

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up reply to ODI -- 11404496
Date: Monday, April 19, 2021 8:12:39 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Saturday, April 10, 2021 8:19 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up reply to ODI -- 11404496

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 is the completed form, plus two photos of the issue, and the Tesla service order.

Thank you for your help!

-- [REDACTED]

[REDACTED]
[REDACTED]
West Hollywood, CA [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]





This is the only thing that holds this piece of carpet to the floor. (It is the mat that came with the Tesla.)





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"/>
23-MAR-2021	Reference No. 11404496

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number		E-mail Address	
Address			Evening Telephone Number			
City	State	Zip Code				
WEST HOLLYWOOD	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 5YJ3E1EB5LP		Make TESLA	Model MODEL 3	Model Year 2020
Date Purchased 06/12/2020	Dealer's Name and Telephone Number Tesla, 310-473-8337		Engine: No: Cylinders	Fuel Type: (Electric)
Original Owner Ron Harris (lessee)	Dealer's City Los Angeles	State CA	Zip Code 90025	
Transmission Type	<input checked="" type="checkbox"/> YES Antilock Brakes <input checked="" type="checkbox"/> YES Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-NOV-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY	Failure Mileage 600	Failure Speed 5mph
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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: DOTM9ABC036)	<input type="checkbox"/> 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 <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 2020 TESLA MODEL 3. THE CONTACT STATED THAT WHILE OPERATING THE VEHICLE, THE DRIVER'S SIDE FLOOR MAT FOLDED OVER WHILE ATTEMPTING TO DEPRESS THE PEDALS. ON ONE OCCASION THE FAILURE CAUSED THE DRIVER TO LOSE CONTROL OF THE VEHICLE AND THE VEHICLE STRUCK THE CURB. THE CAUSE OF THE FAILURE WAS NOT YET DETERMINED. THE MANUFACTURER AND TESLA SERVICE CENTER LOCATED AT 11163 SANTA MONICA BLVD, LOS ANGELES, CA 90025 WERE NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 600.

The Tesla Service Center replaced the mats (at no charge), but the same problem occurs. They claim the Velcro adheres firmly, but neither the original nor the replacements will stay in place.

Attached: two photos, Service Order

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.