

 U.S. Department of Transportation National Highway Traffic Safety Administration	DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline			FOR AGENCY USE ONLY 100148	
	Date Received 21-OCT-2019 JAN 22 2020		Repository <input type="checkbox"/> Reference No. 11269912		
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		Email Address	
Address		Evening Telephone Number			
City	State	Zip Code			
GERMANTOWN	TN				
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
5YJSA1E28K		TESLA	MODEL S	2019	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
Oct-9-2019	TESLA - NASHVILLE, TN (615) 661-8025		No: Cylinders	ELECTRIC	
Original Owner	Dealer's City	State	Zip Code		
<input type="checkbox"/>				ELECTRIC NONE	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	<input type="checkbox"/> Cruise Control			18-OCT-2019	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 140000 AIR BAGS			Failure Mileage	Failure Speed	
			76.2	Unknown	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:			
<input type="checkbox"/> Prior Repair					
Tire Component Code	Tire Failure Type:				
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash:	Fire:	Number of Persons Injured	Number of Deaths	Reported to Police	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			YES	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2019 TESLA MODEL S. WHILE THE CONTACT WAS PULLING INTO THE DRIVEWAY AT 15MPH, THE VEHICLE ACCELERATED AND CRASHED INTO THE GARAGE DOOR AND WALL. THE AIR BAGS DID NOT DEPLOY, AND THE STEERING WHEEL AND BRAKES SEIZED. THERE WERE NO INJURIES. THE VEHICLE WAS NOT TAKEN TO A DEALER OR AN INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 58,762. I tried to call manufacturer, but could not get through several attempts. Left voicemail but never received. Hold time over 30 minutes. The vehicle speed is unknown because it accelerated so fast. Went thru garage door and utility room wall. The door was on top of the car when it stopped. Auto braking system did not work. See attached letter from attorney. The vehicle is not repaired as of today's date - January 9th 2020.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		

Police report is attached. The car is moved from towing company to auto body shop (Service King, Memphis) to dealer in Brentwood, TN. Now Tesla is saying that it needs a High Voltage HARNESS" and will not give cost of it.

JAN - 10 - 2020

Dear Sir/Madame,

I have just
mailed originals
per your instructions.
I am not sure that
with all the staples
on the envelope, you
will receive it. Even
Post Office wasn't sure.
So I am mailing a
copy. Please confirm
upon receipt.

Thank you





Incident Report

Print Date/Time: 01/07/2020 16:41

Germantown Police Department

Login ID: [REDACTED]

ORI Number: [REDACTED]

Incident: [REDACTED]

Incident Date/Time: 10/18/2019 5:43:30 PM
Location: [REDACTED]
Germantown TN [REDACTED]

Incident Type: MVC with No Injuries
Venue: Germantown
Source: Phone
Priority: 2
Status: Just Occured
Nature of Call: CAR HIT HOUSE AND WENT THROUGH GARAGE WALL

Phone Number:
Report Required: No
Prior Hazards: No
LE Case Number:

Unit/Personnel

Unit: [REDACTED] Personnel: [REDACTED]

Person(s)

No.	Role	Name	Address	Phone	Race	Sex	DOB
	Caller	[REDACTED]	<UNKNOWN>	[REDACTED]			

Vehicle(s)

Role	Type	Year	Make	Model	Color	License	State
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Disposition(s)

Disposition	Count
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Property

Date	Code	Type	Make	Model	Description	Tag No.	Item No.
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Source:
Priority:
Status: Just Occured
Nature of Call:

CAD Narrative

10/18/2019 17:45:13 jlentl Narrative: Nature Of Call: CAR HIT HOUSE AND WENT THROUGH GARAGE WALL
10/18/2019 17:45:40 jlentl Narrative: COMP ADV THAT IT IS A BRAND NEW TESLA AND IT WENT OUT OF CONTROL AND HIT HIS HOUSE WHEN HE WAS TRYING TO PULL INTO THE DRIVEWAY
10/18/2019 17:45:55 jlentl Narrative: HE ADV HE HIT THE BRICKS AND THEN WENT INTO THE GARAGE DOOR AND INTO THE WALL
10/18/2019 17:47:43 eroman Narrative: Dispatch received by unit 718
10/18/2019 19:38:31 eroman Narrative: Report taken, vehicle remained on the scene, owner of the vehicle advised he is doing a private tow with his insurance company, structural damage, GFD and MLGW cleared the residence for safety.

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Snider & Horner

ATTORNEYS AT LAW
A Professional Limited Liability Company

 COPY

December 27, 2019

Tesla Motors, Inc.
c/o President and/or General Counsel
3500 Deer Creek Rd
Palo Alto CA, 94304

U.S. REGULAR MAIL ONLY

Re: [REDACTED] *their 2019 Type S Tesla*

To Whom It May Concern:

Be advised that our offices have been retained by [REDACTED] for representation in regard to a dispute with your Company. Please direct any and all future correspondence and other form of communication directly to me at my office. In short, you are of no further direct communication with my client in regard to this particular dispute.

As your company is aware, my clients recently leased a 2019 Type S Tesla from a local dealership in Nashville, TN. Thereafter, on or about October 16, 2019, my client was turning into his driveway at his home in Germantown, TN when the above-mentioned vehicle suddenly accelerated without notice and crashed through his garage door and into his home. Moreover, the auto-braking safety function on my client's vehicle did not work and also the air bags did not deploy.

It is my client's position that they did absolutely nothing wrong in regard to what occurred in that they were attempting to make a 90 degree turn near the garage and once the physical location of the vehicle made a 45-degree turn, the above-mentioned incident occurred. In particular, both the manual and the auto -brakes did not work and there was simply nothing my client could do.

Fortunately, no one was hurt in this incident but there is substantial property damage.

Based upon the above, my client has lost all faith in the use and operation of your vehicle and would like to be released from the lease of this vehicle without further obligation. Therefore, consider this letter a written demand for such.

Obviously, it is our sincere desire to resolve this matter without having to engage in litigation but this matter needs to be resolved immediately. Please advise.