

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: [REDACTED] - TESLA PHANTOM BRAKING Document - May 22, 2023
Date: Tuesday, May 23, 2023 12:29:04 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, May 22, 2023 9:40 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: [REDACTED] - TESLA PHANTOM BRAKING Document - May 22, 2023

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Please see attached. Scanned with TurboScan.

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>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</p>		<p>FOR AGENCY USE ONLY 100148</p>	
			<p>Date Received 17 APR 2023</p>	<p>Repository <input type="checkbox"/></p> <p>Reference No. 11517412</p>

OWNER INFORMATION (Type or Print)

Name: [Redacted] Address: [Redacted] City: Palo Alto State: CA ZIP Code: [Redacted]

Daytime Telephone Number: [Redacted] Evening Telephone Number: [Redacted] Email Address: [Redacted]

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: 7SAYGDEE1P [Redacted]

MAKE: TESLA Model: MODEL Y Model Year: 2023

Date Purchased: 11/1/2022 Dealer's Name and Telephone Number: Tesla Fremont 1-888-518-3752

Original Owner: [X] Dealer's City: Fremont STATE: CA ZIP: 94503

Transmission Type: [] Antilock Brakes [] Cruise Control [] Powertrain [] Multiple Failure: [] Incident Date(s): 15-APR-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 266000 FORWARD COLLISION AVOIDANCE; AUTOMATIC EMERGENCY BRAKING; 118900 ELECTRICAL SYSTEM; ADAS/AUTONOMOUS/SELF DRIVING

Failure Mileage: 4500.0 Failure Speed: 75

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: DOTM4L 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: 0 Number of Deaths: 0 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 2023 Tesla Model Y. The contact stated while driving 75 MPH with Self Driving feature activated, the vehicle experienced phantom braking and abruptly decelerated to 35 MPH. The contact stated that there was no vehicle or object in front of the vehicle. The contact stated that the failure reoccurred several times. The contact stated that the initial failure occurred after a software update was remotely completed the day before. The manufacturer was not notified of the failure. The vehicle was not diagnosed nor repaired. The failure mileage was approximately 4,500.

The manufacturer was notified on 4/17/23 of the failures. As of 5/22/23, The manufacturer has not remedied the failure.

Note, this failure occurred (3) separate times at speed on open road with no obstacles noted on Saturday, April 15, 2023. Since that time, I have not felt safe to re-engage the auto pilot (cruise control). This could have

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.

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life

Failure (1): 75, decelerating to approximately 35 miles/hr. abruptly + with no obstacles present

Failure (2): 70, decelerating to approximately 30 miles/hr, abruptly + with no obstacles present

Failure (3): 65 miles/hr. decelerating to approximately 30 miles/hr abruptly + with no obstacles present

-note Failure (3) occurred while on cruise control and/or not lane control

april 15th - 2023