

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Br](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11534104
Date: Monday, August 7, 2023 3:36:26 PM
Attachments: [REDACTED]

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[REDACTED]
Aug 04

Subject: complaint number 11534104
To: nhtsa.webmaster@dot.gov
Cc: vsh@dot.gov

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.

Dear NHTSA,

I am attaching additional data I just received from Tesla today regarding my accident on July 10, 2023. It includes a document of vehicle diagnostic data and front camera view at the time of the accident. I would be happy to provide more data as requested.

The data reports that the accelerator was pressed to 100% immediately preceding the accident which is impossible as my foot was completely off the accelerator well in advance of the incident. As it should and always occur, once I took my foot off the accelerator the regenerative braking should have slowed the car down but instead the car continued to accelerate at which point I had to take evasive action to avoid hitting the car in front. I would like to note there was no collision warning or emergency braking during this incident suggestive of system failure.

I have already sent the details of the accident in my initial complaint which I am hoping is being reviewed. I am hoping the investigation can be done urgently since my car is now considered a total loss and is in the car insurance lot and will be auctioned off for parts in the near future. If the NHTSA needs to inspect my car, I am hoping it can be done soon before the car is auctioned for parts.

Additionally, I would like to know what is the status of my complaint since it has been a few weeks and I have received no information to date. Thank you.

Best,
[REDACTED]
[REDACTED]

Thank you,

Ann-Marie Ambrose
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asrcfederal.com | Purpose Driven. Enduring Commitment.

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Vehicle Data Report

The Vehicle Data Report (VDR) provides customers with a summary view of the data from your Tesla for a specific time and date range (see page 4 and onwards). The VDR is generated automatically using vehicle, diagnostic, infotainment, and Autopilot data (where applicable) in situations when you may want it most – such as if your vehicle experiences a collision or airbag deployment. This short summary makes it simple to get an understanding of your Tesla’s data in an easy-to-read format. Detailed information regarding how Tesla collects and handles customer personal data can be found at www.tesla.com/legal/privacy.

Background Information

Tesla has made reasonable efforts to include sufficient information in this report and to clarify terminology and data elements used within the VDR to assist you in understanding the data recorded. Additional information can also be found in the accompanying log data set provided to you. Tesla reserves the right to update, change, or modify the types of information included as part of the VDR as it works to continuously improve understanding of vehicle performance.

Data logs

The log data recorded by your vehicle and sent to Tesla’s servers has limitations, including limitations on the data fields recorded, the time period of the recording, the data sampling interval, the data range, and resolution. Additionally, log data may be limited by sensor capabilities or battery power at the time of the event. Log data may not capture an entire event or may not fully represent all aspects of a given vehicle event.

The time at which data is sampled (recorded) and the data sampling time interval for log data may not match the sampling interval for Event Data Recorder (EDR) data. As a result, certain data fields in your VDR may not match the corresponding data value in an EDR report (if available). This is not in error—it simply reflects slight differences in the time intervals at which data is sampled and logged.

Accelerator pedal data

The accelerator pedal in your Tesla vehicle contains two redundant sensors to detect its position. There is also an independent monitor that continuously compares the readings from both sensors. The VDR reflects data from one of your vehicle’s accelerator pedal position sensors, but more data is available regarding accelerator pedal position in your log set.

Privacy of your vehicle data

As stated in our Customer Privacy Notice, Tesla does not associate vehicle data generated by vehicle use with your Vehicle Identification Number (VIN) or Tesla account by default. Generally, data is only eligible to be associated with your vehicle’s VIN for the purposes of generating a VDR when your vehicle has experienced a safety critical event, such as a collision or airbag deployment. This means that not all impacts to your vehicle will result in the creation of a VDR. Impacts to your vehicle when unoccupied, parked, or with objects such as traffic cones, for example, do not generally result in VIN-associated vehicle data.

Available vehicle data

Your VDR reflects information contained in your vehicle’s diagnostic log data but will also indicate whether data from the Event Data Recorder and/or video files were received by Tesla over-the-air. A variety of factors can impact whether Tesla receives EDR, video, and log data for a given incident or instead receives some subset of that data (or none at all)—including power to the vehicle’s onboard computer following an incident, cellular connectivity, and physical damage to the vehicle. Receipt of a portion of log data, EDR data, or video does not indicate a problem with your vehicle or your vehicle’s data, and this data may still be saved and available from your vehicle itself.

If a video was automatically generated by your vehicle due to the detection of a safety critical event, Tesla may have also received approximate location data associated with that camera recording. Tesla does not otherwise collect VIN-associated video recordings or approximate location data related to video recordings.

Use of vehicle data

The data included in this VDR (as well as the diagnostic log data also provided to you) should only be used as part of a thorough and competent review of the occupant, vehicle, and environmental information associated with any given vehicle event.

Translations

This document was prepared in English. Translating the document may cause inaccuracies in the representation. In the event of a conflict in language, the original English version holds precedence.

Helpful Terms to Know

Crash Algorithm Wake-Up

Sometimes called “Algorithm Enable”, this is a programmed threshold for your vehicle’s Restraint Control Module (RCM) at which it begins the algorithm for making decisions about restraint deployment.

Cruise Control

The term “Cruise Control” is used generically in the VDR and in vehicle data. It includes basic Cruise Control (which maintains a speed set by the driver only) and Traffic Aware Cruise Control (which maintains a selected time-based distance from the vehicle in front, up to the speed set by the driver). If your vehicle is equipped with Autopilot hardware, your Cruise Control feature is enhanced to “Traffic Aware Cruise Control.” Please see your vehicle’s Owner’s Manual for more details and usage instructions.

Near Deploy Event

Also called “Non-Deploy,” this is a scenario where a threshold is met that causes the Event Data Recorder (EDR) to begin recording and that airbag deployment is not warranted.

No Data

Not all Tesla vehicles record diagnostic log data for all the same signals. For example, some Tesla vehicles have signals for third row seats, and some do not. Additionally, not all the same data signals will be logged for a given time interval around your event. You will see “No Data” noted on a graphic when the diagnostic log data that would be used to populate that graphic was not logged for the time interval for the event. This may be the result of logging limitations for the incident, damage sustained by your vehicle, or simply because the vehicle (based on its date of production and/or firmware version) did not log this particular data. This is expected and does not suggest any problem with the accuracy of the data that was logged.

Resolution

The smallest interval that can be measured or recorded. For example, the density of the measurements and recording of a given data point (such as Speed) could be seconds or milliseconds whereas other signal values may be recorded every minute. Higher resolution indicates more frequent measurements.

Restraint Control Module (RCM)

Sometimes also called the Airbag Control Module (ACM) (and in some vehicles, a Sensing and Diagnostic Module (SDM)), this is the vehicle component that determines whether to deploy (activate) restraints—including seatbelt pretensioners and airbags. An Event Data Recorder (EDR) in a vehicle is a function of the RCM in your Tesla vehicle and is designed to capture data often related to an impact to your vehicle (such as a crash).

SNA

Signal Not Available. This occurs when a signal (such as Speed) becomes unavailable for recording by the onboard computer due to a change in vehicle condition (such as being damaged). SNA does not mean there is something wrong with how your vehicle is operating, just that the signal value was not available for recording by the onboard computer at a given recording interval. It is not uncommon to see a SNA value after a crash, which might damage sensors, interrupt power supply to the onboard computer, or do both.

Sampling interval or frequency

The time between points at which measurements are reported in your vehicle's diagnostic log data. Some types of data are sampled at regular time intervals (such as each second or a certain number of milliseconds), some are sampled when the value changes (such as a brake pedal going from not being pressed to being pressed) and some are sampled both at regular intervals and upon a change.

Speed

The speed value in the VDR comes from multiple sensors. Speed values will show as positive numbers in most cases but can show as a negative value under certain circumstances—such as a significant loss of traction or an instance in which the vehicle is traveling rearward.

Standby

Your VDR will denote "Standby" for Cruise Control State status when the feature is capable of being enabled by the driver but has not been (such as when a grey steering wheel icon appears on the vehicle's user interface indicating Autosteer could be enabled)

Steering Torque

A measurement of force applied to your steering wheel. Positive steering torque reflects indicates the steering wheel is being physically turned toward the driver's right. Negative steering torque indicates the steering wheel is being physically turned toward the driver's left.

Unavailable

Your VDR will denote "Unavailable" for Autosteer or Cruise Control State status when the features cannot be enabled by the driver at that time due to vehicle status, driving conditions, or both.

UTC

Coordinated Universal Time, formerly called "Greenwich Mean Time (GMT)", UTC is the main time standard by which the world regulates time. UTC is 8 hours ahead of Pacific Standard Time (PST), 6 hours ahead of Central Standard Time (CST), and 5 hours ahead of Eastern Standard Time (EST). Please note that, depending on the time of your concern, the date may be one day ahead of your reported time stamp due to conversion to UTC.

Vehicle Data Report

Disclaimer i

This Vehicle Data Report (VDR) is a courtesy report that can be generated automatically when a collision is detected.

Summary

On July 10, 2023 at approximately 19:35:53.912 EDT, the vehicle detected an impact event. Data in the VDR reflects a period of 5 seconds before and after the first detected impact (Crash Algorithm Wake-Up), which is plotted as a dotted line in the graphs on page 4 and onwards.

Vehicle's speed prior to and over the course of the event ranged from approximately 24.05 mph to 19.93 mph. The accelerator pedal was manually pressed to as high as 100.0%.

All data presented in this report is sourced from the CSV file named '2023-07-10.csv' which can be found in the 'Vehicle Data' folder attached to your data privacy request.

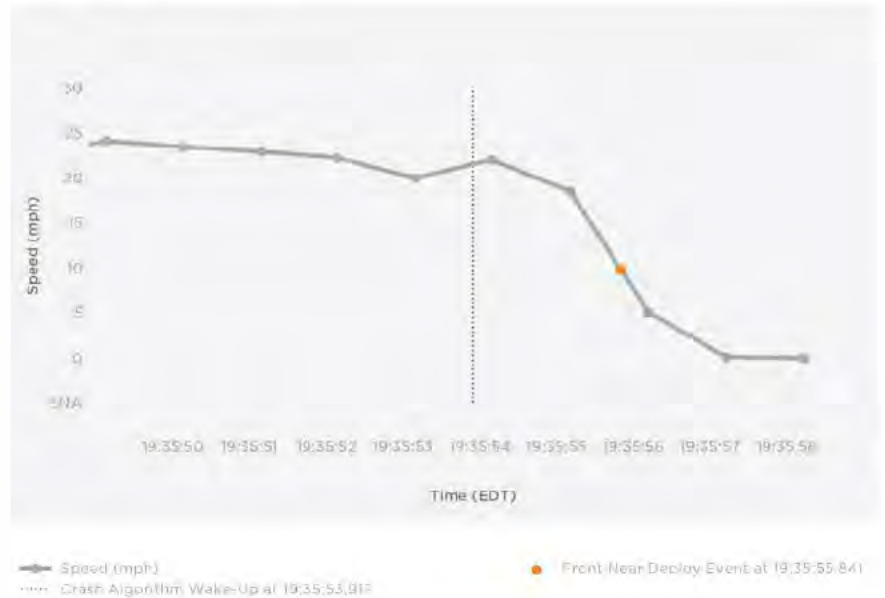
Event Information

- VIN Vehicle Identification Number (VIN):
7SAYGDEE1PA [REDACTED]
- Date Date:
July 10, 2023
- Time Time (24-hour clock):
19:35:53.912 EDT
- EDR Event Data Recorder (EDR):
Not Available
- Camera Camera Recordings:
Available
- Location Approximate Location:
Lat. 42.362034, Long. -71.081251
[Click to open maps](#)

Driver Log Data Overview

Time from impact: (seconds)	-5s	-1s	0s
Autosteer State	Available	Unavailable	Unavailable
Hands-On Detection	Detected	Not detected	Detected
Cruise Control State	Standby	Standby	Standby
Brake Manual Application	Not applied	Not applied	Not applied
Front Left Seatbelt Buckle Status	On	On	On

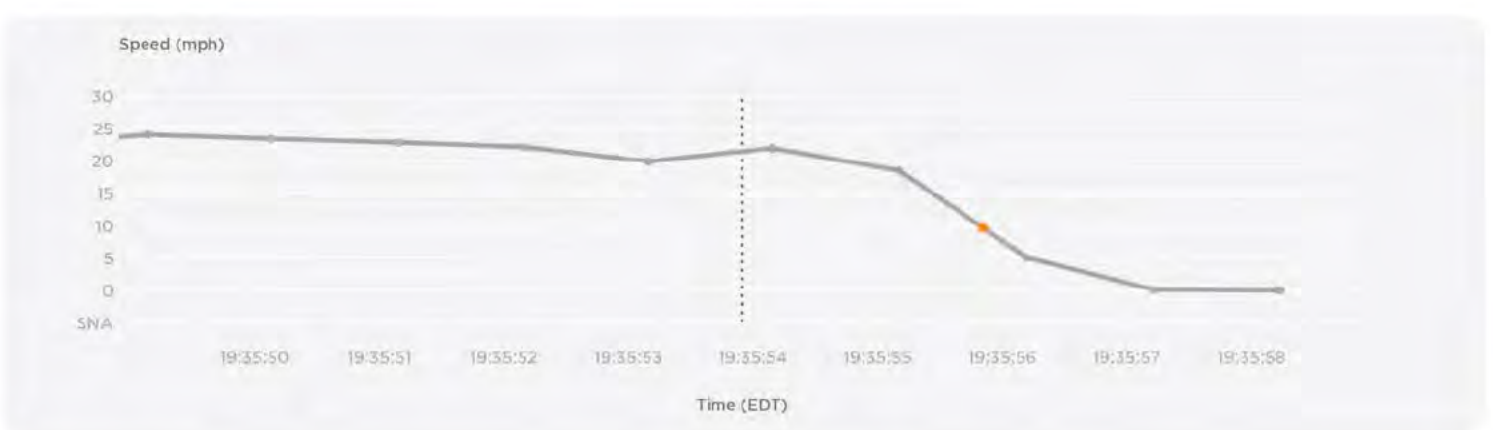
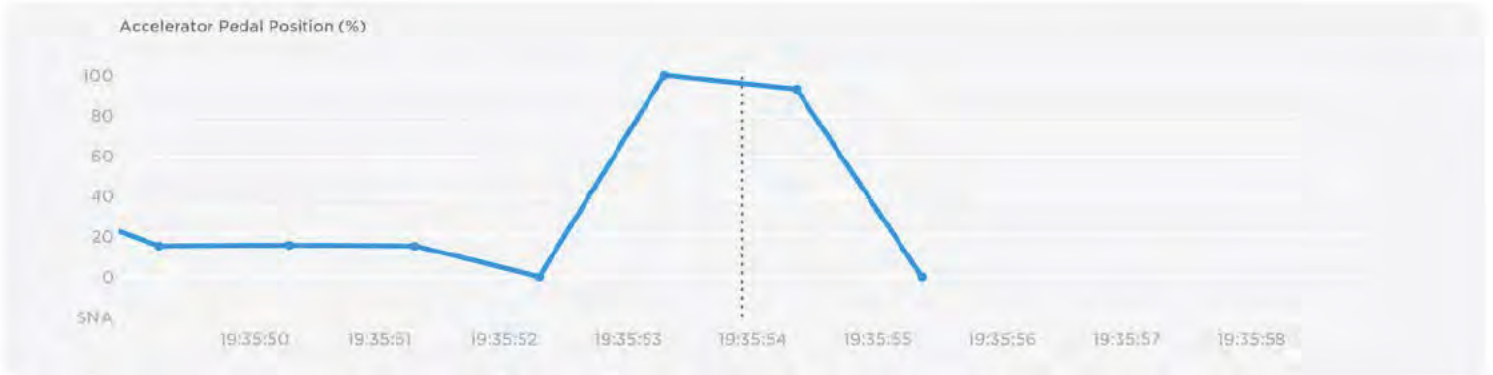
Speed and Collision(s)



