

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

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11473604
Date: Monday, July 25, 2022 8:22:34 PM

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Subject: Re: Thanks for Letting Us Know About Your Safety Problem

To: nhtsa.webmaster@dot.gov

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Hello,

Good morning

The email below stated to wait two (2) days and it's been ten (10) days. In that interim, I reviewed the recalls that apply to my vehicle and found fifteen (15):

"The front suspension fore links may fail at the knuckle ball joint ring, which may result in contact between the tire and wheel liner,"

A communication error may cause false forward-collision warning (FCW) or unexpected activation of the automatic emergency brake (AEB) system.

A software error may cause a valve in the heat pump to open unintentionally and trap the refrigerant inside the evaporator, resulting in decreased defrosting performance. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 103, "Windshield Defrosting and Defogging Systems."

According to NHTSA's Office of Defects Investigation (ODI), the problem lies with the Media Control Unit that runs the central display screen. If it fails, the screen goes dark, which means that neither the backup camera nor the climate controls will be displayed—and since Tesla displays its climate controls on the center screen, that means there's no way to turn on the defroster or defogger. (A rear-view camera and defroster are required by Federal law. This is why most cars, even those with video-screen climate controls, have a separate defroster button.) ODI says a failed MCU can also affect other safety systems, including Autopilot and the turn signal clickers.

false warnings of a possible forward collision, unexpectedly triggering the emergency brakes.

loose front suspension bolts, an issue which could cause instability and "adversely impact vehicle controllability," according to the NHTSA report

Tesla recalled nearly 27,000 U.S. vehicles over software that affects windshield visibility in cold temperatures. The software issue could allow the heat to stop working in cold conditions, affecting the defrosting capabilities

Tesla will recall approximately 130,000 cars and SUVs in the US due to issues with the center display. Apparently, the infotainment system's processor could overheat while the car is fast-charging. If it does overheat, the center display can either lag or go blank.

Teslas were recalled for issues with the hood latch, which could open without warning while driving and "obstruct the driver's visibility."

the embedded MultiMediaCard (eMMC) controller in some models can wear out, which can lead to some display function failures. This can cause the loss of the rearview camera display and defrost/defog control settings, among other issues, "increasing the risk of a crash", the report said.

The infotainment central processing unit (CPU) may overheat during the preparation or process of fast-charging, causing the CPU to lag or restart.

The National Highway Traffic Safety Administration said the vehicles do not comply with a federal motor vehicle safety standard and if drivers do not know how fast they are traveling it could increase the risk of a crash.

The other issue caused the rearview camera to not be visible on the car's display due to "repeated opening and

closing of the trunk lid.”

The rearview image may not immediately display when the vehicle begins to reverse. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, “Rear Visibility.”

When the 8GB eMMC NAND flash memory device for the center display reaches lifetime wear, the eMMC controller will no longer be able to maintain the integrity of the filesystem, causing a failure in some of the center display functions.

Please add my VIN to these recalls so Tesla may resolve.

Also, in our interim, I ran a battery test: I fully charged on July 15, 2022 and by July 21, 2022 the battery was nearly dead with sixty-five (65) miles driven; this is a problem because I could be stranded with a dead battery and no cell reception.

Another question I have is the Falcon Wing Doors aka Gull Wing Doors: in other makes and models, such as the Mercedes SLS, there is a way to exit the vehicle when the doors fail or are blocked; how do the potentially four (4) people exit the vehicle?

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On Tue, Jul 12, 2022 at 2:24 PM <NHTSA-ODI-Consumer-Communication@service.govdelivery.com> wrote:

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America’s roadways.

Your tracking number assigned by NHTSA for this issue is [11473604](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](https://www.nhtsa.gov) with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there’s ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA’s Office of Defects Investigation:

* Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST (Spanish-speaking representatives available)

TTY: 888-424-9153

(Please have your ODI number referenced above available.)

* Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>

(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

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