

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

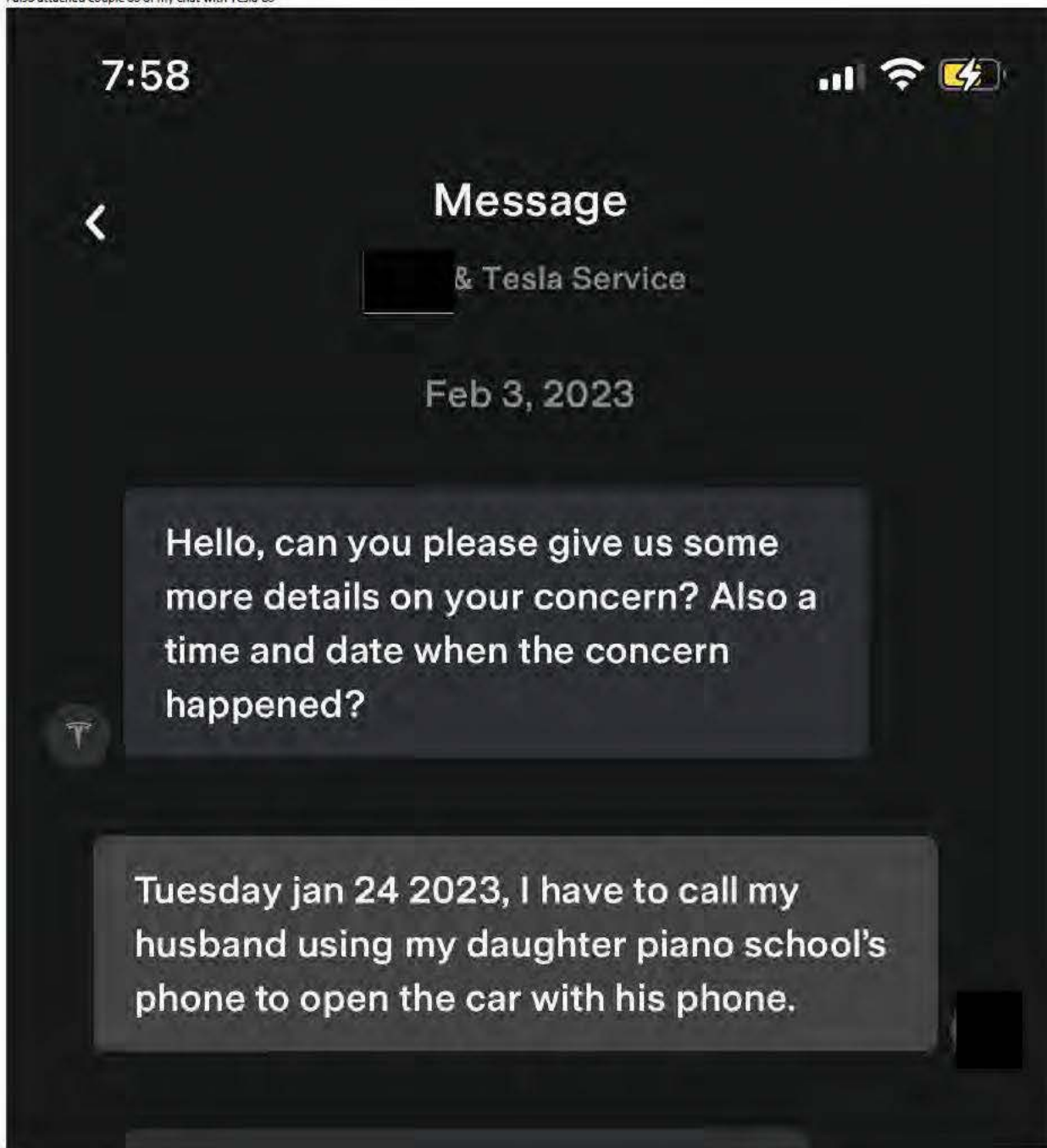
From: [DataQuality, DataQuality \(NHTSA\)](#)  
To: [EQDQ \(NHTSA\)](#)  
Subject: FW: Complain number 11505420  
Date: Monday, April 17, 2023 8:01:19 AM  
Attachments: [REDACTED]

From: [REDACTED]  
Sent: Saturday, April 15, 2023 11:00 AM  
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
Subject: Complain number 11505420

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.

Please my fix my name, my name is [REDACTED]

I also attached couple SS of my chat with Tesla CS



Thank you for the details, can you please give us the Time when the concern happened last?

Around 5pm-5.30pm

And for the key card, I can't remember exactly. I used my phone as key most of the times.. but when I need use my card key most of the time the card key always take long times to unlock the car. .

Feb 4, 2023

You have a mobile service appointment on 2023-02-07. The technician will arrive between

7:59



Message

& Tesla Service

You have a mobile service appointment on

You have a mobile service appointment on 2023-02-07. The technician will arrive between 07:30 and 12:00 at [REDACTED] Walnut CA US [REDACTED]. Garage access or shelter preferred in extreme weather conditions. Cancellation charges within 24 hours of your appointment may apply.

 thank you

Feb 5, 2023

Hello, this is Tesla Service. There are no active alerts at this time. During the time stamp provided the phone signal strength continued to get weaker as it became to idle. The network settings can be affect the Bluetooth signal as the phone idles and/or when the mobile device enters a low power or power saving mode. If on iOS 15+ go to Settings > General > Transfer Reset iPhone > Reset > Reset Network Settings. There is a newer firmware update available for

the vehicle. We are sending the newer firmware update over the air. Please install the update at your earliest convenience. Please let us know if that resolved your concern. Thank you and hope to hear from you soon!

7:59



## Message

Tesla Service

I always update the software up to date , also my phone iOS

How comes the car locked with my son, my phone and my purse with my CC key inside the car...

Feb 6, 2023

You have a mobile service appointment on 2023-02-07. The technician will arrive between 07:30 and 12:00 at Walnut

CA US [REDACTED] Garage access or shelter preferred in extreme weather conditions. Cancellation charges within 24 hours of your appointment may apply.

The vehicle locked because the Bluetooth signal from your mobile device became weak. If the signal becomes weak such as being in a purse or the Tesla App going into a power saving mode the vehicle will lock since it no longer detects your mobile device. Can you please confirm since updating the firmware that your concern is no longer present? Thank you and hope to hear from you soon!

7:59



## Message

[REDACTED] & Tesla Service

that your concern is no longer present? Thank you and hope to hear from you soon!

Please try to put in my shoes, my son  
y.o., he sit in car seat with fasten seat belt.  
Can you imagine how panic me and my  
daughter at that time. He was scare and  
crying... Tesla shouldn't give the driver worry  
while driving the car

My concern still there, Tesla need to fix this.

And also about the safety recall  
Issue, when they will  
Replace that for me?

Hello we sent a new firmware  
update to your vehicle to help resolve  
your concern. Your vehicle offers 4  
ways of unlocking and locking the  
vehicle. You can unlock the vehicle  
through the Tesla Mobile App by  
pressing the unlock and lock button,  
you can use your key card to unlock  
and lock the vehicle, you can use  
phone-as-a-key to unlock and lock  
the vehicle, and you can use a key fob

to unlock and lock the vehicle. If all 4 of these options do not work, you can call Tesla Roadside (877 798 3752) to assist unlocking your vehicle. Can

7:59



## Message



& Tesla Service

call Tesla Roadside (877 798 3752) to assist unlocking your vehicle. Can you please confirm since updating the firmware that your concern is no longer present? Thank you and hope to hear from you soon!



Last

Time they unlock my car with ething inside the car. I just about to open the door for My daughter. And my door just locked, what make it worse is my son inside.

Lucky I found someone to borrow me her phone.

\*I mean last time they locked my car with  
ething inside the car.

Thank you for the details, from the  
owner's manual for your vehicle. "For  
increased security, passive locking  
and unlocking disables after being  
stationary for five minutes while  
within vehicle range when the vehicle  
is not in use (for example, you are  
standing outside your vehicle). In this  
situation, you must shake or press a  
button on the key fob to re-enable  
passive locking and unlocking." You  
can learn more here.

7:59



## Message

& Tesla Service

Please message us back if you have  
any additional questions.



I just go around my car to open the right back passenger door for my daughter, it don't takes me 5 minutes, not even 30 seconds. My [REDACTED] yo son sit at the back left pasanger side.

Sent

Hello [REDACTED] please reset the network settings as it can be affect the Bluetooth signal as the phone idles and/or when the mobile device enters a low power or power saving mode. If on iOS 15+ go to Settings > General > Transfer Reset iPhone > Reset > Reset Network Settings. Then please monitor the concern, if it happens again, please make a new service visit with a time and date when the concern happened.

This service appointment has been closed. For additional service needs, schedule an appointment via the app. For all other needs, visit [tesla.com/support](https://tesla.com/support).



Thanks,

