

C1-11100721-3113

March 14, 2020

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue, SE
West Building
Washington DC 20590

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

Re: Complaint Number 11100721
Case number [REDACTED]

Dear Sir/Madam,

Enclosed please find copies of communications, in chronological order, between Tesla and the complainant [REDACTED] regarding the three incidents of unintended sudden acceleration of Tesla.

Thank you.

Sincerely,

[REDACTED]

NAM
4.1.20
UD

In chronological order

3/6/2018

From: Sinahi Sandoval <sinahi@kwautobody.com>

To: [REDACTED]

Cc: [REDACTED]

Subject: Update

Date: Tue, Mar 6, 2018 3:36 pm

Aloha [REDACTED]

I just wanted to let you know that the insurance is still writing the estimate. As far as Tesla they did the diagnose to see what happened during the accident. These are the results listed below. If any questions or concerns in regard to this please contact us or Tesla.

Thank you.

There was a concern and a TB session opened the day the customer crashed:

[REDACTED]

Notes from TB:

- Diagnostic logs confirm that the accelerator pedal was manually pressed at the time of the incident.
- While the vehicle was gradually increasing speed and the steering wheel was turned slightly right, the accelerator pedal was manually increased from approx. 0% to as high as 100% over about 1 second. During this time-frame, the vehicle speed increased from 8 mph to as high as 13 mph. The brake pedal was then manually pressed and released in less than one second, triggering an alert informing the driver of a double pedal press.
- In the following 5 seconds, while the accelerator pedal continued to be manually pressed to as high as 100%, multiple crash related alerts were triggered, airbags deployed and battery power including motor torque was removed.
- Driver is responsible for the safe operation of the vehicle at all times.
- The accelerator pedal's position cannot be controlled by any vehicle system (e.g. Autopilot or Traffic Aware Cruise Control).
- The vehicle contains two redundant sensors located on the accelerator pedal that monitor the pedal's physical position.
- An independent monitor in the vehicle continuously compares these sensors, and both sensors must remain consistent in order for the vehicle to provide torque. Should an anomaly be detected in either sensor, a fault code would be set and the vehicle would enter a fail-safe mode. No such fault code was set.
- The brakes on the vehicle are hydraulic and are completely distinct from the motor control, and there is no common fault that would cause both to simultaneously fail.



Sinahi Sandoval

K.W. AUTO BODY, LLC. – AIRPORT LOCATION

2885 Uaiea Street

Honolulu, HI 96819

P: (808) 839-9887

F: (808) 839-1579

3/9/2018
From: claims <claims@claims.allstate.com>

To: [REDACTED]

Cc: [REDACTED]

Subject: Re: Allstate Claim [REDACTED]

Date: Fri, Mar 9, 2018 12:26 pm

Attachments: [REDACTED]

Dear [REDACTED]

I have attached a copy of the estimate for your review.

I also contacted Paul at KW Auto for an update. I asked him to put Tesla on notice of your allegation that the vehicle accelerated on its own. This was the response:

- Diagnostic logs confirm that the accelerator pedal was manually pressed at the time of the incident.
- While the vehicle was gradually increasing speed and the steering wheel was turned slightly right, the accelerator pedal was manually increased from approx. 0% to as high as 100% over about 1 second. During this time-frame, the vehicle speed increased from 8 mph to as high as 13 mph. The brake pedal was then manually pressed and released in less than one second, triggering an alert informing the driver of a double pedal press.
- In the following 5 seconds, while the accelerator pedal continued to be manually pressed to as high as 100%, multiple crash related alerts were triggered, airbags deployed and battery power including motor torque was removed.
- Driver is responsible for the safe operation of the vehicle at all times.
- The accelerator pedal's position cannot be controlled by any vehicle system (e.g. Autopilot or Traffic Aware Cruise Control).
- The vehicle contains two redundant sensors located on the accelerator pedal that monitor the pedal's physical position.
- An independent monitor in the vehicle continuously compares these sensors, and both sensors must remain consistent in order for the vehicle to provide torque. Should an anomaly be detected in either sensor, a fault code would be set and the vehicle would enter a fail-safe mode. No such fault code was set.
- The brakes on the vehicle are hydraulic and are completely distinct from the motor control, and there is no common fault that would cause both to simultaneously fail.