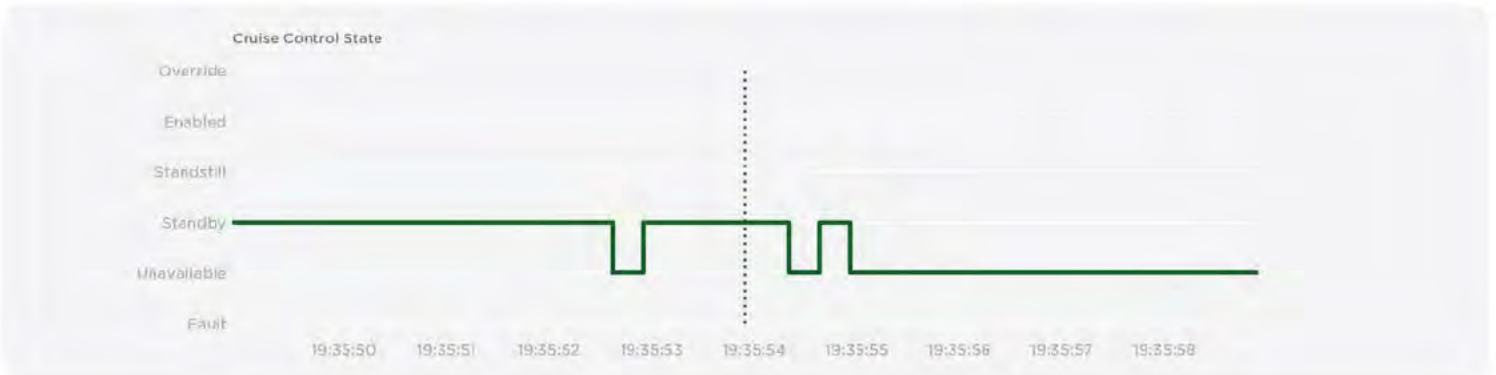
Area of Detected Impact



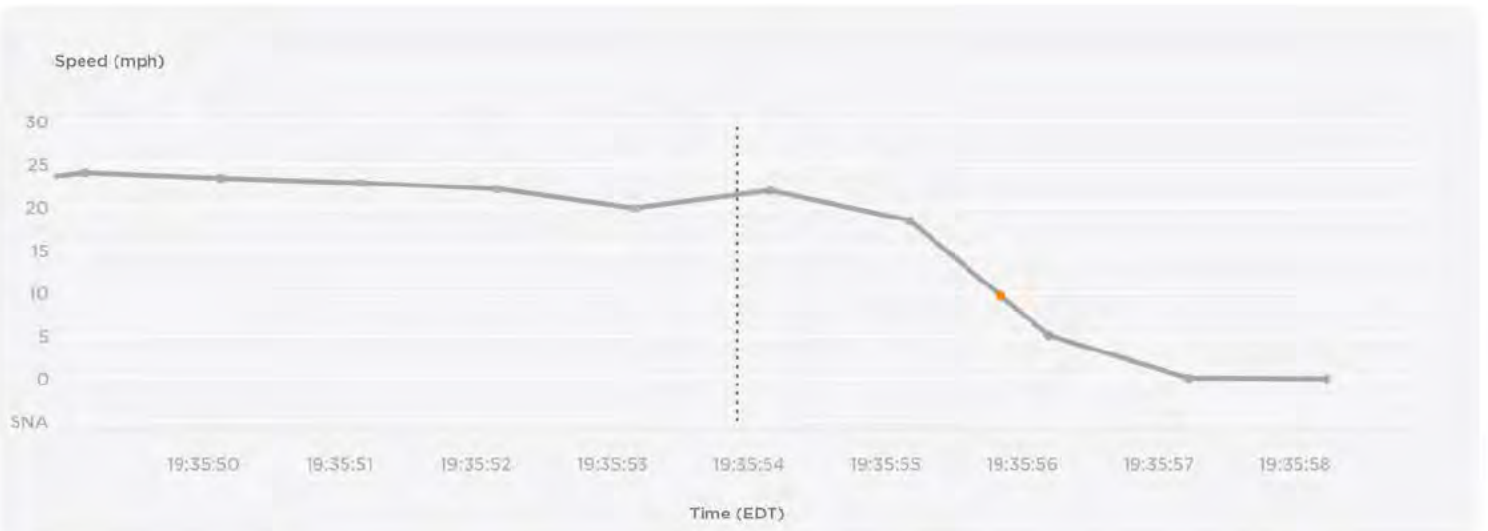
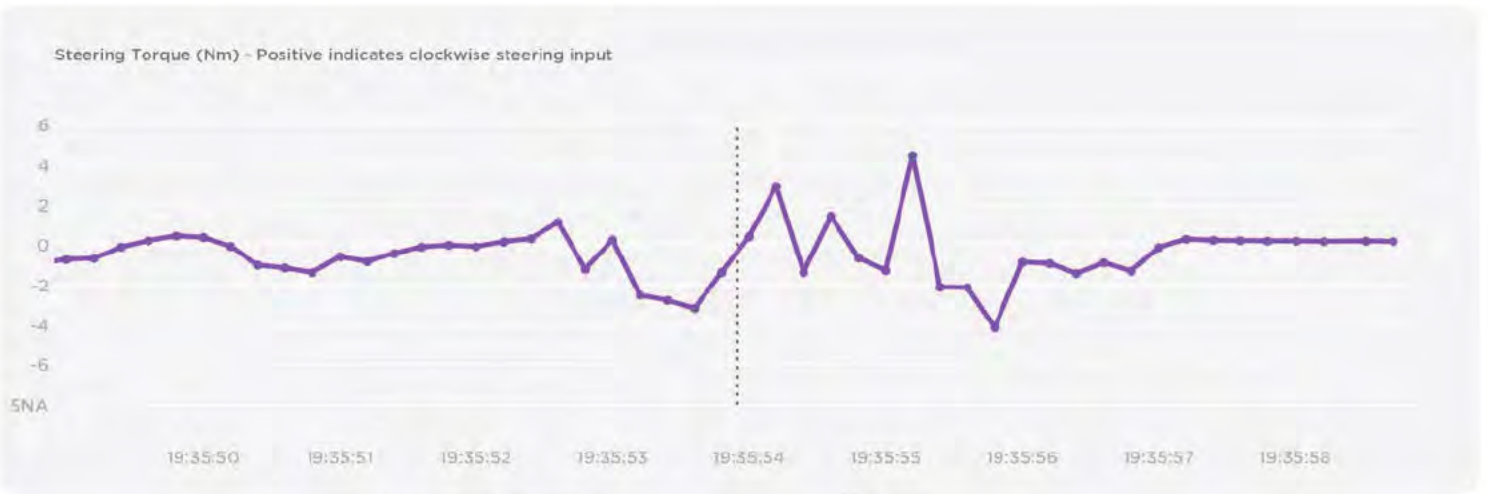
- Speed (mph)
- Accelerator Pedal Position (%)
- Brake Master Cylinder Pressure (bar)
- Crash Algorithm Wake-Up at 19:35:53.912
- Brake Pedal Manual Application
- Front Near Deploy Event at 19:35:55.841



