

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC. 20590

November 20, 2023

To Whom it may concern:

Either through negligence of the service department, or through problems with the software, my 2021 Tesla Model 3's driving and safety features were disabled while my vehicle was in motion, at 65mph. The result of which caused the vehicle to suddenly and abruptly apply brakes, causing my head to snap forward and the vehicle to stop while on the I-95 freeway. I was able to struggle the car into the shoulder to get it out of traffic.

Attached in Appendix A is a set of photos showing that these service items were disabled, on December 22, 2022 in bulk. It was not a single item, but multiple of them at once. Attached in Appendix B is another set of photos showing the same items being turned off, but with a different alert system.

Because of the sudden disablement of these features, I sustained an injury. You will see in Appendix C, x-rays of my neck taken on October 11, 2022 after I had surgery. You will notice that in Appendix D, x-rays dated January 3, 2023 of my neck show one of the screws holding my neck is now broken, just thirteen days after the accident. To support this information I have enclosed Appendix E, subsequent CT Scans of my neck taken on January 18, 2023, showing the same screw broken exactly twenty eight days after the accident. At my February 2, 2023 Neurologist appointment the Physician's Assistant stated that it appears that I have whiplash. Attached in Appendix F is a medical report dated February 2, 2023 2:30 PM from the surgeon that performed the surgery stating the fact that there is a broken screw into C6-7 and that there were no complications until the car accident. I have additional medical records, disks of X-rays, MRIs, and C-scans.

In addition to physical injury, the car sustained damage as well due to the sudden velocity change. The technicians of Gerber Collision, stated that the damage from this was significant enough that they would need Tesla to turn on the car's features back on before they could proceed with repairs.

I have contacted Tesla's repair division in Las Vegas at Sahara East Service Center at 3250 East Sahara Avenue Las Vegas, Nv. 89014 on several occasions, to seek insight into why my features were disabled while the vehicle was in motion, and to get the features turned back on.

The service manager, and site manager have refused me multiple times, and now refuse to turn these driving and safety features back on - As of now, they are no longer accepting my calls.

It is possible that this is a software glitch, which occurred randomly while driving - if so, this is exceptionally troubling, and compounds with recent allegations and litigation against Tesla that their software creates public safety hazards. Appendix G is just a few articles and videos relating to Tesla's Autopilot and Full Self Driving (FSD) involved accidents including forced recalls demanded by National Highway Traffic Safety Administration and other Government Agencies.



It is also possible that this was not a software issue, and instead a result of negligence of the service department at the Tesla division in Las Vegas at 3250 East Sahara Avenue. Prior to the event, I was scheduled for a service appointment at 9:15AM on December 22, 2022. I arrived about 30 minutes early (at 8:45AM), discussed the situation with the service receiver, and then denied service due to a disagreement about if the service was needed. I drove away, at *exactly* 9:15AM, my driving and safety features were turned off. It has been demonstrated that Tesla service has the ability to remotely trigger a car to go into service mode (When you enter the service lot), to turn on or off all features like, Safety features, Full Self Driving or Autopilot.

I believe that once my car entered the lot, the service technicians triggered a system to automatically disable those features at my appointment time, expecting to work on the vehicle. However, they did not remove that scheduling, causing my car to stop while driving. To date, I still have an injury in my neck. My car's safety features are still disabled. The administration and technicians at Tesla refuse to repair my vehicle or assume any liability in the action. As such, I am now escalating to legal representation in order to hold Tesla accountable for my injuries, also the injury and the risk to safety for others on the roads.

I am a [REDACTED] year old Senior Citizen retired from the Clark County School District. I could use some help getting my Safety Features and Autopilot turned back on, as I paid extra for them. I would also like getting my neck put back in the same condition as it was before Tesla slammed on the brakes and snapped my neck forward and broke a screw in my neck.

Thank you for your attention to this matter:

[REDACTED]

Henderson, Nv. [REDACTED]

[REDACTED]

[REDACTED] Hm

[REDACTED] Cell

Cc.: NHTSA

FTC

FCC

DOJ

DOT

Senator Rosen

Senator Masto

Congresswoman Titus

Consumer Report

LVRJ

AARP LCE

KSNV

KVVU

KLAS

NDBI

LVMP

NHP

CNN

BBB

Congresswoman Lee

Congressman Horsford

Business Insider

Electrek

Jalopnik

TechCrunch

Tesla Motors Inc. LV west & east

Tesla Motors Inc. Tx Las Cimas

Appendix A

1 Alerts

9:15 am | DI_a220 12-22-22



Traction control disabled

Drive with caution

9:15 am | DI_a178 12-22-22



Steering alignment needs adjustment

Service is required

8:57 am | DI_a179 12-13-22



Steering alignment service recommended

OK to drive - Schedule service soon

8:20 am | DI_a179 12-13-22



Steering alignment service recommended

OK to drive - Schedule service soon

8:20 am | CP_a051



Charge port may not open when pressed

Use another method to open the charge port

Need a Service appointment? Schedule it in your Tesla Mob

Alerts



9:15 am | APP w204 12-22-22

Lane Departure Avoidance features unavailable
Features may be restored in next cycle



9:15 am | APP w000 12-22-22

Automatic Emergency Braking is disabled



9:15 am | DI a222 12-22-22

Stability control disabled

Drive with caution



9:15 am | DI a124 12-22-22

Cruise control disabled



9:15 am | DI a240 12-22-22

Automatic vehicle hold disabled

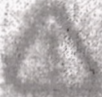
Use brake pedal when stopping

Need a Service appointment? Schedule it in your Tesla Mobile App

Wheel & Tire Configuration

3 Alerts

10:31 am | DI_a223 12-22-22



Traction control disabled

Drive with caution

10:31 am | DI_a245 12-22-22



Vehicle Hold feature unavailable

Keep brake pedal pressed while stopped

10:31 am | DI_a222 12-22-22



Stability control disabled

Drive with caution

10:31 am | DI_a178 12-22-22



Steering alignment needs adjustment

Service is required

9:15 am | DI_a163 12-22-22



Cannot shift gears - Vehicle speed is too high

Reduce vehicle speed and try again

Need a Service appointment? Schedule it in your Tesla Mobile App.

Wheel & Tire Configuration

Not available

Alerts

12:12 pm | CP 100%



Charge port may not open when pressed

Use another method to open the charge port

10:31 am | APP v26.4 12-22-22



Lane Departure Avoidance features unavailable

Features may be restored on next drive

10:31 am | DI a246 12-22-22



Automatic vehicle hold disabled

Use brake pedal when stopping

10:31 am | APP v00% 12-22-22



Automatic Emergency Braking is disabled

10:31 am | DI a246 12-22-22



Automatic vehicle hold disabled

Use brake pedal when stopping

Need a Service appointment? Schedule it in your Tesla Mobile App.

