

## 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 ----- 11388216-----  
**Date:** Thursday, February 4, 2021 8:22:16 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Wednesday, February 03, 2021 10:17 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Follow up to ODI Complaint ----- 11388216-----

**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.

Attached please find corrected Vehicle Owner's Questionnaire.

Thank you,

[REDACTED].

----- Forwarded Message -----

**From:** EVOQ (NHTSA) <[evoq@dot.gov](mailto:evoq@dot.gov)>  
**To:** [REDACTED]  
**Sent:** Wednesday, February 3, 2021, 08:31:16 AM PST  
**Subject:** FW: Follow up to ODI Complaint ----- 11388216-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto: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	Repository <input type="checkbox"/>
14-JAN-2021	Reference No. 11388216

**OWNER INFORMATION (Type or Print)**

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

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
5YJSA1CP7DF [REDACTED]	TESLA	MODEL S	2013
Date Purchased	Dealer's Name and Telephone Number		Engine:
8/24/2013			No: Cylinders
Original Owner	Dealer's City	State	Zip Code
<input checked="" type="checkbox"/>	Los Angeles	CA	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input checked="" type="checkbox"/> Cruise Control		Incident Date(s)
			02-DEC-2016

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

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 353620 EQUIPMENT: ELECTRICAL: INFOTAINMENT: VIDEO (TOUCH)SCREEN/MONITOR/UNIT	Failure Mileage	Failure Speed
	41000	20

**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	Number of Deaths	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			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 WHILE DRIVING 20 MPH, THE MEDIA CONTROL UNIT AND THE DASHBOARD LIGHTS FLICKERED ON AND OFF BEFORE BECOMING INOPERABLE. THERE WAS NO WARNING LIGHT ILLUMINATED. THE CONTACT DROVE TO THE RESIDENCE. THE NEXT DAY THE CONTACT DROVE THE VEHICLE TO TESLA (811 S SAN FERNANDO BLVD, BURBANK, CA 91502) WHO DIAGNOSED THE FAILURE TO THE MEDIA CONTROL UNIT. THE MEDIA CONTROL UNIT WAS REPLACED HOWEVER, THE FAILURE PERSISTED. ~~THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE.~~ THE FAILURE MILEAGE WAS 41,000.  
The failure of the media control unit has occurred many times before the Contact made this report. The above represents the latest occasion of incident. Some of the media control unit failures occurred while driving on a highway at speeds of 65 miles per hour. When Contact took his vehicle to Tesla, the service center stated that the media control unit needed replacement, but wanted estimated \$1,400.00 for the replacement. The media control unit was not replaced due to high cost. The media control unit failure occurred again in early January 2021, after this report was originally submitted.

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.