTED]
Driver Witnessed Event	<input type="checkbox"/>	Right Front Passenger's Phone Number	[REDACTED]
Driver Seatbelt	Lap + Shoulder Belt	Right Front Passenger's Height	[REDACTED]
Driver Hospitalization Required	No	Right Front Passenger's Weight	[REDACTED]
Driver Hospitalization Date		Right Front Passenger Witnessed Event	<input type="checkbox"/>
Driver Injuries	No	Right Front Passenger Seatbelt	Lap + Shoulder Belt
17e. Who treated them?	[REDACTED]	Hospitalization Required	No
Location of Treatment		Hospitalization Date	
Describe Driver Injuries		Who Treated them	
Driver DOB		Right Front Injuries	No
Driver Age		RF Describe Injuries	
Driver Airbag Status	Airbag not deployed	Right Front DOB	
		Right Front Airbag Status	Airbag not deployed

Additional Occupants of Incident Vehicle

Left Rear Passenger's Name	[REDACTED]	Right Rear Passenger's Name	[REDACTED]
Left Rear Passenger Age	[REDACTED]	Right Rear Passenger Age	[REDACTED]
Left Rear Passenger's Address		Right Rear Passenger's Address	
Left Rear Passenger's Phone Number		Right Rear Passenger's Phone Number	[REDACTED]
Left Rear Passenger's Height	[REDACTED]	Right Rear Passenger's Height	[REDACTED]
Left Rear Passenger's Weight	[REDACTED]	Right Rear Passenger's Weight	[REDACTED]
Left Rear Passenger Witnessed Event	<input type="checkbox"/>	Right Rear Passenger Witnessed Event	<input type="checkbox"/>
Left Rear Passenger Seatbelt	Lap + Shoulder Belt	Right Rear Passenger Seatbelt	Lap + Shoulder Belt
Left Rear Injuries	No	Right Rear Injuries	No
Hospitalization Required	No	Hospitalization Required	No
Hospitalization Date		Hospitalization Date	
Who Treated them		Who Treated them	
Location of Treatment		Location of Treatment	
Describe Injuries		Describe Injuries	

Left Rear DOB

Right Rear DOB

Left Rear Airbag Status

Airbag not deployed

Right Rear Airbag Status

Airbag not deployed

Additional Occupants of Incident Vehicle

Center Rear Passenger's Name

NA

Other Seating Position

NA

Center Rear Passenger Age

Other Passenger's Name:

Center Rear Passenger's Address

Other Passenger Age

Center Rear Passenger's Phone Number

Other Rear Passenger's Address

Center Rear Passenger's Height

Other Rear Passenger's Phone Number

Central Rear Passenger's Weight

Other Rear Passenger's Height

Center Rear Passenger Witnessed Event

Other Rear Passenger's Weight

Center Rear Passenger Seatbelt

Other Passenger(s) Seatbelt

Center Right Injuries

Other Passenger(s) Witnessed Event

Hospitalization Required

Other Injuries

Hospitalization Date

Hospitalization Required

Who Treated them

Hospitalization Date

Location of Treatment

Who Treated them

Describe Injuries

Location of Treatment

Center Rear DOB

Describe Injuries

Other Passenger DOB

Other Passenger Airbag Status

Additional Passenger Info

█

Witnesses

Were there any witnesses

witness(es) provided contact information

█

18a. Witness #1 Name and Contact Info

18b. Witness #2 Name and Contact Info

Police or Fire Department

Was a police or fire report filed?

Yes

14b. Police or Fire

Report #

14c. Name of Agency where report filed

14a. Reporting Officer's Name

14d. Requested report copies?

Reporter's Name & Station/Organization

Property Damage

21. Any other property damaged? No

21a. Property owner's name, address, phone

21b. Detailed description of property

Did you request copy of estimates?

Source of Information (property damage)

Nature & extent of other vehicle damage

Nature and extent of other prop. damage

Other Information

Detailed Incident Description C states was headed up to St. Louis
 C states that had pulled over for a bathroom break, no lights
 C states that once C got back on the highway
 C states that veh sounded like was missing
 C states exited at the next exit
 C states that veh died
 C states C was able to coast and pull off
 C states that pushed the start button but the veh would not start
 C states that pushed the button again then saw smoke come
 C states C then had wife push button and C noticed a thermal incident
 C states was on the passenger side part of the engine
 C states that thermal event self extinguished
 C states that went out in about 3 minutes
 C described as a small thermal event
 C advised no one was injured and no other property was affected

C states C is believing engine failing/stalling is unrelated to the thermal event and mentioned that could have been from where Cs tried to start the veh
 C confirmed that is seeking assistance regarding thermal and engine

Was the vehicle towing anything No

What was being towed

Was the vehicle carrying heavy cargo No

Describe the cargo

Warning lamp before/during the incident No

Describe the lamp

Vehicle at independent repair No

facility
 Name of repair facility
 Contact Information of
 repair facility
 What repairs were
 performed
 aftermarket accessories or
 modifications
 What was installed on
 the vehicle
 Prior Accidents or
 Collisions
 Describe Prior
 Accident of Collision

No

No

Description of Incident & Claim

Source of Information (description)	Weather underground	Vision obstructions (describe)	none
Weather Conditions	Fair	Parking loc. prior to time of incident	N/A
Temperature at time of incident	68 °F	Length of time parked	N/A
Overnight temperature prior to incident	62 °F	Ice location on vehicle	N/A
Ice/Snow accumulation on vehicle	No		
Amount of Ice/Snow	N/A		

Claimant's description of incident and statement of cause (detailed as possible)

Relation to Roadway	east bond on highway 44 near St. Robert, MO	Number of times incident occurred	1
Driver Action	exited at the next exit (unsure the exact exit) and the vehicle died	Special Circumstances	none
Actions taken after incident and results	Towed vehicle to Jackie Cooper Nissan		
Vehicle Estimated Speed	N/A	Source	
Posted Speed Limit	70		
Other Vehicle Estimated Speed	N/A	Source (other vehicle)	N/A
Posted Speed Limit (other)	N/A		

Investigation Results

Date of Vehicle Inspection	10/20/2021	Location of inspection	Jackie Cooper Nissan 9898 S Memorial Dr Tulsa, OK 74133
Nature/Extent of vehicle damage & cost	thermal incident: Starter & F-harness \$437.99 + 964.99 = \$1,402.98 Plus labor. Engine: Long block replacement \$20,057.77	Have you located any prior ROs?	Yes

plus labor
See attached estimate for all details

Photos taken by Cameron McBride Number of Photos 224
Mileage at Inspection 79,358

Observations/Findings - Be as detailed as possible.

Exterior/Body	2 small scratches on the lower part of the front fascia on the passenger side (photos 0016-0019). 1 large scratch on the driver side front fascia (0020-0026).
Engine/Transmission/Drivetrain	Thermal event isolated to the Signal wire connection directly on the starter assembly, connector F228 (photos 0126-0176). Connector F228 terminal S is loose causing a high resistance. Multiple large brass and metal debris found in the lower oil pan. Largest brass peace found measured roughly 13mm long (photo 0193). Largest metal peace found measured roughly 65mm long (photo 0197). Oil leak noticed on near the engine bell housing area (photos 0122-0125). oil leak noticed on the aftermarket oil filter installed (photos 0218). Engine current has a "WIX" oil filter installed, non-Nissan (Photos 0132, 0134 & 0221)
Underbody/Suspension/Steering/WheelsTire	No concerns noticed with the Underbody/Suspension/Steering/WheelsTire
Int Obs/Seats/Inst Panel/Headliner/Trim	No concerns noticed with the Int Obs/Seats/Inst Panel/Headliner/Trim
Seat Belts/Child Restraints	Driver and passenger side front seatbelts retract/ stow and buckle normally. No abnormal concerns noticed with seat belts or child restraints
Air Bags	No airbag deployment
Additional Observations/Findings	Unable to inspect the exact engine oil level when vehicle arrived at the dealer. Dealer had already drained the engine oil before DTS inspection. Dealer drained engine oil to remove lower oil pan to inspect for debris since the engine was seized before Thermal event was notified. Attached DBS_National service history shows the last recorded oil change & fuel filter replaced was performed on 05/18/2019 at 53,729 miles.
Alleged defective parts removed?	No
If yes, by whom?	
Present Location	

System Information

Created By Ayube Shirriff, 9/14/2021 9:47 AM Last Modified By Wendy Rhinehart, 10/27/2021 11:13 AM

Files

pictures	pictures
Last Modified 10/27/2021 11:13 AM	Last Modified 10/22/2021 5:26 PM
Created By Wendy Rhinehart	Created By Cameron McBride
NationalServiceHistory_1N6BA1F40	Estimate
Last Modified 10/22/2021 2:24 PM	Last Modified 10/22/2021 2:24 PM
Created By Cameron McBride	Created By Cameron McBride
Consult Data	CDR
Last Modified 10/22/2021 2:24 PM	Last Modified 10/22/2021 2:24 PM
Created By Cameron McBride	Created By Cameron McBride
CarFax Report- 1N6BA1F40	
Last Modified 10/22/2021 2:23 PM	
Created By Cameron McBride	

IIR Allegation and Factual Findings

Record Type **Allegation**
Allegation **Claimant was headed up to St. Louis and driving on east on interstate 44. Claimant had pulled over for a bathroom break. Claimant got back on the interstate the vehicle sounded like it was missing. Claimant exited at the next exit (unsure the exact exit) and the vehicle died. Claimant was able to coast and pull off the interstate. Claimant pushed the start button but the vehicle would not start. Claimant pushed the button again then saw smoke come from the hood area. Claimant then had wife start push button and claimant noticed a thermal incident on the passenger side of the engine compartment area. The thermal event self extinguished after a few minutes.**
Allegation Made By **Claimant [REDACTED]**
Factual Findings **Thermal event isolated to the starter signal wire connection directly on the start (connector F228). Connector F228 terminal S is very loose causing high resistance in the signal wire to the starter assembly. All fuses and fusible links are connected (fusing). Engine is currently seized (will not rotate). Multiple large brass and metal debris found in the lower oil pan. Largest brass peace found measured roughly 13mm long. Largest metal peace found measured roughly 65mm long. No related DTC's stored. No CDR event stored/ recorded. DBS_National service history shows the last recorded oil change & fuel filter replacement was performed on 05/18/2019 at 53,729 miles.**
Description
Date
Status

[REDACTED]

Record Type **IIR Recall/Service Campaign**
Allegation
Allegation Made By
Factual Findings
Description **NTB16-118
CAMPAIGN ID #: PC494
VOLUNTARY SAFETY RECALL CAMPAIGN 2016 TITAN XD WITH CUMMINS 5.0L; FUEL TANK BREATHER TUBE**
Date **10/4/2016**
Status **Closed**

[REDACTED]

Record Type **IIR Recall/Service Campaign**
Allegation
Allegation Made By
Factual Findings
Description **NTB17-095
CAMPAIGN ID #: PC511
VOLUNTARY EMISSIONS SERVICE CAMPAIGN 2016 – 2017 TITAN XD; ECM REPROGRAM**
Date **5/22/2018**
Status **Closed**

[REDACTED]

Record Type **IIR Recall/Service Campaign**
Allegation
Allegation Made By
Factual Findings
Description **NTB17-088a
CAMPAIGN ID #: R1719
VOLUNTARY RECALL CAMPAIGN 2016-2017 TITAN; REAR SEAT BELTS**
Date **5/22/2018**
Status **Closed**

[REDACTED]

Record Type **IIR Recall/Service Campaign**

Allegation
Allegation Made By
Factual Findings
Description
Date
Status

NTB20-030
CAMPAIGN ID #: PC731
VOLUNTARY EMISSIONS RECALL CAMPAIGN
2016-2017 TITAN XD WITH DIESEL ENGINE;
ENGINE CONTROL MODULE
1/28/2021
Closed

IIR Supplements

Record Type **Thermal Checklist**
Created By **Cameron McBride, 10/20/2021 12:24 PM**
Created Date **10/20/2021**

Form History

10/27/2021 11:13 AM

User **Wendy Rhinehart**
Action **Changed Status Date from 10/27/2021 9:02 AM to 10/27/2021 11:13 AM. Changed Status from Assigned to Legal to Complete. Changed TREAD Effective Date to 10/27/2021.**

10/27/2021 11:12 AM

User **Wendy Rhinehart**
Action **Changed Recommendation to CA to No defect in the product – recommend denial of assistance. Changed Legal Comments.**

10/27/2021 9:02 AM

User **Bryan Lewis**
Action **Changed Status Date from 10/25/2021 9:43 AM to 10/27/2021 9:02 AM. Changed Status from Assigned to Product Safety to Assigned to Legal.**

10/27/2021 8:58 AM

User **Bryan Lewis**
Action **Changed TREAD Code 1 to 23 - Fire. Changed Response to Performance was a product of system capability & subject conditions. Changed Main Allegation to Thermal. Changed Detailed allegation description. Changed Detailed PS response. Changed Allegation Component Level 1 to Engine.**

10/25/2021 9:43 AM

User **Wendy Rhinehart**
Action **Changed Status Date from 10/22/2021 6:56 PM to 10/25/2021 9:43 AM. Changed Status from Assigned to Legal to Assigned to Product Safety.**

10/22/2021 6:56 PM

User **Cameron McBride**
Action **Changed Status Date from 9/16/2021 6:45 PM to 10/22/2021 6:56 PM. Changed Status from Assigned to DTS to Assigned to Legal.**

9/16/2021 6:45 PM

User **Dakota McGregor**
Action **Changed Status Date from 9/14/2021 4:00 PM to 9/16/2021 6:45 PM. Changed Status from Assigned to DRT to Assigned to DTS.**

9/14/2021 4:00 PM

User **Bereniz Lopez**
Action **Changed Status Date to 9/14/2021 4:00 PM. Changed Status from Assigned to CA to Assigned to DRT.**

9/14/2021 9:47 AM

User **Ayube Shirriff**
Action **Created.**

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