Appendix B



Steering alignment needs adjustment





 Cruise control disabled





Stability control disabled

Drive with caution



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Mission Dr

Traction control disabled



Lane Departure Avoidance features unavailable

74

74



Automatic Emergency Braking is disabled





Automatic vehicle hold disabled
Use brake pedal when stopping

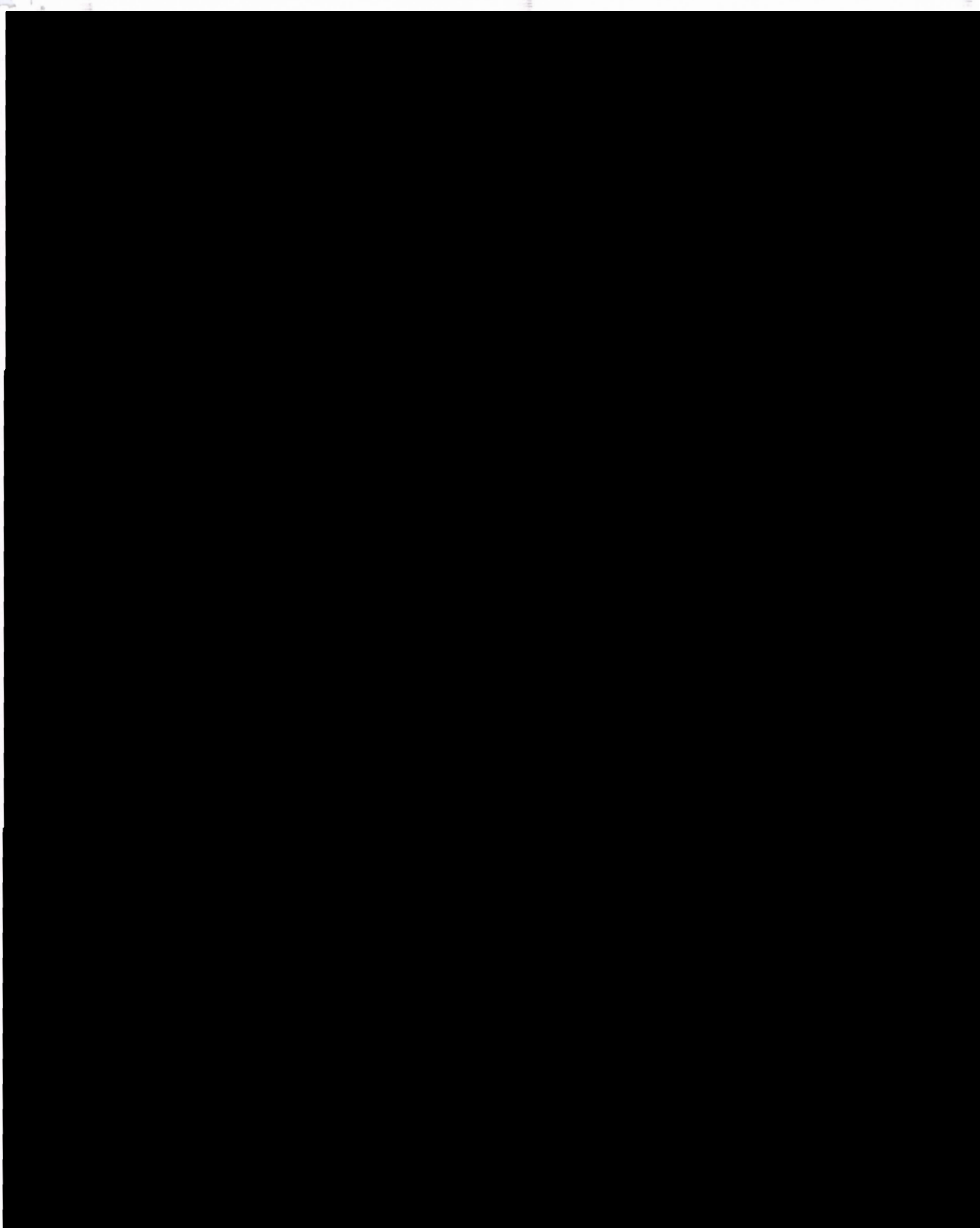


74



Mission 0

Appendix C

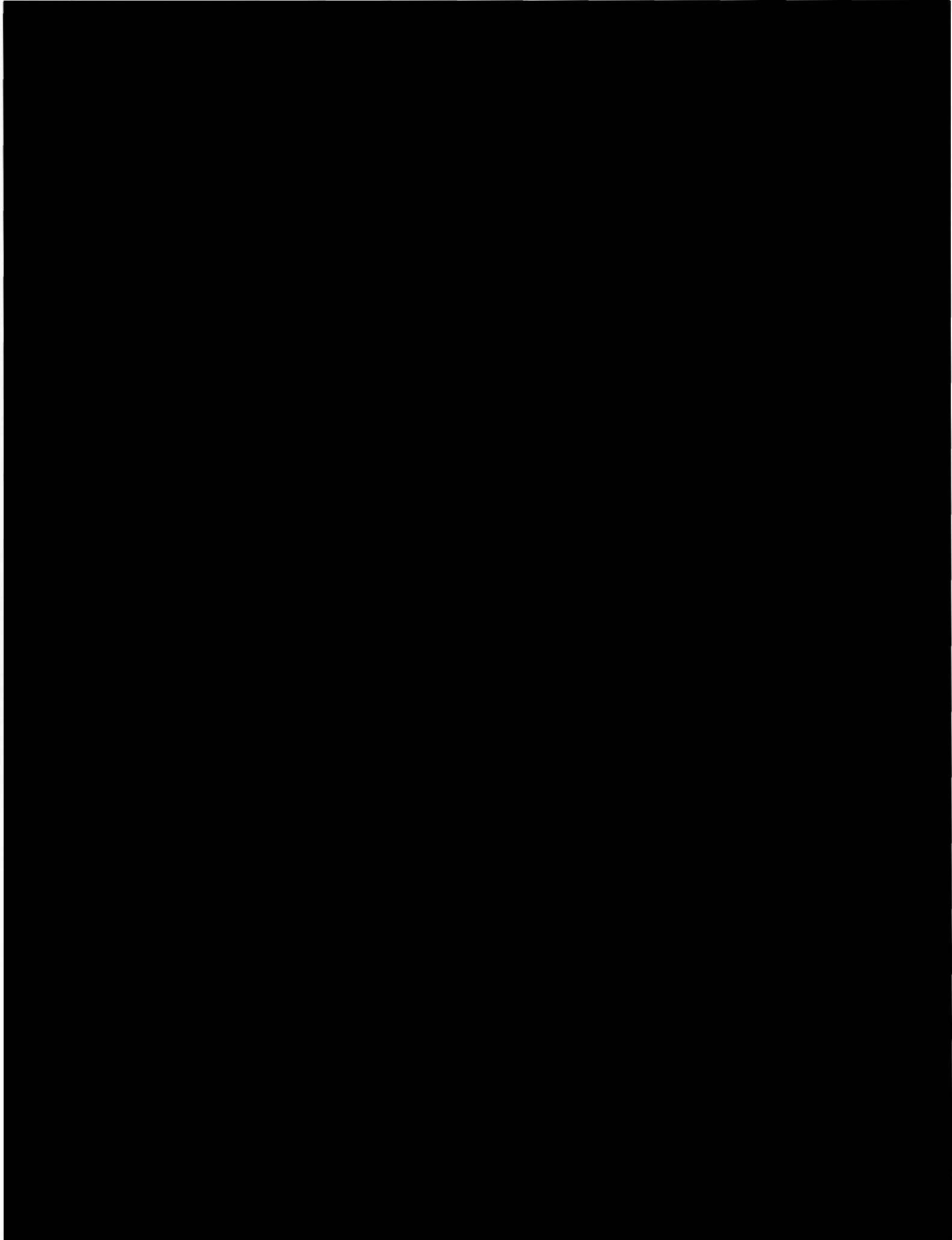


Appendix D

The first part of the paper discusses the importance of the research and the objectives of the study. It then presents a literature review of the existing research on the topic. The methodology section describes the research design and the data collection process. The results section presents the findings of the study, and the conclusion section summarizes the main points and provides recommendations for future research.

The research was conducted in a laboratory setting, and the data were collected using a series of experiments. The results of the experiments were analyzed using statistical methods, and the findings were compared with the results of previous studies. The study found that the research objectives were achieved, and the results were consistent with the hypotheses.

