

CL-11100721-5365

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

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

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#5YJSA1 [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]

March 9, 2020

To whom it may concern,

This is to certify that I, [REDACTED] with date of birth [REDACTED] residing at [REDACTED], Honolulu, Hawaii [REDACTED] experienced the sudden acceleration of Tesla vehicle twice. The first time was on December 24, 2018 when the Tesla loaner with license plate [REDACTED] suddenly accelerated resulting in my hitting the wall of our garage. This was reported to Tesla's office here in Honolulu. The second time was early morning of 3/4/2020 when I was driving our Tesla Model S Vin#5YJSA1S18EF [REDACTED] The car suddenly accelerated causing the car to hit a parked car.

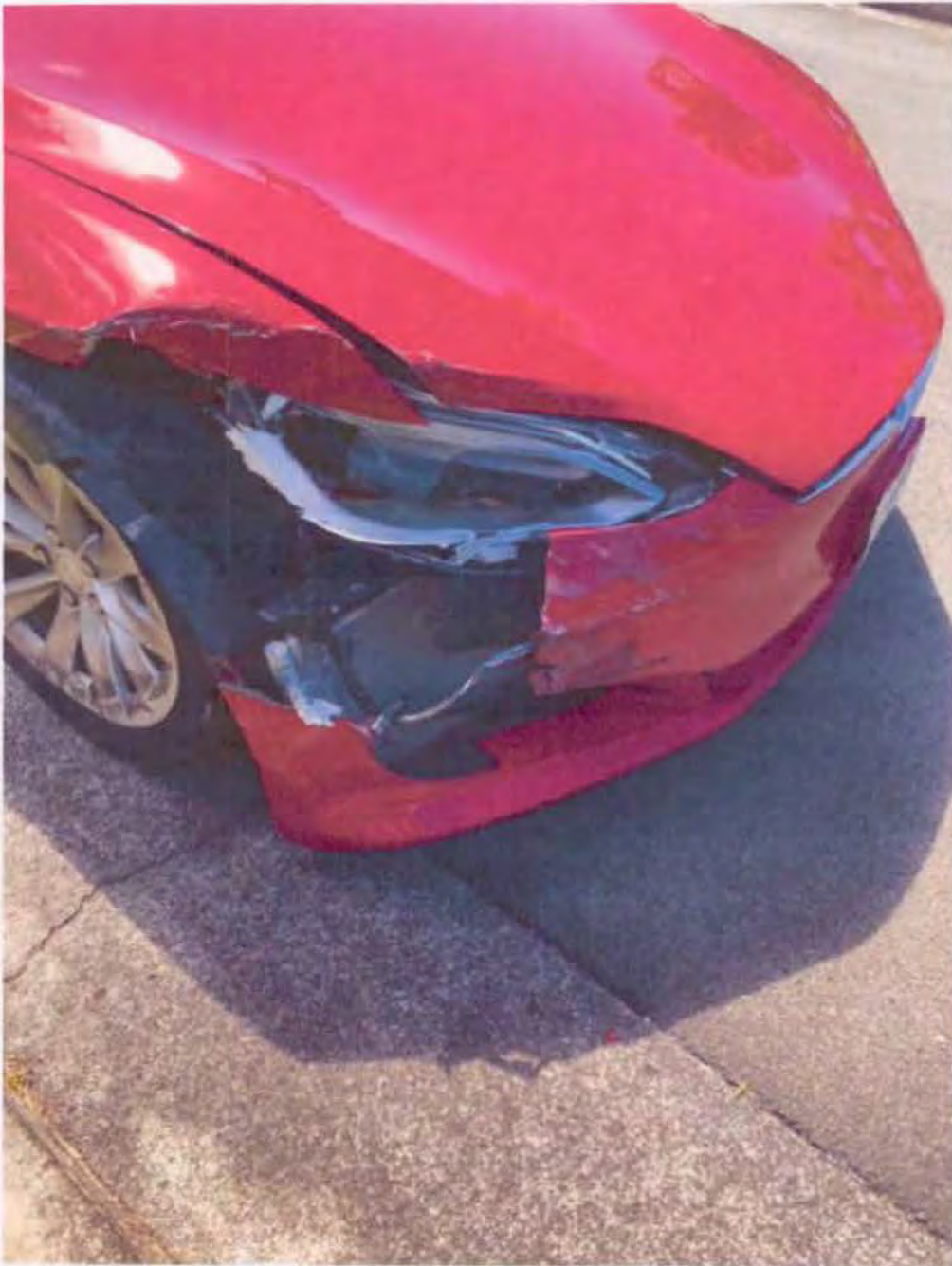
[REDACTED]
Signature

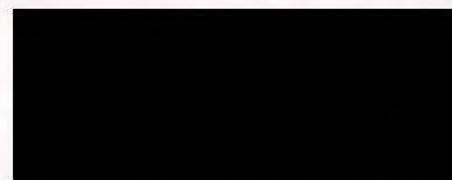
Date: 3/9/2020

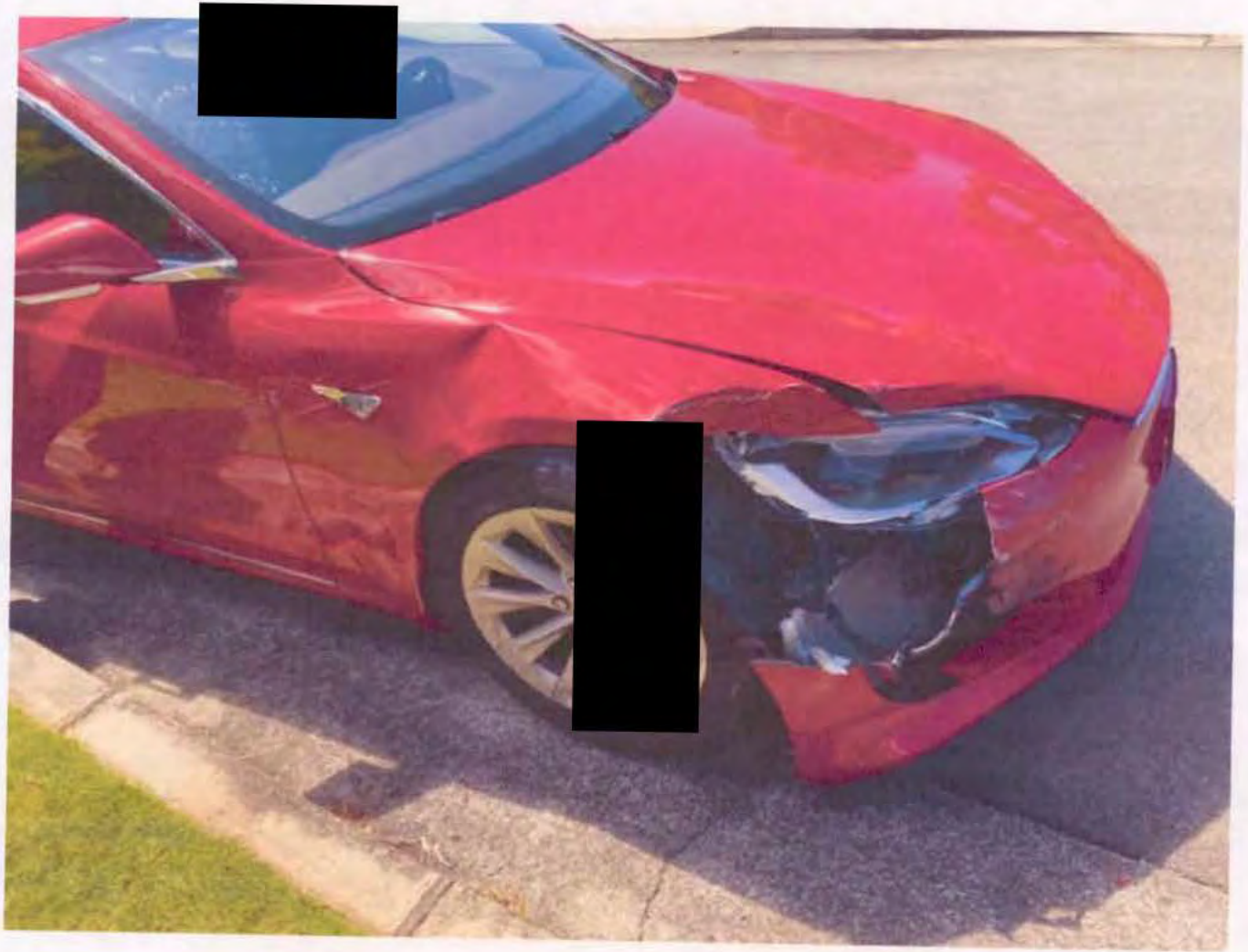
P.S. Please see attached pictures



Pictures of the Tesla damage as
a result of sudden acceleration on
3/4/2020 when [REDACTED] was
driving the car.



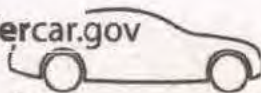




Almugni



Sent from my iPad

**Complaint Number: 11100721**

Vehicle Identification Number: 5YJSA1E15C [REDACTED]

Your Vehicle's Make Model and Model Year: TESLA MODEL S 2016

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Brakes, Elec. Stability Control, Speed Control

What happened?

On 2/20/18 I was driving up my driveway. Upon reaching the top of the driveway, the car suddenly accelerated by itself resulting in the front of the car hitting the concrete wall in front. I informed TESLA and they claim that the computer showed that I pressed on the accelerator instead of the break. My answer is that I did not pressed on the accelerator. It just accelerated by itself. Aside from me, I have 4 passengers that can attest to this. I have lived in this place since 1986 and this has never happened. Since I have been driving up my driveway for 32 years, it is so routine for me that it is already ritual for me at almost the same speed and when I pressed on the gas and brake pedals the same way every time. This has not happened to my other cars and as my car insurance will show I have not been involved in car accidents for many years. I have not been shown any evidence except what TESLA told me. It is their words versus mine and my 4 other passengers who experienced what actually happened. I have problem trying to download pictures and correspondences /records here. I will be glad to mail them to you or some other ways with your instructions. Thank you.

When did this happen? 02/20/2018

Was there a Crash? Yes

Was there a Police Report? No

Were Vehicles Towed? Yes

Was there a Fire? No

Was there an injury or fatality? Yes

Number of fatalities:

Number of injuries 5

Medical Attention Required? Yes

How fast were you going? (in mph) 2

About how many miles were on your vehicle at the time of the incident?

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: Honolulu

State : HAWAII

ZIP Code: [REDACTED]

Phone: [REDACTED] Ext. :

Alt. Phone: [REDACTED]

copy

From: U.S. DOT National Highway Traffic Safety Administration <donotreplyodi@dot.gov>

To: [REDACTED]

Subject: Thanks for Letting Us Know About Your Vehicle

Date: Sat, Jun 9, 2018 4:41 pm

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is **11100721**. Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at www.SaferCar.gov with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. Sign up to receive recall email alerts from NHTSA if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

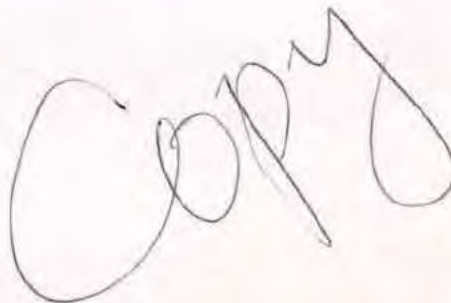
- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST (Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

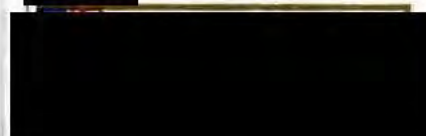
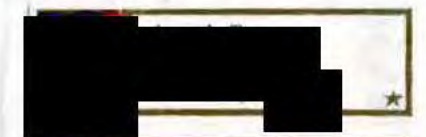
Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL. IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit SaferCar.gov, and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)

A large, stylized handwritten signature in black ink, appearing to be 'Cory' or similar, is written over the bottom portion of the page.



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

