

U.S. Department of Transportation National Highway Traffic Safety Administration		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 24-JUN-2020 AUG 24 2020		Repository <input type="checkbox"/> Reference No. 11330600	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
MATAWAN		NJ			
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	
5YJSA1DN3DF		TESLA		MODEL S	
Model Year		Date Purchased		Dealer's Name and Telephone Number	
2013					
Engine: No: Cylinders		Fuel Type:		Original Owner	
				<input type="checkbox"/>	
Transmission Type		Dealer's City		State	
<input type="checkbox"/> Antilock Brakes				Zip Code	
<input type="checkbox"/> Cruise Control					
Powertrain		Multiple Failure:		Incident Date(s)	
				17-JUN-2020	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage	
				110000	
				Failure Speed	
				0	
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 <input type="checkbox"/> Prior Repair		Failure Location:	
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	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
				Number of Deaths	
				Reported to Police	
				N	
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 2013 TESLA MODEL S. THE CONTACT STATED THAT AT START-UP THE MEDIA CONTROL UNIT (MCU) MALFUNCTIONED. THE FAILURE CAUSED THE REAR CAMERA, HEATING AND AIR CONDITIONER, GPS AND WEB BROWSER TO BECOME INOPERABLE AND FOR THE BATTERY TO BECOME DRAINED. THE CONTACT STATED NO WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO TESLA LOCATED AT 135 US-22, SPRINGFIELD TOWNSHIP, NJ 07081, TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE MEDIA CONTROL UNIT NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS INFORMED OF FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 110,000.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					



Tesla, Inc.
 135 Route 22 East
 Springfield, NJ, US, 07081
 Ph.:(973) 921-0925

Invoice

SERVICE DEPARTMENT HOURS
 Mon-Fri: 8:00 a.m. - 5:00 p.m
 Saturday-Sunday: Sat-Sun:Closed

Invoice date	15-Jun-2020	Invoice number	[REDACTED]
Date/Time Received	09-Jun-2020 02:03:18	Date/Time Promised	20-Jun-2020 03:45:00
Odometer In	110879 Miles	Odometer Out	110882 Miles
Ready Date	15-Jun-2020 04:57:18		
Service Advisor	Karsten Barabas		

E.P.A.ID# [REDACTED]

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number
[REDACTED]	[REDACTED]		5YJSA1DN3DF [REDACTED]
Chadus Ford, PA	Year	Model	License Plate Number
[REDACTED]	2013	MODEL S	[REDACTED]
			Colour
			Pearl White

Job Number	Description Of Work	Amount (USD)
	Concern: customer states: Need front two tires installed	

Correction: No Labor Performed - Customer Did Not Authorize Repairs	Price	Adjustment	Subtotal
	0.00	0.00	0.00

1

Pay Type: Customer Pay 0.00

Concern: customer states: After the last update, keeps on restarting.

Verified customer concern.Diagnosed and Replaced Media Control Unit. Verified Proper Operation.

Correction: Media Control Unit (Remove & Replace)	Price	Adjustment	Subtotal
	165.75	0.00	165.75

Parts Replaced or Added

Part	Quantity	Unit Price	Price	Adjustment	Subtotal
Rear View Camera HSD Jumper(1127304-00-B)	1.0	8.80	8.80	0.00	8.80
MCU,MDLX,NA PREMIUM,REMAN(1098010-99-H)	1.0	1,300.00	1,300.00	0.00	1,300.00
ANTENNA , BLUETOOTH(1052393-00-B)	1.0	7.70	7.70	0.00	7.70

Parts Subtotal 1,316.50

Correction: General Diagnosis	Price	Adjustment	Subtotal
	97.50	0.00	97.50

Correction: Firmware Update - Repair	Price	Adjustment	Subtotal
	9.75	0.00	9.75

Pay Type: Customer Pay 1,589.50

Total Parts Amount 1,316.50

Total Labor Amount 273.00

Concern: customer states: RR door handle doesn't open up.

Correction: No Labor Performed - Customer Did Not Authorize Repairs	Price	Adjustment	Subtotal
	0.00	0.00	0.00

Pay Type: Customer Pay 0.00

3

Concern: Customer states Charge port door is reading open when door is closed

Correction: No Labor Performed - Customer Did Not Authorize Repairs

Price	Adjustment	Subtotal
0.00	0.00	0.00

4

Pay Type: Customer Pay 0.00

Service Center hourly rate: USD 195.

All parts are new unless otherwise specified.

You agree that: Tesla is not responsible for any personal items left in your vehicle; Tesla and its employees may access and operate your vehicle including on streets, highways, or public roadways for the sole purpose of testing and/or inspection of repairs; Tesla and its employees may access, download and use the information stored on your vehicle's data recorder to service and diagnose issues with your vehicle, and Tesla may store and aggregate such data for its own purposes; an express mechanic's lien is hereby acknowledged on your vehicle to secure the amount of repairs, storage and other applicable fees; the vehicle owner's insurance provides exclusive coverage for the vehicle while it is in Tesla's possession; and you may be charged storage fees of \$35/day from the fourth working day after you are notified that repairs on your vehicle are complete and that the vehicle is ready for pick up.


Total Parts (USD)	1,316.50
Total Labor (USD)	273.00
Discount	0.00
Subtotal (USD)	1,589.50
Tax	105.31
Total Amount (USD)	1,694.81

Tesla disclaims all express or implied warranties with respect to any repairs or products used in repairs, except as may be set forth in your Tesla-issued New or Used Vehicle Limited Warranty, Tesla Parts, Body, and Paint Repair Limited Warranty or other extended service agreement. Tesla is not responsible for repairs not performed by, or components not installed by, Tesla. At the time you authorize repairs, you may request to receive (subject to any applicable core charge, which you agree to pay) or inspect replaced parts (excluding inflatable restraint system components), except body shop repair parts and parts required to be returned to the manufacturer or a third party under a warranty, trade-in or exchange agreement, which will only be presented to you for examination and not returned.

