

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Response to: Follow up to ODI Complaint -----11521008 -----  
**Date:** Monday, June 5, 2023 4:12:54 PM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Monday, June 5, 2023 2:39 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Response to: Follow up to ODI Complaint -----11521008 -----

**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.

Attached are my corrections to your completed form (highlighted in green).

**From:** EVOQ (NHTSA) [<mailto:EVOQ@dot.gov>]  
**Sent:** Monday, June 5, 2023 8:14 AM  
**To:** [REDACTED]  
**Subject:** FW: Follow up to ODI Complaint -----11521008 -----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto: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



DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4235)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148
Date Received: DB-MAY-2023
Repository: [ ]
Reference No.: 11521008
Daytime Telephone Number:
Evening Telephone Number:

OWNER INFORMATION (Type or Print)
Name:
Address:
City: San Diego State: CA ZIP Code:
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: 5YJSA1E27K
MAKE: TESLA Model: MODEL S Model Year: 2019
Date Purchased: Sept 2019 Dealer's Name and Telephone Number: Tesla Service Center 6382715100
Original Owner: [X] Dealer's City: San Diego STATE: CA ZIP Code: 92126
Transmission Type: Antilock Brakes [X] Cruise Control [X] Powertrain: Multiple Failures: Incident Date(s): 09-MAR-2023
Engine: No. Cylinders: Fuel Type: N/A

FAILED COMPONENT(S)/PART(S) INFORMATION
Vehicle Components Codes: 263000 FORWARD COLLISION AVOIDANCE- ADAPTIVE CRUISE CONTROL, 266000 FORWARD COLLISION AVOIDANCE- AUTOMATIC EMERGENCY BRAKING
Failure Mileage: 24500.0 Failure Speed: 76

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: DOTM1 98C036) Original Requirement [ ] Prior Repair [ ] Failure Location:
Tire Component Code: Failed Part: 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 [X] No Fire: [ ] Yes [X] 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 2019 Tesla Model S. The contact stated while driving 76 MPH with the adaptive cruise control activated, the vehicle experienced phantom braking and decelerated to 45 MPH. The contact stated that the cruise control function then activated and operated as designed and the vehicle then regained speed and accelerated to the desired speed. The failure occurred twice within 20 miles. The contact stated that during the first failure, there was no other vehicles nearby; however, the contact had passed another vehicle the second time the failure was experienced. The dealer was made aware of the failure; however, the mechanic was unable to duplicate the failure. The vehicle had not been diagnosed or repaired. The manufacturer was made aware of the failure. The approximate failure mileage was 24,500.

Contact claims second time the other vehicle would have rear ended him if they were in the same lane.