

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 19-FEB-2021 MAR 31 2021		Repository ☐ Reference No. 11396941	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City PORT ST. LUCY		State FL	Zip Code		
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 5YJXCDE26H		Make TESLA	Model MODEL X	Model Year 2017	
Date Purchased 12/27/2017	Dealer's Name and Telephone Number TESLA SERVICE CENTER 5544 GREENHOPE BLVD. WEST PALM BEACH 33417 561 841 9281 - GOOD LUCK CALLING!		Engine: No: Cylinders ZERO	Fuel Type: ELECTRICITY	
Original Owner ☐	Dealer's City WEST PALM BEACH	State FL	Zip Code 33417		
Transmission Type DIRECT DUAL MOTOR	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: INTERMITTENT BRAKING IN CRUISE CTRL TESLA CAN'T FIX! ALSO LED TRAILER LIGHT DON'T WORK.		Incident Date(s) 01-FEB-2021 TO TESLA. THEY CAN'T/WON'T FIX IT.
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 120000 EXTERIOR LIGHTING, 110000 ELECTRICAL SYSTEM TESLA WON'T FIX LED TRAILER LIGHTS - THEY SUGGEST I USE A U-HAUL COMPONENT TO FIX THE ISSUE. I PAID FOR TESLA TRAILER PACKAGE. NO TESLA PERSON WARNED ME ABOUT THE PROBLEM. BRAKE ISSUE: WHEN I TOLD THEM SOMETIMES THE BRAKES SLAM ON AT RANDOM TIMES THEY SAID "LOG THE TIMES WHICH I DID THEY CHECKED A SMOKE NOTHING COULD BE DONE! CRAZY!				Failure Mileage 24000	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 2017 TESLA MODEL X. THE CONTACT STATED THAT THE REAR TAIL LIGHTS ON THE TRAILER THAT WAS ATTACHED TO THE VEHICLE, FAILED TO FUNCTION AS DESIGNED. TO ENSURE THAT THE FAILURE WAS RELATED TO THE VEHICLE AND NOT TRAILER, THE CONTACT HAD THE TRAILER ATTACHED TO TWO SEPARATE FRIEND'S VEHICLES AND THE TRAILER LIGHTS WORKED ON BOTH VEHICLES. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE BUT OFFERED NO ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 24,000. I HEARD THE TESLA MODEL Y HAD A RECALL CONCERNING LED TRAILER LIGHTS - WELL MY MODEL X HAS THE SAME PROBLEM. ONLINE I READ OTHERS ARE HAVING SAME PROBLEM. IF YOU USE EQUIPMENT PROVIDED BY TESLA WITH THEIR TOW PACKAGE AND START TOWING AT NIGHT - V. LIKELY TO BE REAR ENDED DUE TO NO LIGHTS. THE BRAKING ISSUE IN CRUISE CONTROL IS ALSO V. DANGEROUS. AGAIN NO FIX OFFERED BY TESLA. DANGER OF BEING REAR ENDED IS V. REAL. PLEASE DO SOMETHING TO GET THESE ISSUES FIXED - U-TUBE VIDEO BY [REDACTED] REVEALS MODEL Y ALSO BRAKES FOR NO REASON. NOTHING BEING DONE!!!					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

SEE [REDACTED] U-TUBE VIDEO "2021 TESLA MODEL Y FULL
REVIEW AFTER 9 MONTHS" HALF WAY THROUGH HE TALKS
ABOUT SUDDEN BRAKING IN AUTO PILOT. "MY MODEL X
I DON'T USE AUTO PILOT ONLY CRUIZE CONTROL. I GET THE SAME
RANDOM BRAKING. I BOUGHT MY X DEC 27 2017 AND 4 YEARS
LATER THE SAME V.DANGEROUS BRAKING PROBLEM EXISTS!
IT'S TIME SOMETHING WAS DONE.

ATTACH ADDITIONAL SHEETS IF NECESSARY

WEST PALM BCH FL 334

19 MAR 2021PM 1 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safecar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration