

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

From: [REDACTED]  
 To: [EVOQ \(NHTSA\)](#); [REDACTED]  
 Cc: [NHTSA ODI CRD](#); [REDACTED]  
 Subject: ODI-11458339  
 Date: Wednesday, June 8, 2022 10:24:41 AM  
 Attachments: [REDACTED]

**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.

Subject: Re: Instructions to pick up car  
 To: [4me+nhtsa@telesishq.com](mailto:4me+nhtsa@telesishq.com)

Good morning,

We would like an update on our complaint, please.

Thank you.

[REDACTED]  
 Lakeland FL  
 Monday to Friday 9am to 5pm.  
 (To find us in Google maps, please search with our name)  
 Cell [REDACTED]

CONFIDENTIALITY: This e-mail, including any attachments, contains confidential and/or privileged information intended only for the individual(s) to whom it is addressed. If the reader of this message is not the intended recipient, or the agent responsible to deliver it to the intended recipient, you are hereby notified that any review, dissemination, distribution or copying of this communication is prohibited. If this communication was received in error, please notify us by reply email and delete the original message

...  
 On Thu, Mar 24, 2022 at 7:54 AM [REDACTED] wrote: > Good morning, >  
 > We filed a complaint to you regarding Tesla attempting to make us pay \$1500 to have the recall resolved on our Model S 2013 on December 22nd and nothing has been done by your services so far. > It is our understanding that the NHTSA is the authority supposed to enforce car manufacturer's obligations to perform recalls in a timely manner. > It seems that you have no intention to protect us from the abuse of those giant companies. > This is the reason why Tesla is not intimidated at all, is free and encouraged to commit such abuses. >> Thank you. >>  
 [REDACTED] Lakeland FL [REDACTED] > Monday to Friday 9am to 5pm.  
 > (To find us in Google maps, please search with our name) > Cell [REDACTED] >>> CONFIDENTIALITY:  
 This e-mail, including any attachments, contains confidential > and/or privileged information intended only for the individual(s) to whom it > is addressed. If the reader of this message is not the intended recipient, > or the agent responsible to deliver it to the intended recipient, you are > hereby notified that any review, dissemination, distribution or copying of > this communication is prohibited. If this communication was received in > error, please notify us by reply email and delete the original message >>> On Wed, Jan 19, 2022 at 11:18 AM 4ME <[4me+nhtsa@telesishq.com](mailto:4me+nhtsa@telesishq.com)> wrote: > Good Day [REDACTED] >> Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center. >> In some cases, an investigator from the Office of Defects Investigation (ODI) may call to clarify or verify information from your report. Unfortunately, the large volume of reports received by the agency does not permit a return call for each report filed. >> NHTSA technical staff conducts a continuous analysis of these reports to determine whether an unusual number of

complaints of potential safety-related problems have been received on any specific line of vehicles. The number of reported complaints and the severity of the consequences are carefully reviewed by technical staff and measured against the number of vehicles manufactured, and how many years the vehicles have been in service. > > If you would like to update your complaint or have questions about whether your concern involves an investigation or recall are best answered by contacting the Office of Defects Investigation Team, you may do so by mailing by mailing in your inquiry of a status update to: > > U.S. Department of Transportation > National Highway Traffic Safety Administration > Office of Defects Investigation (NVS-210) > 1200 New Jersey Ave, SE > West Building > Washington, DC 20590 > > (Note: Please provide your ODI "Complaint" number on all copies) > > We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236. > > Thank you, > > [NHTSA.dot.gov](https://www.nhtsa.gov) Response Team > > Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, W > > > Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center. > > > We value your opinion. Please take a moment to complete our [Survey](#). > > We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236. > > Thank you, > > [NHTSA.dot.gov](https://www.nhtsa.gov) Response Team > > Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590. > > > -----

From: [REDACTED] > > Sent: Monday, January 17, 2022 4:16 PM > >  
To: [nhtsa.webmaster@dof.gov](mailto:nhtsa.webmaster@dof.gov) <[nhtsa.webmaster@dof.gov](mailto:nhtsa.webmaster@dof.gov)> > Subject: Re: Instructions to pick up car > Could you please provide an update on our complaint?? > > Thank you, > > [REDACTED] > >  
[REDACTED] > > On Tue, Jan 4, 2022, 3:40 AM [REDACTED] wrote: > Good morning, > > Could you please provide an update on our complaint? > > Thank you, > > [REDACTED] > >  
[REDACTED] > > On Thu, Dec 30, 2021, 6:22 AM [REDACTED] wrote: > Good morning, > > Could you please provide an update on our complaint? > > Thank you, > > [REDACTED] > >  
[REDACTED] > > On Wed, Dec 22, 2021, 6:25 PM [REDACTED] wrote: > Hello, > > We would like to file a complaint in regard to Tesla refusing to comply with a recall on vehicle 5YJSA1DN5DF [REDACTED] > The vehicle has been delivered to Tesla on december 15th and today Tesla is returning the vehicle to us refusing to perform the recall unless we purchase a new MCU which is the failing part subject to the recall for a cost of \$1500. > > Thank you. > > [REDACTED] Lakeland FL [REDACTED] > Monday to Friday 9am to 5pm. > (To find us in Google maps, please search with our name) > Cell [REDACTED] > > >