In light of the above, it appears Tesla is contending the accident occurred due to driver error. If you would like to follow-up with Tesla, the contact that provided this info is Jenny Taketa. Her email is jtaketa@tesla.com and her phone number is 680-9260. She is the service manager at the Honolulu Tesla dealer.

Thank you for the update on the injuries. I'm sorry you, your wife and your sister are still not resolved. I do not handle medical claims so coverage for your sister in the Philippines should be

confirmed with the medical adjuster, Tierra Cooper. She can be reached at (713) 277-9403 or you (or your sister) can email her at this same email address and I will forward the communication on to her. Tierra will be handling all of your medical claims.

Please feel free to call or email me should you have any questions.

Kind Regards,

Gail Sato
Allstate Insurance Company
Phone: (808) 674-9270
Fax: (808) 674-9225
claims@claims.allstate.com

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**** Please do not delete your unique Conversation ID ****

*** Conversation ID [REDACTED]

From [REDACTED]
Sent: Friday, March 9, 2018 3:34 AM
To: claims@claims.allstate.com
CC [REDACTED]
Subject: [External] Re: Allstate Claim: [REDACTED]

3/9/2018

Dear Gail Sato,

Thank you for your update regarding my claim for the 2/20/18 accident of my Tesla. Am I suppose to be able to open the result of your inspection of the vehicle and the estimated payment? If so, I seems to be unable to make avail of it. We might have to wait till when we return on 3/15/18.

On a similar note, If you look at our record with AllState, you will noticed that we have been with AllState for a long time for most of our insurance needs and in particular, regarding our auto insurance history, we never have any auto claims except when we acquired our Tesla. This, to me, is quite telling no matter what Tesla claims.

Regarding our medical injuries as a result of this accident, these are my updates:

1. My sister [REDACTED] who has a rib fracture, a compressed vertebra, and bilateral pleural effusion suspicious of hemothorax, she has since went back home to the Philippines. She will require bother testings and treatments in the Philippines. If I understood correctly, once she left for the Philippines, her subsequent medical bills will no longer be covered?

2. Regarding my neck whiplash, I am still experiencing neck pains and stiffness. If these problems persist, I might have to consult a specialist when I returns.

3. My wife, [REDACTED] who initially appeared to have only minor anterior chest contusion, has since then developed black and blue discolorations accompanied by significant sternal bone tenderness that is currently quite disabling and made worse by her coughing. She will most likely requires testing and treatment for this.

Thank you.

Sent from my iPad

3/9/18

> On Mar 9, 2018, at 5:04 PM, Allstate Insurance wrote:

>

> Dear [REDACTED]

>

> I am emailing to provide you with an update of your claim for the 2/20/18 accident.

>

> We have inspected your vehicle at the shop and payment and a copy of the estimate was left at the shop.

>

> I hope this email finds you well and feeling better. Your medical claim is still pending open should you require medical treatment when you return from your trip.

>

> Please feel free to call or email me should you have any questions regarding your claim.

>

> Kind Regards,

>

> Gail Sato

> Allstate Insurance Company

> Phone: (808) 674-9270

> Fax: (808) 674-9225

> claims@claims.allstate.com

>

> CONFIDENTIALITY/PRIVACY NOTICE: This e-mail, including any attachments, may contain personal, private and confidential information intended solely for use by the individual to whom it is addressed. If you are not the intended addressee, please be aware that any dissemination, distribution or copying of this e-mail is strictly prohibited. If you received this message in error, please notify the sender immediately by e-mail and delete from your system.

