

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11330967-----
Date: Tuesday, July 14, 2020 5:22:45 PM
Attachments: [REDACTED]

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

From: [REDACTED]
Sent: Tuesday, July 14, 2020 2:43 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: FW: Follow up to ODI Complaint ----- 11330967-----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please see attached edits

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

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Tuesday, July 14, 2020 12:20 PM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----- 11330967-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



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

26-JUN-2020

Repository

Reference No.
11330967

OWNER INFORMATION (Type or Print)

Name

Address

City SARASOTA

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

5YJSA1H23FF

Make

TESLA

Model

MODEL S

Model Year

2015

Date Purchased

8/7/2015

Dealer's Name and Telephone Number

TESLA

Engine:

No: Cylinders

EV

Fuel Type:

Electric

Original Owner

Dealer's City

TAMPA

State

FL

Zip Code

Transmission Type

Auto

Antilock Brakes

Cruise Control

Powertrain

EV

Multiple Failure:

Incident Date(s)

27-MAY-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

37400

Failure Speed

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)

Original Equipment

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

Yes No

Fire

Yes No

Number of Persons Injured

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 2015 TESLA MODEL S. THE CONTACT STATED THAT WHILE THE VEHICLE WAS ^{parked} PAROKED, THE CENTRAL COMPUTER FAILED TO OPERATE AS DESIGNED. THE CONTACT WAS ABLE TO DRIVE THE VEHICLE HOWEVER, THE EARLY WARNING SYSTEM, AUTO-PILOT, REAR BACK-UP CAMERA, AND SEVERAL OTHER UNDISCLOSED ELECTRICAL FUNCTIONS WERE INOPERABLE. THE VEHICLE WAS TAKEN TO TESLA (140 UNIVERSITY TOWN CENTER DR #138, SARASOTA, FL 34243, (941) 866-6592) TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE MEDIA CONTROL UNIT NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND A CASE WAS FILED. THE APPROXIMATE FAILURE MILEAGE WAS 37,400. *LN

5231 McIntosh Road

554-1641

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 to 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.