Speed (mph) Autosteer State Cruise Control State
Crash Algorithm Wake Up at 19:35:53.912 Autosteer Hands-On Detection Front Near Deploy Event at 19:35:55.841



Speed (mph) Steering Angle (deg) Front Near Deploy Event at 19:35:55.841
Crash Algorithm Wake-Up at 19:35:53.912 Steering Torque (Nm)



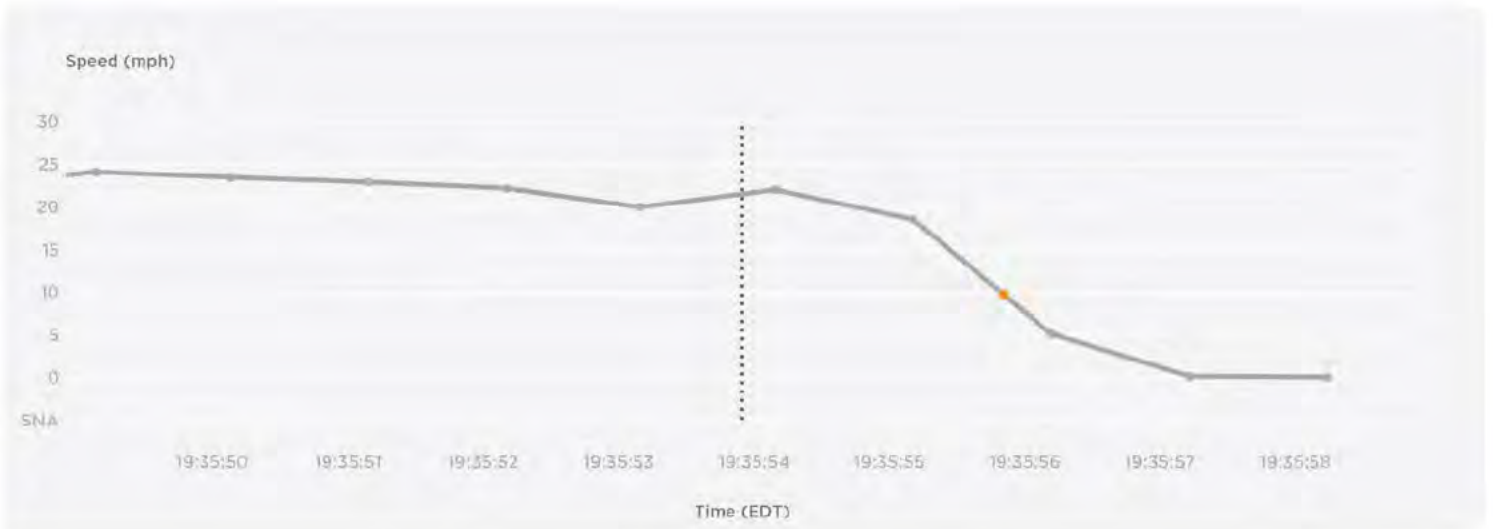
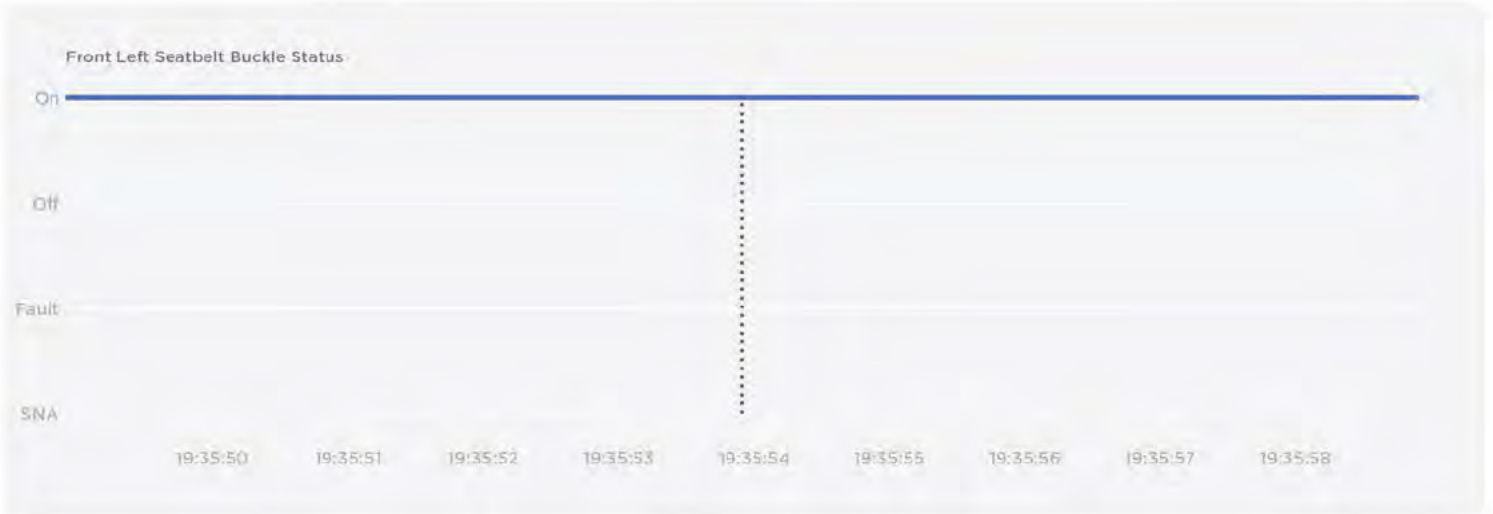
Front Seatbelts

VIN 7SAYGDEE1PA [REDACTED]

July 10, 2023

19:35:53.912 EDT

Speed (mph) Front Left Seatbelt Buckle Status Front Near Deploy Event at 19:35:55.841
Crash Algorithm Wake-Up at 19:35:53.912 Front Right Seatbelt Buckle Status



Rear Seatbelts

VIN 7SAYGDEE1PA [REDACTED]

July 10, 2023

19:35:53.912 EDT

- Speed (mph)
- Crash Algorithm Wake-Up at 19:35:53.912
- Rear Left Seatbelt Buckle Status
- Rear Center Seatbelt Buckle Status
- Rear Right Seatbelt Buckle Status
- 3rd Row Left Seatbelt Buckle Status
- 3rd Row Right Seatbelt Buckle Status
- Front Near Deploy Event at 19:35:55.841



Door Status

VIN 7SAYGDEE1PA [REDACTED]

July 10, 2023

19:35:53.912 EDT

- Speed (mph)
- Crash Algorithm Wake-Up at 19:35:53.912
- Front Left Door Status
- Front Right Door Status
- Rear Left Door Status
- Rear Right Door Status
- Front Near Deploy Event at 19:35:55.841