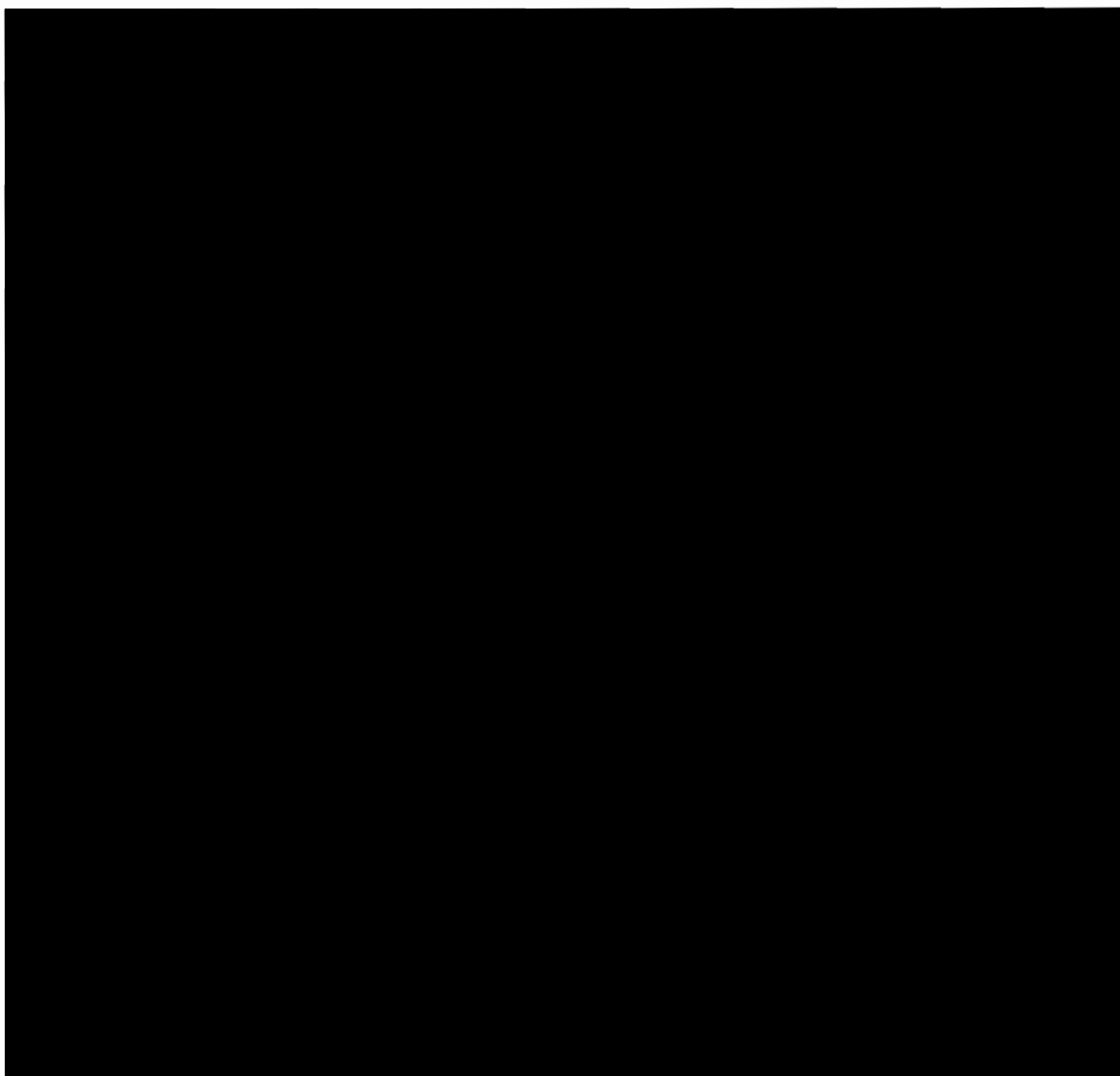
The study has several limitations, and there are some areas for future research. The sample size was relatively small, and the study was conducted in a laboratory setting, which may not reflect real-world conditions. Future research should aim to address these limitations and explore the topic further.



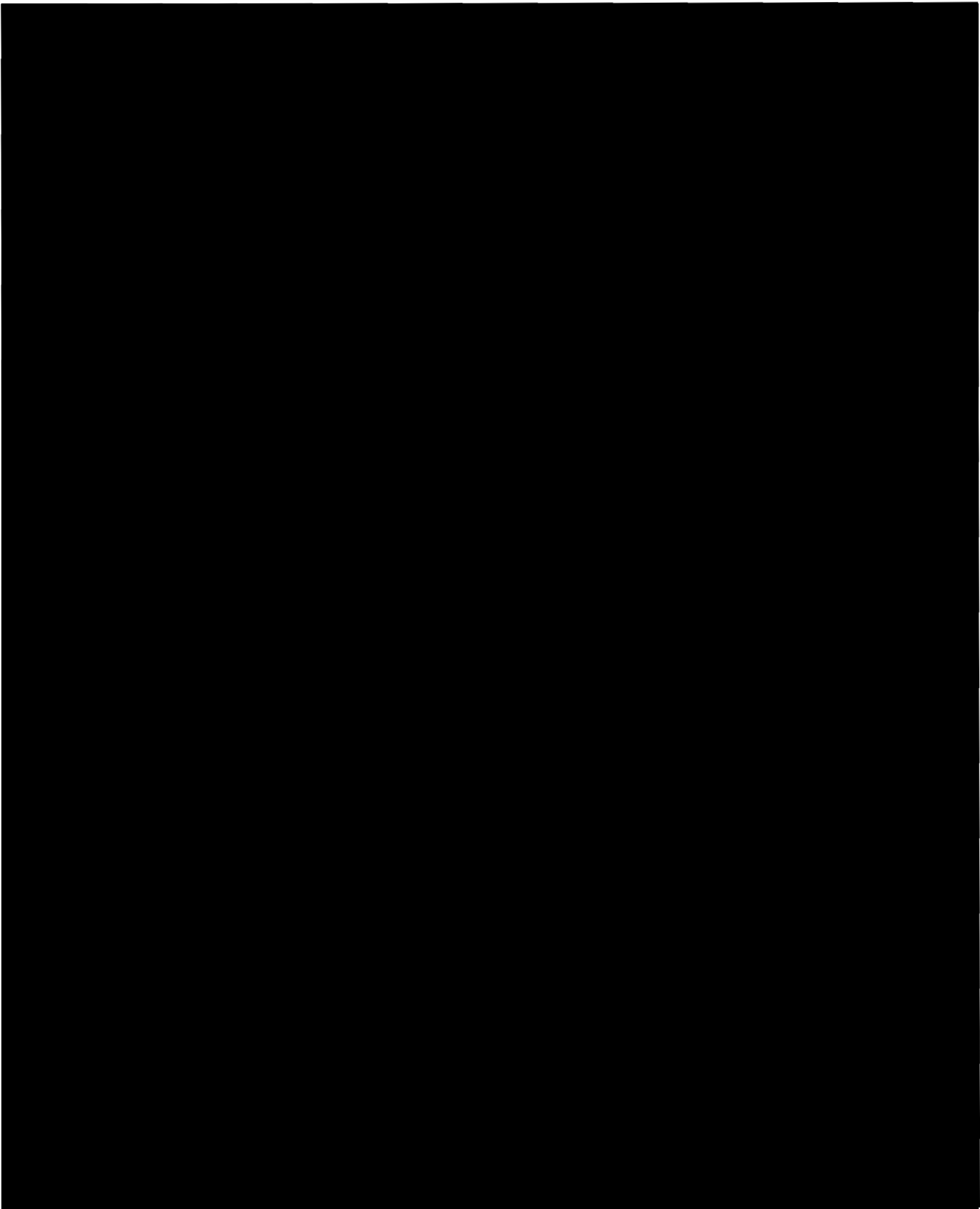
Appendix E

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Appendix F



Appendix G

The Washington Post

Tesla's running Autopilot involved in 273 crashes reported since last year

Regulators released the first batch of data since mandating that companies such as Tesla report on serious crashes involving their driver-assistance

