

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

National Highway
Traffic Safety
Administration

1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

MAR 05 2021
11-JAN-2021

Reference No.
11377179

OWNER INFORMATION (Type or Print)

Name

Address

City

WASHINGTON

State

DC

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

5YJXCAE46G

MAKE

TESLA

Model

MODEL X

Model Year

2016

Date Purchased

FEB 2016

Dealer's Name and Telephone Number

Engine:
No. Cylinders

Fuel Type:

EV

Original Owner

☒

Dealer's City

WASHINGTON

STATE

DC

ZIP Code

20020

Transmission Type

☐

Antilock Brakes

Powertrain

Multiple Failure:

☒

Incident Date(s)

02-NOV-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 200000 WHEELS

ENTIRE SUSPENSION
SYSTEM

Failure Mileage
34000.0

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 Requirement

☐ 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), 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), 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 2016 TESLA MODEL X. EQUIPPED WITH TIRE BRAND: BRIDGESTONE TIRES, TIRE LINE T01027257-00-8, TIRE SIZE: 275/45R20 CCLXS, DOT # UNKNOWN. THE CONTACT STATED THAT THE VEHICLE'S STEERING HAD BEEN SHAKING IN THE CONTACT'S HAND WHILE DRIVING. THE CONTACT'S DAUGHTER WAS DRIVING THE VEHICLE AND SHE FELT A BOOM IN THE VEHICLE. THE TWO TIRES ON THE PASSENGER SIDE OF THE VEHICLE HAD FLATTENED. THE VEHICLE WAS TOWED TO THE DEALER TESLA 52 DERWOOD CIR, ROCKVILLE, MD 20850 (301) 738-6523. THE DEALER SAID THAT THE ENTIRE SUSPENSION SYSTEM HAD FAILED. THE CONTACT HAD THE REPAIRS COMPLETED AT THE DEALER AT A COST OF \$8,000. THE MANUFACTURER STATED THAT THE WARRANTY HAD EXPIRED AND WOULD NOT ASSIST WITH THE REPAIR COSTS. THE FAILURE MILEAGE WAS 34,000.

ATTACHED 4 PAGES

YES

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.



Tesla, Inc.
52 Derwood Circle
Rockville, MD, US, 20850
Ph: (301) 738-8523
Fax: (301) 738-6526

Service Estimate

SERVICE DEPARTMENT HOURS
Mon-Fri: 8:00 a.m. - 6:00 p.m

M.V.R.T.#3650
E.P.A.ID# MDR00526544

Proforma date	Proforma number
09-Sep-2020	
Date/Time Received	Date/Time Promised
07-Sep-2020 01:28:51	10-Sep-2020 06:00:00
Odometer In	Odometer Out
33752 Miles	
Ready Date	

Service Advisor
Graeme Reeves

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number
[REDACTED] Washington, DC	[REDACTED]		5YJXCAE48GF [REDACTED]
	Year	Model	License Plate Number
	2016	MODEL X	
			Signature Red Exterior Color

Job Number	Description Of Work	Amount (USD)
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Concern: Replace Steering Rack Housing Bolts, Model X

Correction: Replace Bolts In Steering Rack Housing And Apply Wax Sealant

Parts Replaced or Added

Part	Quantity
1 STEEL BOLTS FOR BOSCH STEERING GEAR-MX (1500015-00-A)	1.0

Pay Type: Basic Vehicle Limited Warranty 0.00

Concern: Check tire pressure and condition

Correction: Check and Adjust Tire Pressure

Correction: Check Tire Tread Depth

Pay Type: Goodwill - Service 0.00

Concern: Customer States: the rear passenger tire is flat

Correction: Tires - Rear - Set

Parts Replaced or Added

Part	Quantity	Unit Price	Price	Adjustment	Subtotal
275/45R20 CCLXS T0(1027257-00-B)	2.0	295.00	590.00	0.00	590.00
Tire Disposal Fee(1025331-00-A)	2.0	2.50	5.00	0.00	5.00
Parts Subtotal					595.00

Correction: Four Wheel Alignment (Air Suspension) (Adjust Camber Caster Toe)

Price	Adjustment	Subtotal
183.75	0.00	183.75

Pay Type: Customer Pay 878.75

Total Parts Amount 595.00

Total Labor Amount 283.75

Concern: Customer States: that when I get to 30-40 mph I feel a vibration coming from the front of the car.