CONFIDENTIALITY: This e-mail, including any attachments, contains confidential > and/or privileged information intended only for the individual(s) to whom it > is addressed. If the reader of this message is not the intended recipient, > or the agent responsible to deliver it to the intended recipient, you are > hereby notified that any review, dissemination, distribution or copying of > this communication is prohibited. If this communication was received in > error, please notify us by reply email and delete the original message > > > ----- Forwarded message ----- > From: [REDACTED] > > Date: Wed, Dec 22, 2021 at 8:10 PM > Subject: Re: Instructions to pick up car > To: Brian Gerharz <[bgerharz@tesla.com](mailto:bgerharz@tesla.com)> > > > Hello Brian, > > When I came yesterday you explained to me that Tesla no longer supports the software protocols of the early Model S and now it seems to me that you are blaming the repair done on the MCU due to the failure subject of this recall? > As I explained to you, the MCU died without reason at one point and when we attempted to connect it to the app it was not communicating and we were unable to schedule a service appointment since Tesla requires any service appointment to be scheduled with the app. > Tesla's policy forced us to attempt a repair on the MCU, we had no choice and this failure is the reason for the recall. > It seems to me that Tesla is responsible for repairing the failure subject to the recall and forced us to attempt a repair on the MCU. > The MCU was dead and not communicating at all, the reason why we couldn't connect it to the app. So repair or no repair you would not be able to establish a communication with the MCU anyway. > It doesn't make sense that you are refusing to replace a defective part for the reason that it is defective. > > Or is it that you don't perform recalls on used MCUs? > Used vehicles do not come with new MCUs so that doesn't make sense either. > > Either way it doesn't make sense to me that you are making us pay \$1500 to fix the recall, I think this is not right to say the least. > I am requesting that you take your responsibilities and fix this recall at no charge as it should be. > > Thank you. > > [REDACTED] > >  
[REDACTED] > > Lakeland FL [REDACTED] > Monday to Friday 9am to 5pm. > (To find us in Google maps, please search with our name) > Cell [REDACTED] > > > CONFIDENTIALITY: This e-mail, including any attachments, contains confidential > and/or privileged information intended only for the

individual(s) to whom it > is addressed. If the reader of this message is not the intended recipient, > or the agent responsible to deliver it to the intended recipient, you are > hereby notified that any review, dissemination, distribution or copying of > this communication is prohibited. If this communication was received in > error, please notify us by reply email and delete the original message > > > Virus-free [REDACTED] > > On Wed, Dec 22, 2021 at 5:20 PM Brian Gerharz <[bgerharz@tesla.com](mailto:bgerharz@tesla.com)> wrote:

Here is the documentation you asked for.

MCU has been repaired by a 3rd party as discussed with customer on the phone and is offline. The Hermes credentials cannot be restored. Tesla does not support used MCUs  
Advise Infotainment upgrade. or a replacement MCU. EMMC recall cannot be performed as a result of MCU being off line.

From: Brian Gerharz  
Sent: Wednesday, December 22, 2021 5:17 PM  
To: [REDACTED]  
Subject: Instructions to pick up car

[PICK UP INSTRUCTIONS] Great news! Your appointment qualifies for touchless-pick up. No need to check-in inside:

[1] Your vehicle is parked in spot [ S62 ] on the left side of our building when facing it.

[2] Your key is located in box letter [ S ] with your secured code [3004] Please turn the knob and leave your lock box open after retrieving your key. You can go directly to your vehicle and it will be accessible until 7:00 PM today. Please, confirm.

I left your Paperwork in the car

Brian L Gerharz | Associate Service Manager Florida  
p. +1 (813)496-3039 | [tampaservice@tesla.com](mailto:tampaservice@tesla.com)

[REDACTED]

[REDACTED]

ASRC Federal Holding Company

[REDACTED]

7000 Muirkirk Meadows Drive, Beltsville, MD 20705  
[asrcfederal.com](http://asrcfederal.com) | Purpose Driven. Enduring Commitment.

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Complaint Number: 11458339, submitted electronically to NHTSA on 3/25/2022, 2:09:34 PM.

### 1. Vehicle Information

Vehicle Identification Number (VIN)

5YJSA1DN5DF [redacted]  
2013 TESLA MODEL S

### 2. Incident Information

**Problem Parts**

Which parts of your vehicle were affected?

Electrical

**What happened?**

In your own words, tell us what happened.

Main screen is black, subject to current recall. Also, vehicle takes about 15mn to start. Tesla is trying to make us pay \$1500 for the repair. Tesla non compliance reported on December 22 2021 to NHTSA by email and only now we are directed to file the complaint here.

**Additional Details**

When did this happen?

12/22/2021

Was there a crash?

No

Was there a fire?

No

Was there an injury or fatality?

No

How fast were you going?

(in mph) (not on)

Not answered

About how many miles were on the vehicle at the time of the incident? (optional)

Not answered



Complaint NHTSA.pdf

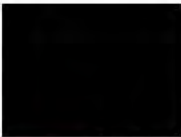


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### 3. Personal Information

This information is necessary in case we need to contact you for additional data or to clarify your entries.

Name:



Email:

Address:

Kissimmee, FL [redacted]

Phone:



**Information Sharing Notice**

NHTSA may share your complaint, including your name and contact information, with the vehicle or equipment manufacturer in the interest of safety. You can opt-out of this sharing below. However, NHTSA may still share your complaint with the manufacturer (even if you opt-out) if there is an official safety investigation or safety recall.

DO NOT share my personal information with the manufacturer prior to the start of a safety investigation or recall.



**Safety Recall Alerts**

NHTSA will use the email address in this form to alert you if your vehicle could be subject to a safety recall.

I DO NOT wish to receive safety recall alerts from NHTSA.

If you have questions regarding your complaint, please contact NHTSA's Vehicle Safety Hotline at 888-327-4236 (TTY: 888-424-9153), Monday-Friday, 8 a.m. to 8 p.m. ET. You can also email us ([hyperlink nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)) – be sure to include your complaint number in the email.