>

> ***** Please do not delete your unique Conversation ID *****

>

> *** Conversation ID [REDACTED]

>

> P_CLAIMS [REDACTED] FREEFORMTEXT_T

3/20/18



March 16, 2018

Honolulu, HI

RE: Vehicle Identification Number 5YJSA1E150

Dear

We are responding to your inquiry regarding an accident involving your Tesla vehicle on February 20, 2018.

Tesla has reviewed the vehicle's diagnostic log from the time of the accident. Based on this review, we have determined that the vehicle operated without fault with respect to the accident and that the accelerator pedal was manually pressed by the driver immediately prior to the accident.

Your Tesla vehicle contains two independent sensors in the accelerator pedal that monitor the physical position of the pedal. None of the vehicle's controls (e.g., Autopilot, Traffic Aware Cruise Control, etc.) have the ability to physically move this pedal. If the pedal moves, as confirmed by these sensors, the movement is caused by an external source such as the driver's foot.

According to the vehicle's diagnostic log, immediately prior to the accident, while the vehicle was gradually increasing speed and the steering wheel was turned slightly right, the accelerator pedal was manually increased from approximately 0% to as high as 100% over one second. The brake pedal was then manually pressed and released in less than one second, triggering an alert informing the driver of a double pedal press. In the following five seconds, while the accelerator pedal continued to be manually pressed to as high as 100%, multiple crash-related alerts were triggered, airbags deployed and battery power, including motor torque, was removed.

Please note that the brakes in your vehicle are hydraulic and are completely distinct from the motor control, and there is no common fault that would cause both braking and motor control to simultaneously fail.

Safety is of paramount importance to Tesla. We design our vehicles with particular attention to motor control safety and diligently investigate all complaints of vehicle malfunction. In addition to redundant accelerator pedal sensors, your Tesla vehicle also contains an independent monitor that continuously compares the readings from both of these sensors, and both sensor readings must remain consistent in order for the vehicle to provide full acceleration. Should an anomaly be detected in either sensor, a fault code would be set and the vehicle would enter a fail-safe mode. No such fault code was set in your vehicle and the vehicle responded properly and as designed in response to the accelerator pedal being pressed.

Regardless of the results of our investigation, we recognize how upsetting an incident like this can be. We hope that the above information is helpful for your understanding of what happened at the time of the accident.

Thank you very much for giving us the opportunity to investigate this accident.

Sincerely,

Jenny Laketa
Service Manager, North America Service

TESLA

Tesla, Inc.
45500 Fremont Blvd, Fremont, CA 94538
F (510) 952-4601

From: Jenny Taketa <jtaketa@tesla.com>
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: AllState claim [REDACTED]
Date: Tue, Mar 20, 2018 11:58 am
Attachments: [REDACTED] SYJSA1E15GF [REDACTED] letter.pdf (178K)

[REDACTED]

I received detailed information from our Engineering Team and have attached a letter for your review. Please see attachment and let me know if you have any questions.

Thank you,

Jenny Taketa | Service Manager | Honolulu Service
746 Auahi Street | Honolulu, HI 96813
p 808.680.9260 | c 808.425.2678 | e jtaketa@teslamotors.com

TESLA

From: [REDACTED]
Sent: Friday, March 16, 2018 10:47:52 PM
To: Jenny Taketa
Cc: [REDACTED]
Subject: Re: AllState claim [REDACTED]

Hi Jenny,

Thanks for your reply.

Again, the whole thing boils down to what apparently the computer said versus what I and my 4 passengers experienced/witnessed. What is very compelling is what I mentioned earlier: That the accident happened on my driveway where I have lived since 1986 with no physical changes to the area and the process of driving up my driveway to the garage, I have done thousands of times and never have I experienced something like this with my other cars. The NHTSA's article that you directed me to, mentioned that human errors do happen and I agree; but I, as the driver during the accident, all I can say is that, that is not what happened. So much so that I am now afraid to drive my Tesla and that is a big concern of mine as well as my wife.

[REDACTED]

-----Original Message-----

From: Jenny Taketa <jtaketa@tesla.com>
To: [REDACTED]
Cc: [REDACTED]
Sent: Fri, Mar 16, 2018 9:16 am
Subject: Re: AllState claim [REDACTED]

Hello [REDACTED]

I was unaware that you were on travel out of the country. I'd be happy to correspond with you via email.

I wanted to provide you a bit of an explanation of the system for more clarity. There are two redundant sensors located on the accelerator pedal that monitor the pedal's position. Our Engineering team pulls data from the vehicle to get an overall understanding of what occurred.

This situation occurs on vehicles in general according to the NHTSA website. Here is a link to the NHTSA website and article regarding crashes caused by pedal error: <https://www.nhtsa.gov/press-releases/nhtsa-safety-advisory-reducing-crashes-caused-pedal-error>.

Please let me know if you have additional questions.

Regards,

Jenny Taketa | Service Manager | Honolulu Service
746 Auahi Street | Honolulu, HI 96813
p 808.680.9260 | c 808.425.2678 | e jtaketa@teslamotors.com

TESLA

From: [REDACTED]
Sent: Wednesday, March 14, 2018 10:28 PM
To: Jenny Taketa
Cc: [REDACTED]
Subject: Re: AllState claim [REDACTED]

Hi Jenny,
Unfortunately I am still out of the country; and our flight to return home just got cancelled. Why don't you reply to my e-mail instead? That way, I can get what you want to say to me even when I am still away and I can reply also by e-mail.

[REDACTED]

Sent from my iPad

On Mar 15, 2018, at 12:59 PM, Jenny Taketa <jtaketa@tesla.com> wrote:

Hello [REDACTED]

I reviewed the Engineering notes regarding the vehicle log data after reading your email this past Monday. I had called late Monday afternoon and left you a message. I just wanted to confirm whether you received my message requesting to discuss your concern.

At your convenience please feel free to reach out to me at my contact information in my signature line.

With Aloha,

Jenny Taketa | Service Manager | Honolulu Service
746 Auahi Street | Honolulu, HI 96813
p 808.680.9260 | c 808.425.2678 | e jtaketa@teslamotors.com
<Outlook-Inline ima.png>

From: [REDACTED]
Sent: Friday, March 9, 2018 11:53:54 PM
To: Jenny Taketa
Cc: [REDACTED]
Subject: AllState claim [REDACTED]

Dear Jenny Taketa

I just got hold of the Tesla report regarding my car accident which stated that the cause of the accident is human error. I really don't understand how this can be due to human error. For your information, this happened on my driveway at home. I have lived in this house since 1986. The driveway and the car garage are exactly the same. The process of driving up my driveway to the car garage, I have been doing this thousands of times. This is almost like a ritual for me, day in and day out, since 1986. How can I make a mistake like this? This has never happened to me with my other cars. I would understand this human error if the accident happened in an unfamiliar location but not on my own driveway for the reason I just stated. I, the driver and my 4 passengers can attest to the fact that the car accelerated on its own which gave me very little time to counter with the brake.

[REDACTED]

Sent from my iPad

~~Copy~~

March 9, 2020

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue, SE
West Building
Washington DC 20590

~~Copy~~

Re: Additional information
Complaint Number [REDACTED]
Case Number: [REDACTED]

Dear Sir/Madam,

Please be informed that since the initial filing of my complaint, dated 6/11/2018, specifically, regarding the sudden acceleration of my Tesla Model S Vin#5YJSA1S18EF [REDACTED] which happened on 2/20/2018, since then, my wife, [REDACTED] (Her affidavit is enclosed) had also experienced Tesla's sudden acceleration twice. The first time was on December 24, 2018 when she was driving a Tesla loaner with license plate [REDACTED] with the car hitting the wall of our garage. This was reported to Ms. Melissa Yamashiro a Tesla Service consultant here in Honolulu. The second time was early morning of 3/4/2020 when she was driving our Tesla Model S Vin#5YJSA1S18EF [REDACTED] when the car suddenly accelerated resulting in her hitting a parked car. This was reported to the Honolulu Police with report [REDACTED]

Thank you.

Sincerely,
[REDACTED]

~~Copy~~

From: Jenny Taketa <jtaketa@tesla.com>
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: AllState claim [REDACTED]
Date: Wed, Apr 18, 2018 2:51 pm

4/18/2018

From: 3/9/2018,
3/14/2018,
3/16/2018,
3/20/2018,
3/30/2018

To: 4/18/2018

Hello [REDACTED]

Our Body Repair Team based in Fremont, CA assists our local Certified Body Shops with parts orders. I will convey to Paul at K.W. Auto Body that if there is anything that we at the Service Center can do to assist to let us know.

As far as your question, I can only provide you with what data the computer of your vehicle records as indicated in the letter. I am unable to speculate your actions in between the data.

If you are asking for a trade-in value I can refer you to our Sales Team but this would mean your interest is to trade your current Tesla in for another. Based on your emails it does not seem this is how you would like to proceed. Please let me know if this is in fact what you intend to do once your vehicle is repaired.

Thank you,

Jenny Taketa | Service Manager | Honolulu Service

746 Auahi Street | Honolulu, HI 96813

p 808.680.9260 | c 808.425.2678 | e jtaketa@tesla.com

TESLA

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Please consider the environment before printing this email.

From: [REDACTED]
Sent: Tuesday, April 17, 2018 5:23 PM
To: Jenny Taketa <jtaketa@tesla.com>
Cc: [REDACTED]
Subject: Re: AllState claim [REDACTED]

Dear Jenny,

First. I came back from 3 weeks of vacation and the repair of my damaged Tesla still has not started. According to K.W. Auto Body, LLC, it is because the parts still have not been delivered by Tesla. What is delaying the delivery of the parts?

Second. As per your answer on 3/30 of my e-mail of 3/20, Tesla currently does not have a program that will allow it to purchase my Tesla for resale but that Tesla can only accept trade-ins. May I ask, how much is the trade-in value of my Tesla?

Third. According to Tesla's Engineering Team about the cause of my Tesla's acceleration, "The brake pedal was then manually pressed and released in less than 1 second, triggering an alert informing the driver of a double pedal press in the following five seconds."

After thinking about the situation for sometime, I think I know what happened. As I stated in my previous e-mail to you on 3/20: "When I braked, it was too late. The car was traveling so fast that the car was already too close to the concrete wall." I questioned on 3/20: "When I stepped on the brake, how can there be double press - meaning, both the brake and accelerator were both pressed?" You did not answer my question.

Here is what I think happened: As I stated, "When I braked, it was too late. The car was traveling so fast that the car was already too close to the concrete wall." The explanation: Since it was too close to the concrete wall when I braked, (As indicated by the engineering report that "the brake was manually pressed and released in less than 1 second, triggering an alert informing the driver of a double pedal press in the following five seconds."), what happened was that when I put my foot on the brake, because the car was too close to the concrete wall, the car hit the wall. The impact of the collision between the front of the car and the concrete wall, which is an unyielding object, resulted in the concrete wall pushing the front of the car backward after the impact. When the front of the car hit the concrete wall, the wall pushed the whole front of the car including the accelerator pedal backward. Since the brake pedal is next to the accelerator pedal, the backward force from the immovable concrete wall pushed the accelerator pedal backward hitting my foot which was pushing forward when I pressed on the brake. In short, the backward force caused by the impact on the concrete wall and the forward force as I pressed on the brake would explain the "double pedal press in the following five seconds" after the 1 second brake.

As I mentioned on the last paragraph of my e-mail to you on 3/20, my record with Allstate Insurance, with whom I have been insured for a long time is clean except for the accidents with my Tesla. And in addition, this major accident happened in my garage, a very familiar place to me because I have lived here since 1986.

I plan to get rid of my Tesla. As Mr. Elon Musk said in 2013, he will personally guarantee Tesla buyback values. I hope something can be done to resolve this.

Sincerely,

[REDACTED]

Sent from my iPad

3/30/18

On Mar 30, 2018, at 1:13 PM, Jenny Taketa <jtaketa@tesla.com> wrote:

Hello [REDACTED]

My sincere apologies for the delay in responding as I have been out of the country and catching up on emails the past few days. We currently do not have a program that will allow us to purchase your vehicle for us to resale. We can only accept trade-ins at this time. I'm sorry to hear that the Tesla is not the right car for you and your family.

Regards,

Jenny Taketa | Service Manager | Honolulu Service

746 Auahi Street | Honolulu, HI 96813

p 808.680.9260 | c 808.425.2678 | e jtaketa@tesla.com

<image001.gif>

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<image002.png> <image003.png> <image004.png>

Please consider the environment before printing this email.

From: [REDACTED]
Sent: Tuesday, March 20, 2018 4:01 PM
To: Jenny Taketa <jtaketa@tesla.com>
Cc: [REDACTED]
Subject: Re: Allstate claim [REDACTED]

3/20/18

Hi Jenny,

As a lay man, I am trying to understand what happened based on your report as well as my experience as the driver and as observed by my passengers. The difference being that your report said that the accelerator was manually pressed while my experience and the observation of my passengers is that the car accelerated suddenly by itself (I can also imagine that there are instances when people intentionally pressed on the accelerator in order to caused the car to accelerate as intended. Which is not the case here.). The next sentence of your report said: "The brake pedal was then manually pressed and released in less than one second, triggering an alert informing the driver of a double pedal press in the following five seconds." This is how I would interpret what happened: Because of the sudden acceleration, my reflex was to step on the brake thereby showing "the brake pedal manually pressed...." When I braked, it was too late. The car was travelling so fast that the car already too close to the concrete wall. My other observation would be about the report stating that "a double press in the following five seconds...." When I stepped on the brake, how can there be double press - meaning both the brake and accelerator were both pressed?

For your information, our record with Allstate Insurance with whom we have been insured for a long time, has been free of accidents until we got our Tesla. Two minor accidents and this major one - all with Tesla. As such, we feel that Tesla might not be the right car for us. Once the car is repaired, we plan to get rid of the car. What are our options? Can Tesla buy the car back from us? Can you sell the car for us? If not, I will have to do it on my own.

-----Original Message-----

From: Jenny Taketa <jtaketa@tesla.com>
To: [REDACTED]
Cc: [REDACTED]

Sent: Tue, Mar 20, 2018 11:58 am

Subject: Re: AllState claim [REDACTED]

3/20/18

Hi [REDACTED]

I received detailed information from our Engineering Team and have attached a letter for your review. Please see attachment and let me know if you have any questions.

Thank you,

Jenny Taketa | Service Manager | Honolulu Service

746 Auahi Street | Honolulu, HI 96813

p 808.680.9260 | c 808.425.2678 | e jtaketa@teslamotors.com

[<image005.png>](#)

From [REDACTED]

Sent: Friday, March 16, 2018 10:47:52 PM

To: Jenny Taketa

Cc: [REDACTED]

Subject: Re: AllState claim [REDACTED]

3/16/2018

Hi Jenny,

Thanks for your reply.

Again, the whole thing boils down to what apparently the computer said versus what I and my 4 passengers experienced/witnessed. What is very compelling is what I mentioned earlier: That the accident happened on my driveway where I have lived since 1986 with no physical changes to the area and the process of driving up my driveway to the garage, I have done thousands of times and never have I experienced something like this with my other cars. The NHTSA's article that you directed me to, mentioned that human errors do happen and I agree; but I, as the driver during the accident, all I can say is that, that is not what happened. So much so that I am now afraid to drive my Tesla and that is a big concern of mine as well as my wife.

[REDACTED]

-----Original Message-----

From: Jenny Taketa <jtaketa@tesla.com>

To: [REDACTED]

Cc: [REDACTED]

Sent: Fri, Mar 16, 2018 9:16 am

Subject: Re: AllState claim [REDACTED]

Hello [REDACTED]

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I wanted to provide you a bit of an explanation of the system for more clarity. There are two redundant sensors located on the accelerator pedal that monitor the pedal's position. Our Engineering team pulls data from the vehicle to get an overall understanding of what occurred.

