

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Tesla Complaint  
**Date:** Thursday, September 17, 2020 10:19:41 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Wednesday, September 16, 2020 6:41 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Tesla Complaint

**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.

I made a few modifications.



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

27-AUG-2020

Repository

Reference No.  
11351564

**OWNER INFORMATION (Type or Print)**

Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
LOS ANGELES	CA				

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 5YJSA1S25FF		Make TESLA	Model MODEL S 70D	Model Year 2015
Date Purchased 08-10-15	Dealer's Name and Telephone Number Tesla - Los Angeles (310) 649 5413		Engine: No: Cylinders	Fuel Type: E
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 01-JUL-2020

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage 37000	Failure Speed
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**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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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**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 THE ELECTRONIC SYSTEM FAILED CAUSING THE TURN SIGNALS AND THE NAVIGATION SYSTEM TO NOT OPERATE. THE VEHICLE WAS TAKEN TO THE DEALER (TESLA 10250 SANTA MONICA BLVD STE 1340, LOS ANGELES, CA 90067 (310) 553-5767). THE DEALER AFTER A MONTH TOOK THE VEHICLE IN AND PERFORMED A SOFTWARE FIX ON THE ELECTRICAL SYSTEM. THEY DID NOT REPLACE THE MCU UNIT AS THEY ORIGINALLY DIAGNOSED. THE FAILURE HOWEVER RECURRED WITH THE TURN SIGNALS STILL FLASHING ON AND OFF AND THE INSTRUMENT PANEL INCLUDING THE NAVIGATIONAL SYSTEM ALSO NOT WORKING CONSISTENTLY. THE CONTACT HAD NOT BEEN ABLE TO RESCHEDULE AN APPOINTMENT ONLINE WITH THE DEALER. THE FAILURE MILEAGE WAS 37,000.

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 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.