Correction: General Diagnosis

Price	Adjustment	Subtotal
175.00	0.00	175.00

Correction: Halfshaft - Front Drive Unit - LH (1st Generation) (Remove and Replace)

Price	Adjustment	Subtotal
498.75	0.00	498.75

Parts Replaced or Added

Part	Quantity	Unit Price	Price	Adjustment	Subtotal
NUT HF M10x1.25 PC10 PTP COLORED(2007090-00-C)	2.0	0.25	0.50	0.00	0.50
NUT HF M14x2.00 [10]-G720(2007073)	2.0	0.55	1.10	0.00	1.10
BOLT,TE,M10X1.5x48[10.9] U-ZNNI-MP CW(1137112-00-A)	2.0	1.00	2.00	0.00	2.00
BOLT HF M14x102 PC109(1058323-00-A)	2.0	2.20	4.40	0.00	4.40
NUT PLATE ASSY,LHS MTR MNT,SDU-F(1055863-00-A)	1.0	2.20	2.20	0.00	2.20
CLVS ASSY,DBL ISO,LHS MTR MNT,SDU-F(1055366-00-H)	1.0	185.00	185.00	0.00	185.00
HALFSHAFT, FR RH, MODEL X(1027115-00-D)	1.0	500.00	500.00	0.00	500.00
HALFSHAFT, FR LH, MODEL X(1027111-00-D)	1.0	500.00	500.00	0.00	500.00
WASHER SAFETY M24x39(1020296-00-B)	2.0	3.30	6.60	0.00	6.60
BOLT HF M14x2.00x50 DP [10.9] ZnAl-W(1009189-00-A)	2.0	2.20	4.40	0.00	4.40
BOLT HF M8x30 PC109 ADH MAT(1008722-00-A)	4.0	0.65	2.60	0.00	2.60
NUT HFPT M14-2.00 [10] ZnNi-W(1004356-00-B)	2.0	0.50	1.00	0.00	1.00
NUT HF M10x1.50 [10] ZnAl-W(1004351-00-A)	2.0	0.55	1.10	0.00	1.10
BLT BTNHD M10x1.50x57 [10.9] ZnAl-W(1004350-00-A)	2.0	1.10	2.20	0.00	2.20

Parts Subtotal 1,213.10

Correction: Halfshaft - Front Drive Unit - RH (1st Generation) (Remove and Replace)

Price	Adjustment	Subtotal
455.00	0.00	455.00

Correction: Links - Fore - Lower - Front - LH/RH (Includes Alignment) (Remove & Replace)

Price	Adjustment	Subtotal
297.50	0.00	297.50

Parts Replaced or Added

Part	Quantity	Unit Price	Price	Adjustment	Subtotal
FORE LINK ASSY, RH(1041575-00-B)	1.0	205.00	205.00	0.00	205.00
FORE LINK ASSY, LH(1041570-00-B)	1.0	205.00	205.00	0.00	205.00
WASHER, NORDLOCK, 15.2x30.7x3.4(1033093-00-A)	2.0	2.20	4.40	0.00	4.40
NUT HF M14x1.50 [10] ZnNi NL INSERT(1004358-00-C)	2.0	0.55	1.10	0.00	1.10

Parts Subtotal 415.50

Pay Type: Customer Pay 3,054.85

Total Parts Amount 1,628.60

Total Labor Amount 1,426.25

Concern: Goodwill : Drivers side half shaft has damaged threads

Correction: No Labor Performed - Part Replaced

Parts Replaced or Added

Part	Quantity
HALFSHAFT, FR LH, MODEL X(1027111-00-D)	1.0
NUT HF M24x1.5 [8.8] ZnFl-W(1020297-00-A)	1.0

Pay Type: Goodwill - Service 0.00

Concern: After repairs, team found knocking noise from front end.

