

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [REDACTED]
Subject: RE: Follow up to ODI Complaint ----- 11459567-----
Date: Sunday, July 24, 2022 12:45:33 PM
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.

Hi,

Attached are my edits to my complaint to NHTSA. See the Comments section (press Comments to display).

Please e-mail me if you have any questions.

Thanks,

[REDACTED]

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Thursday, July 14, 2022 8:19 AM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----- 11459567-----

External Email - Use Caution

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to 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

Electronic Mail is not secure, may not be read every day, and should not be used for urgent or sensitive issues



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

04-APR-2022

Repository Reference No.
11459567

OWNER INFORMATION (Type or Print)

Name

Address

City

Ann Arbor

State

MI

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

5yjsa1e27f

MAKE

TESLA

Model

MODEL S

Model Year

2015

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: CylindersFuel Type:
HYBRID ELECTRIC

Original Owner

Dealer's City Perry

STATE

GA

ZIP Code

31069

Transmission Type

 Antilock Brakes
 Cruise Control
Powertrain
ALL WHEEL DRIVE

Multiple Failure:

Incident Date(s)
31-MAR-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 120000 EXTERIOR LIGHTING, 130000 VISIBILITY, 280000 BACK OVER PREVENTION

Failure Mileage
56000.0

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: DOTMAL 9ABC036)

 Original Requirement
 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), 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), 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).

The contact owns a 2015 Tesla Model S. The vehicle had previously been serviced under NHTSA Campaign Number: 21V035000 (Back Over Prevention, Visibility, Exterior Lightning) however, the failure occurred after the recall was repaired. The contact stated that while driving at an undisclosed speed, the center display screen went black and then rebooted, causing the defroster to become inoperable. The auto pilot function and other unknown warning messages were displayed. The vehicle was not diagnosed nor repaired by an independent mechanic or dealer. The manufacturer was not made aware of the failure. The failure mileage was approximately 56,000. Tesla stated that they believe a firmware update in the near future should fix this problem.

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.