This situation occurs on vehicles in general according to the NHTSA website. Here is a link to the NHTSA website and article regarding crashes caused by pedal error: [REDACTED]

Please let me know if you have additional questions.

Regards,

Jenny Taketa | Service Manager | Honolulu Service
746 Auahi Street | Honolulu, HI 96813
p 808.680.9260 | c 808.425.2678 | e jtaketa@teslamotors.com
<image006.png>

From: [REDACTED]
Sent: Wednesday, March 14, 2018 10:28 PM
To: Jenny Taketa
Cc: [REDACTED]
Subject: Re: AllState claim [REDACTED]

3/14/2018

Hi Jenny,
Unfortunately I am still out of the country; and our flight to return home just got cancelled. Why don't you reply to my e-mail instead? That way, I can get what you want to say to me even when I am still away and I can reply also by e-mail.

[REDACTED]

Sent from my iPad

On Mar 15, 2018, at 12:59 PM, Jenny Taketa <jtaketa@tesla.com> wrote:

Hello [REDACTED]

I reviewed the Engineering notes regarding the vehicle log data after reading your email this past Monday. I had called late Monday afternoon and left you a message. I just wanted to confirm whether you received my message requesting to discuss your concern.

At your convenience please feel free to reach out to me at my contact information in my signature line.

With Aloha,

Jenny Taketa | Service Manager | Honolulu Service
746 Auahi Street | Honolulu, HI 96813
p 808.680.9260 | c 808.425.2678 | e jtaketa@teslamotors.com
<Outlook-Inline ima.png>

From: [REDACTED]
Sent: Friday, March 9, 2018 11:53:54 PM
To: Jenny Taketa
Cc: [REDACTED]
Subject: AllState claim [REDACTED]

3/9/2018

Dear Jenny Taketa

I just got hold of the Tesla report regarding my car accident which stated that the cause of the accident is human error. I really don't understand how this can be due to human error. For your information, this happened on my driveway at home. I have lived in this house since 1986. The driveway and the car garage are exactly the same. The process of driving up my driveway to the car garage, I have been doing this thousands of times. This is almost like a ritual for me, day in and day out, since 1986. How can I make a mistake like this? This has never happened to me with my other cars. I would understand this human error if the accident happened in an unfamiliar location but not on my own driveway for the reason I just stated. I, the driver and my 4 passengers can attest to the fact that the car accelerated on its own which gave me very little time to counter with the brake.

[REDACTED]
Sent from my iPad

12/24/2018

From: [REDACTED]
To: mvamashiro <mvamashiro@tesla.com>
Cc: [REDACTED]

Subject: Tesla sudden acceleration

Date: Mon, Dec 24, 2018 8:58 am

Attachments: image1.jpeg (3193K), image2.jpeg (2880K), image3.jpeg (2323K), image4.jpeg (1834K), image5.jpeg (1886K), image6.jpeg (1894K)

Dear Melissa,

Just want to let you know that the Tesla loaner suddenly accelerated while my wife was parking the car this morning after coming home from church. There is not much damage to the front of the Tesla because I have a tire (covered with a black plastic) in front of the wall. The pictures are from different angles inside the garage and also from inside the house, the bar room.

Last February, when our Tesla suddenly accelerated, I was the one driving. This time, it is my wife driving.

I think Tesla should come and take a look at where the accident took place. Also, I am not sure if we should report this to our insurance because for sure our insurance premium is going to go up. Tesla should take care of this.

Here are the pictures:

Sent from my iPad

Please call me [REDACTED]

6 Attached Images



12/28/2017

12/28/2017

12/28/2017

12/28/2017

12/28/2014

12/28/2014

12/28/2014

12/28/2014

12/28/2017

From: [REDACTED]
Subject: Tesla sudden acceleration
Date: Mar 9, 2020 at 8:43:45 PM
To: Jenny Taketa itaketa@tesla.com
Cc: [REDACTED]

3/9/2020

Dear [REDACTED]

I want to let you know that regarding the sudden acceleration that I and my wife experienced before (Twice in 2018), happened again to our Tesla on 3/4/2020.

This sudden acceleration problem has now happened to us three times. The first time was last 2/20/2018 when I was driving our Tesla which you are aware because I communicated with you before. The second time was last December 24, 2018 when my wife was driving a Tesla loaner with license plate [REDACTED] This was reported to [REDACTED] at that time. The third time was recently on 3/4/2020 when my wife was driving our Tesla.

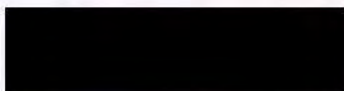
You have informed me that based on Tesla's engineering notes regarding the vehicle log data after the accident on 2/20/2018, that this was due to my stepping on the gas pedal which I disputed. This sudden acceleration also happened to my wife twice - once while she was driving a Tesla loaner and once while driving our Tesla. These make it hard for me to believe that all these three times were due to us stepping on the wrong pedal.

Our driving records have been quite free of accidents until these sudden accelerations happened to us while driving Tesla.

Due to these unfortunate experiences with our Tesla and the loaner Tesla, we are afraid to drive our Tesla again once it is repaired. If you recall from our previous conversations during the early part of 2018, I wanted to return the car back to Tesla but you informed me at that time that this option is no longer available and that the only way for this to happen is for me to buy another Tesla in exchange for Tesla to take back my Tesla.

At this moment, due to our unfortunate experiences with our Tesla and the Tesla loaner, we really don't want to own another Tesla. We have already decided that once our Tesla is repaired, we will be getting rid of our Tesla - hopefully, through resolution with Tesla or through whatever other means possible.

Sincerely,

A solid black rectangular box used to redact the signature of the sender.

Sent from my iPad

From: **Jenny Taketa** jtaketa@tesla.com
Subject: **RE: Tesla sudden acceleration**
Date: **Mar 10, 2020 at 1:21:08 PM**
To: [REDACTED]
Cc: [REDACTED]

3/10/2020

Aloha [REDACTED]

I am sorry to hear that you are dissatisfied with your experience and understand that your feeling of security within a vehicle is extremely important. As discussed I would like to have an analysis of your additional incident on March 4th performed. The time stamp you provided me over the phone during our conversation was March 4, 2020 at approximately 5:00AM HST.

To reiterate what you informed me, your wife was driving down Laukahi Street about midway from your home to Kalanianaʻole Hwy. She stated that the vehicle suddenly accelerated and the vehicle collided with a parked car. If any of these is not correct please let me know. I will be submitting this information for analysis as we discussed.

Thank you again for your time and wish it were under better circumstances. I will be reaching out once the analysis has been performed which can take approximately 4-6 weeks on average to complete.

Respectfully,

Jenny Taketa | Service Manager | Honolulu Service
746 Auahi Street | Honolulu, HI 96813
p 808.680.9260 | c 808.425.2678 | e jtaketa@tesla.com

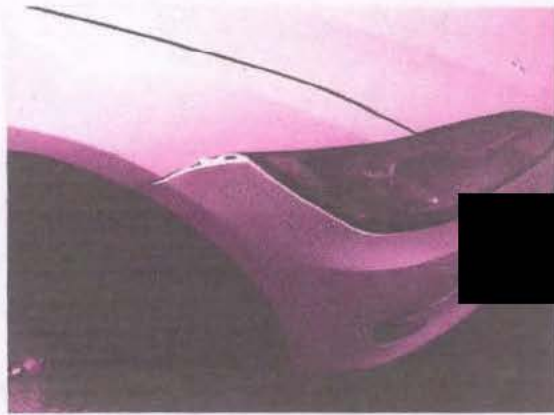
TESLA

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