

From: [4ME](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)
Subject: ODI-11525100
Date: Monday, July 24, 2023 9:43:43 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.

From: [REDACTED] >
Sent: Monday, July 3, 2023 10:41 PM
To: 4ME <4me+nhtsa@telesishq.com>; vsh@dot.gov <vsh@dot.gov>
Subject: Case #11525100

I wanted to update this issue.

On June 4th and June 14th, the engine in my car shut off in traffic, causing potential harm and possibly worse to me on two occasions. Acting quickly. I threw on the brake, turned the ignition off, restarted and miraculously was able to continue moving with just horns and traffic bearing down on me.

The issue is a faulty crank trigger and this MUST end up with a recall. People can be seriously injured or killed when this sensor fails and the car just shuts off in traffic. Please call me to learn more about this issue and the three months of faults preceding this issue. I've paid a lot of money to resolve this issue and risked my life and that should not be the case for other consumers.

My error log is attached.

From: [NHTSA Service Desk](#)
Sent: Tuesday, June 6, 2023 10:10 AM
To: [REDACTED]
Subject: Request [REDACTED] Update on #11525100

Dear [REDACTED],

A Ambrose mentioned you in the following request:

Request # [REDACTED] Update on #11525100

[REDACTED]

Good Day [REDACTED]

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

We have received your email regarding ODI complaint number: 11525100 and it has been forwarded to the Office of Defects Investigation (ODI) to be added to your complaint.

- Filing a complaint is your first step in helping NHTSA identify safety problems.
- NHTSA reviews your complaint and compares it to other complaints.
- If a trend is suspected and a problem has a potential for causing a risk to safety the agency will open an investigation.
- If NHTSA believes the data indicates that a safety-related defect exists, the manufacturer is asked to conduct a recall.
- NHTSA does not usually request a recall on single complaints unless NHTSA identifies a severe potential risk to safety based on their investigations.

Detailed information on how NHTSA conducts investigations is available in the Motor Vehicle Defects and Recall Campaigns booklet available at [REDACTED]

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

[REDACTED]

Date	Time	Gears	Accelerator pressure	Mode
4/5/2023	6:30 AM	1st to 2nd	Light	Drive
4/6/2023	4:30 PM	1st to 2nd	Light	Drive
4/8/2023	9:00 PM	1st to 2nd	Light	Drive
4/9/2023	2:46 PM	5th	Moderate	Drive
4/12/2023	4:59 PM	6th to 5th	Moderate	Drive
4/15/2023	7:57 AM	3rd to 4th	Moderate	Drive
4/17/2023	5:59 PM		Light	Drive
4/21/2023	7:08 PM	1st to 2nd	Light	Drive
4/22/2023	9:08 AM	1st to 2nd	Light	Drive
4/27/2023	6:31 AM		Light	Drive
4/29/2023	10:08 AM	1st to 2nd	Light	Drive
5/1/2023	1:17 PM		Moderate	Drive
5/1/2023	2:37 PM	2nd to 3rd	Moderate	Drive
5/5/2023	2:10 PM	3rd to 2nd	Moderate	Drive
5/5/2023	3:32 PM	2nd to 3rd	Light	Sport
5/6/2023	9:12 AM	2nd to 3rd		Drive
5/6/2023	5:30 PM			Drive
5/8/2023	12:57 PM	2nd to 3rd	Light	Drive
5/8/2023	1:37 PM	3rd to 4th	Light	Drive
5/8/2023	2:34 PM	1st to 2nd	Light	Tiptronic
5/11/2023	7:37 AM	1st to 2nd	Light	Sport
5/11/2023	5:21 PM	1st to 2nd	Light	Drive
5/20/2023	1:30 PM	2nd	Light	Tiptronic
5/21/2023	2:31 PM	4th?	Light/cruise control	Drive
5/24/2023	3:20 PM	3rd to 4th	Moderate	Drive
5/25/2023	5:40 PM	2nd to 3rd	Light	Drive
5/29/2023	10:25 AM	3rd to 4th	Moderate	Drive
5/30/2023	4:06 PM	6th	Moderate	Drive
5/31/2023	5:18 PM	3rd	Light	Drive
5/31/2023	5:33 PM	3rd	Very light	Tiptronic
6/3/2023	8:08 PM	6th	Light	Drive
6/4/2023	12:34 PM	3rd	Light	Drive
6/4/2023	NA			Drive
6/4/2023	NA			Drive
6/4/2023-6/14/2023				
6/14/2023	2:30 PM	3rd	Light	Drive

Notes

Random hard shift from 1st to 2nd gear, had to look back to make sure another car did not hit me it was so hard a

Hesitation, loss of power

Hesitation, loss of power

Hesitation, loss of power

Hesitation, loss of power

Hesitation, loss of power

Very Hard

Hesitation, loss of power

Very hard

Hesitation, loss of power

Hesitation, loss of power

Hard shift for no apparent reason while accelerating on highway

Very hard shift

Random downshift from 3rd to 2nd with constant accelerator pressure

Hesitation, loss of power

Hesitation, loss of power

Hard

Hesitation, loss of power

Hesitation, loss of power

Hesitation, loss of power after shift to 2nd gear

Extremely hard shift that threw me back in my seat. Hardest of all in this list

Hesitation, loss of power

Three consecutive stutters when in 2nd gear in tiptronic

Hesitation with cruise control on. Does not seem to be able to even anticipate its own controls

Hesitation, loss of power

Hesitation, loss of power

Hesitation, loss of power

Two random hesitations/disengagements while in 6th gear at 70mph

Hesitation with light throttle pressure in 3rd gear

Hesitation and stutter while in tiptronic mode

Hesitation twice in a row while cruising in 6th gear

Car shuts off in traffic. Must turn off car and restart.

Same error while in third gear at 12:36 and lost all power. Had to restart car

1244 slight loss of power in 6th Gear at 50 miles an hour

At dealer for service, no driving

Loss of power and engine shuts off in traffic. Must turn car off and restart.

ind random