



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**



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May 28, 2021

NEF-109 ela  
Ref. No. 11414837

[REDACTED]  
Grosse Pointe Woods, MI [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2015 Tesla Model S vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigations. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We are aware of NHTSA Safety Recall Campaign No. 21V-035, which addresses a problem with failures of the center display which may cause loss of rearview camera, defrost, or exterior lighting in certain MY 2012 through 2018 Tesla Model S and MY 2016 through 2018 Model X vehicles.

Please note that recalls are very specific with regards to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. We know that under Recall 21V-035, the affected Model S vehicles were produced between May 31, 2012 and March 03, 2018. These vehicles were equipped with an NVIDIA Tegra 3 processor with an integrated Hynix 8GB eMMC NAND flash memory device. However, vehicles with the upgraded Intel Atom processor are not included. We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](http://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

We encourage you to continue to work with Tesla and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Tesla district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Michigan Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices.

Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

Finally, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement