



CL-10896139-7832

Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6686

August 1, 2016

AUG 11 2016

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Building
Washington, DC 20590

RE: Tesla Motors

File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. We are processing this complaint through our Informal Complaint Resolution Service. We are forwarding you a copy for your information because it may include information of interest to your agency.

If you have questions about this complaint, please contact the Consumer Resource Center by email at CRCComplaints@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

MARITZA OGARRO

Consumer Resources Coordinator

Consumer Protection Division

1-800-551-4636 for in-state callers

1-206-464-6684 for out-of-state callers

Enclosure(s)

NAM
8/5/16
SMD

COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]
Bellevue, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

[REDACTED]

E-mail Address:

[REDACTED]

Age Group (optional):

40-49

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):

No

If English is not your first language, what is your first language?

man'darin

Do you want the Attorney General's Office to send this business a copy of your complaint?

Yes

Names and addresses of any other complainants involved:

Business Information

Name of business that I am complaining about:

Tesla Motors

Address:

3500 Deer Creek
Palo Alto, CA 94304

Phone:

(650) 681-5000

Toll-Free:

Fax:

E-mail:
reservations@teslamotors.com

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:

Item or service purchased:

Cost of item or service:

Did you sign a contract?

Date of transaction:

Salesperson's name:

Was an advertisement involved?

Date and source of advertisement:

About Your Complaint

Have you complained to the business?

If YES, to whom (include position)?

What response did you receive?

If you have not contacted the business, explain why:

Have you filed a complaint about this business with the Attorney General's Office before?

If yes, list the file number assigned to that complaint:

Have you contacted a private attorney?

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending?

If YES, please explain:

Explain your complaint in detail:

About tesla autopilot defects

██████████ CAR OWENR

DRIVER LICENCE NO??? ██████████

ADDRESS: ██████████ BELLEVUE WA ██████████

CELLPHONE: ██████████

██████████ passenger

DRIVER LICENCE NO ██████████

ADDRESS: ██████████ BELLEVUE WA ██████████

CELLPHONE: ██████████

Vehicle information???

TESLA MODEL X EV

Vehicle licence No??? (WA)

VIN:5YJXCBE22GF

Incident???

My name is On July 8, 2016, I drove my Tesla Model X from Seattle heading to Yellowstone Nation Park, with a friend, in the passenger seat. When we were on highway I90, I turned on autopilot, and drove for about 600 miles. I switched autopilot off while we exited I90 in Montana to state route 2. After about 1 mile, we saw that road condition was good, and turned on autopilot again. The speed setting was between 55 and 60 mph. After we drove about another mile on state route 2, the car suddenly veered right and crashed into the safety barrier post. It happened so fast, and we did not hear any warning beep. Autopilot did not slow down at all after the crash, but kept going in the original speed setting and continued to crash into more barrier posts in high speed. I managed to step on the break, turn the car left and stopped the car after it crashed 12 barrier posts. After we stopped, we heard the car making abnormal loud sound. Afraid that the battery was broken or short circuited, we got out and ran away as fast as we could. After we ran about 50 feet, we found the sound was the engine were still running in high speed. I returned to the car and put it in parking, that is when the loud sound disappeared. Our cellphone did not have coverage, and asked a lady passing by to call 911 on her cellphone. After the police arrived, we found the right side of the car was totally damaged. The right front wheel, suspension, and head light flied off far, and the right rear wheel was crashed out of shape. We noticed that the barrier posts is about 2 feet from the white line. The other side of the barrier is a 50 feet drop, with a railroad at the bottom, and a river next. If the car rolled down the steep slope, it would be really bad.

Concerning this crash accident, we want to make several things clear:

1. We know that while Tesla autopilot is on but the driver's hand is not on the steering wheel, the system will issue warning beep sound after a while. If the driver's hands continue to be off the steering wheel, autopilot will slow down, until the driver takes over both the steering wheel and gas pedal. But we did not hear any warning beep before the crash, and the car did not slow down either. It just veered right in a sudden and crashed into the barrier posts. Apparently the autopilot system malfunctioned and caused the crash. The car was running between 55 and 60 mph, and the barrier posts are just 3 or 4 feet away. It happened in less than 1/10 of a second from the drift to crash. A normal driver is impossible to avoid that in such a short time.
2. I was horrified by the fact that the Tesla autopilot did not slow down the car at all after the intial crash. After we crashed on the first barrier post, autopilot continued to drive the car with the speed of 55 to 60 mph, and crashed another 11 posts. Even after I stopped the car, it was still trying to accelerate and spinning the engine in high speed. What if it is not barrier posts on the right side, but a crowd?
3. It is clear that Tesla is selling a beta product with bugs to consumers, Let the consumers 's life for tesla's autpilot experiment, and nowand ask the consumers to be responsible for the liability of the bugging autopilot system. Tesla is using all Tesla drivers as lab rats. we feel angry For The Sake Of All Tesla Driver's Safety???We asked Washington sate to tesla autopilot defects and this accident deeply understand it

What do you think the business should do to resolve your complaint?

Explain if you have circled 'Other':

SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

Signature [REDACTED] **Date** 07/20/2016

Received via the Internet

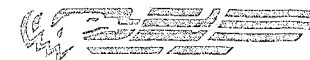
City and State where signed BELLEVUE, WA



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