I authorize the repair work, including parts, materials and labor, on my vehicle to be done pursuant to the terms and conditions as set forth in this service agreement document.

Signature:

Date:

FullName: 

You further agree and acknowledge that:

- Tesla is not responsible for loss or damage to the vehicle or any articles left in the vehicle in case of fire, theft, hail, wind, or any other causes beyond its control;
- Tesla personnel will turn off any photo or video capturing devices, such as dashboard cameras, once they receive the vehicle in preparation for service and your vehicle's Tesla dash cam will be enabled when you pick up your Tesla from this Service visit;
- Labor charges are not based solely on actual service personnel's time but are aggregate prices for specific services or repairs, which may include flat rates based on industry manuals and vehicle condition;
- Waste storage and disposal fees are charged separately when applicable to specific services or repairs, and represent costs and profits to Tesla which are calculated based on average annualized costs across Tesla service facilities;
- Items purchased over the counter or online directly from Tesla may be returned within 30 days with a proof of purchase and must be in their original and uninstalled condition with factory labeling attached and in factory packaging (if supplied);
- Tesla-branded parts purchased directly from Tesla over-the-counter, online or purchased and installed by Tesla Service are covered under the Tesla Parts, Body, and Paint Repair Limited Warranty for a period of 12 months subject to the applicable terms, conditions and exclusions and available at <https://www.tesla.com/support/vehicle-warranty>;
- All charges for repairs, including labor, parts and materials furnished, are due and payable simultaneously with the return of your vehicle or prior to return upon the expiration of three (3) working days after notice has been sent by Tesla that the vehicle is ready;
- If applicable, you have the right to choose the licensed repair shop where the damage to your vehicle will be repaired;
- All crash parts supplied meet the standards used in manufacturing the original equipment replaced;
- If any repair, storage and other applicable fees remain unpaid for thirty (30) days after a request for payment, Tesla may pursue collection and you will be responsible for paying all reasonable attorney's fees and costs for such collection;
- If provided a loaner or rental vehicle, the vehicle must be returned within 24 hours of such notification or a daily usage rate of up to \$100 USD and applicable fees will be charged until the return of such loaner vehicle;
- The repair work may not be completed prior to the date and time noted under Date/Time Promised and Tesla may adjust the estimated completion date upon notification to you and is not responsible for any delays caused by the unavailability of parts or parts shipments; and
- Tesla (and any of its subsidiaries) may contact you via emails, calls, SMS or other messages including through the Tesla app (collectively, "messages") to obtain authorization and provide updates regarding this Service visit and your vehicle. Standard SMS message and data rates may apply. You can withdraw your consent to receive automated SMS messages at any time by replying "STOP" or providing written notification to Tesla's customer representative.

Re: NHTSA ODI INQUIRY - TESLA MCU INVESTIGATION - PE20-010 - CONSUMER SURVEY

From [REDACTED]
To: ajit.alkondon@dot.gov; ajit.alkondon@dot.gov
Date: Thursday, July 30, 2020, 05:05 PM EDT

Dear Sir,

Please see my response below.

I would strongly emphasize Tesla to cover their MCU Panel even after their warranty is over. As this is their main component.

I have heard so many customers having issues with their MCU panel.
thank you

On Thursday, July 30, 2020, 02:32:11 PM EDT, Alkondon, Ajit (NHTSA) <ajit.alkondon@dot.gov> wrote:

Dear Tesla vehicle owner –

Thank you for submitting your consumer complaint to the NHTSA U.S.DOT. My name is Ajit Alkondon and I am a federal investigator working with the NHTSA's ODI (Office of Defect Investigation) in Washington, D.C. I am conducting a consumer survey regarding investigation PE20-010 (<https://static.nhtsa.gov/odi/inv/2020/INOA-PE20010-4553.PDF>) and would like to ask you to participate.

It would greatly help me if you could answer my preliminary questions below by replying to this email at your nearest convenience.

1. In regards to your complaint, what was the FIRST symptom you noticed regarding your MCU's performance? - **Keeps on restarting every minute. When it shuts down AC/Camera and other crucial features stops working. It's dangerous to drive the car w/o functional MCU panel.**
2. When did you FIRST notice this symptom? (please provide a date or approximate date) - **would say about April, 2020.**
3. In your opinion, what is the most significant safety concern regarding potential performance issues of the MCU in your vehicle? - **This is the main component in tesla electric vehicle, Camera/AC/Heat/GPS/Radio, basically everything shuts down.**
4. Are you the original owner of this vehicle? - **I believe 2nd owner. I bought it from Tesla Used at 44,000 miles.**
5. Have you had your original MCU replaced? - **Yes**
6. Have the most recent OTA "over-the-air" updates from Tesla made any improvements to your MCU's performance. - **No it went bad after the update, i guess it couldn't handle their latest software. So i believe Tesla should have covered this fix, as it was due to their update. MCU panel went bad.**
7. If necessary, do we have your permission to share your information with the manufacturer, Tesla? - **Yes**

Thank you for your time and effort.

Ajit Alkondon

Federal Investigator, Office of Defect Investigation

Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE., Washington, DC
20590 Room W48-224

Office: 202-366-3565

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Tesla Service Invoice (MCU Panel)-\$1694.81 (6-15-20).pdf
194.4kB