Correction: Air Spring Module - Front - LH (Remove & Replace)

Price	Adjustment	Subtotal
157.50	0.00	157.50

Parts Replaced or Added

Part	Quantity	Unit Price	Price	Adjustment	Subtotal
AIR SPRING MODULE FR(1027361-25-E)	1.0	990.00	990.00	0.00	990.00
Parts Subtotal					990.00

Correction: Air Spring Module - Front - RH (Remove & Replace)

Price	Adjustment	Subtotal
140.00	0.00	140.00

Parts Replaced or Added

Part	Quantity	Unit Price	Price	Adjustment	Subtotal
AIR SPRING MODULE FR(1027361-25-E)	1.0	990.00	990.00	0.00	990.00
Parts Subtotal					990.00

Correction: Links - Front Suspension - Lower - Aft - LH/RH (Remove & Replace)

Price	Adjustment	Subtotal
542.50	0.00	542.50

Parts Replaced or Added

Part	Quantity	Unit Price	Price	Adjustment	Subtotal
FR SUSP AFT LINK ASSY(1027351-00-C)	2.0	265.00	530.00	0.00	530.00
WASHER, NORDLOCK, 15.2x30.7x3.4(1033093-00-A)	2.0	2.20	4.40	0.00	4.40
NUT HF M14x1.50 [10] ZnNi NL INSERT(1004358-00-C)	2.0	0.55	1.10	0.00	1.10
BOLT H CAM M14x2.00x114 [10.8]-G720(2007105)	2.0	8.80	17.60	0.00	17.60
Parts Subtotal					553.10

Correction: Link - Sway Bar - Front - Pair (Remove & Replace)

Price	Adjustment	Subtotal
87.50	0.00	87.50

Parts Replaced or Added

Part	Quantity	Unit Price	Price	Adjustment	Subtotal
FR STABAR LINK LH(1027391-00-B)	2.0	47.00	94.00	0.00	94.00
Parts Subtotal					94.00

Pay Type: Customer Pay 3,554.60

Total Parts Amount 2,827.10

Total Labor Amount 927.50

Service Center hourly rate: USD 175.

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)	4,850.70
Total Labor (USD)	2,837.50
Discount	0.00
Subtotal (USD)	7,488.20
Tax	290.75
Total Amount (USD)	7,778.95

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. Any parts (including tires/wheels) removed or replaced by Tesla during vehicle service will become the property of Tesla. However, 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.

Customer's Rights:

- You may request a written estimate for repairs which cost in excess of \$50.
- You may not be charged any amount ten percent in excess of the written estimate without your consent.
- Any parts (including tires/wheels) removed or replaced by Tesla during vehicle service will become the property of Tesla. However, at the time you authorize repairs, you may request to receive (subject to any applicable core charge) 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 or exchange agreement, which will only be presented to you for examination and not returned.
- Repairs not originally authorized by you may not be charged to you without your consent.

I have read the foregoing and 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:

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. While your vehicle is on the premises of a Tesla facility, Tesla may not be responsible for damage to the your vehicle under certain circumstances. You should ask a Tesla representative about the extent of Tesla's responsibility, including the extent of Tesla's insurance coverage for its facility.

Any parts (including tires/wheels) removed or replaced by Tesla during vehicle service will become the property of Tesla. However, 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.

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 and its employees will turn off any photo or video capturing devices, such as dashboard cameras, once we 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 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.
- 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.

Manufacturer Special Policy Adjustment Programs

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

TESLA

5YJXCAE46GF [REDACTED]

Our records show that you own, or previously owned, a Model S/X that was built before March 2018. It may be eligible for Tesla's Warranty Adjustment Program covering malfunction of a memory chip (embedded MultiMediaCard). This malfunction may result in a blank or intermittently blank touchscreen but will not impact the ability to drive your car.

Tesla is providing eligible owners who experience a malfunction no-cost repairs to this part at any Tesla Service Center for 8 years/100k miles from initial delivery date. If you do not experience a malfunction, there's no need to take action.

If you have already paid for repairs that meet the conditions of the program, you may be eligible for reimbursement. Tesla will send reimbursement details and eligibility by February 2021.

To learn more about the program and its terms and conditions, please click the link below.

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LEARN MORE