systems. By [Faiz Siddiqui](#), [Rachel Lerman](#) and [Jeremy B. Merrill](#) Updated June 15, 2022 at 4:50 p.m.

EDT|Published June 15, 2022 at 9:08 a.m. EDT

Tesla recalls 362,758 vehicles, says FSD Beta software ... CNBC:

[REDACTED] Feb 16, 2023 — Tesla is voluntarily recalling 362,758 vehicles and warns that it has experimental driver-assistance software, marketed as full Self-Driving..

Reuters October 26, 2022 Mike Spector and Dan Livine

Exclusive: Tesla faces U.S. criminal Probe over self-driving claims.. Tesla Inc (TSLA) is under investigation in the United States over claims that the company's electric vehicles can drive themselves...

Regulators forced Tesla to recall 363000 'Full Self-Driving' .

PBS **[REDACTED]** Feb 17, 2023 — At least 14 Teslas have crashed into emergency vehicles while using the Autopilot system. NHTSA has sent investigators to 35 Tesla crashes in ...

TESLARATI: August 29, 2023 Joey Klender

Tesla receives **Special Order** from **National Highway Transportation Safety Administration (NHTSA)** regarding **AUTOPILOT** probe.

Business insider: July 27, 2023 Beatrice Nolan

Tesla was so swamped with complaints they created a secret team to cancel owners service appointments. The cars often did not need to be repaired and the performance had merely been overstated.

INSIDER: August 22, 2023 Sarah Jackson

Tesla asked Highway Safety Officials to redact information about whether Driver-Assistance software was in use during crashes, the New Yorker reported.

CNN Business News

Tesla 'full self-driving' triggered an eight-car crash, a driver tells police

By [Matt McFarland](#), CNN

Published 5:41 PM EST, Wed December 21, 2022

Tesla Autopilot Crashes: With at Least a Dozen Dead, " ...

Impakter

 All Posts

Dec 1, 2022 — Another **three people** were killed last year in two separate Tesla autopilot crashes, both accidents were caused by self-driving Model S cars ...

Tesla Motors Club

2 week old 2021 Model Y - SHUT DOWN while driving

 Apr 11, 2021

[Tesla Motors Club](#)


Apr 11, 2021 — **Tesla** will fix the car and you will drive it for another 100k miles without problems. And no, Tesla did not sell you a flawed car. Like ...

A Tesla car came to a complete stop on an interstate ...

Yahoo


Mar 2, 2022 — A red Tesla Model 3 in a showroom. ... **A man was killed on Sunday night** after the Tesla he was driving stopped in the middle of I-70 in ...

ABC7

SoCal man says car computer on his new Tesla froze, causing vehicle to be stuck at 83 mph on freeway

The driver from Irvine said all of the buttons and switches - including turn signals and hazard lights - were not working.

By [Rob McMillan](#)

Tuesday, April 12, 2022

Inside a Fatal Tesla Autopilot Accident: 'It Happened So Fast'

[REDACTED]

Aug 17, 2021 — The agency said it was aware of 11 **accidents** since 2018 involving **Teslas** that crashed into police, fire and other emergency vehicles with ...

Tesla Model Y caught on fire while driving; driver claimed ...

Electrek [REDACTED] May 23, 2022 — An almost brand-new Tesla Model Y caught on fire after powering down while driving. The driver claimed to be stuck inside the car and had to ...

Tesla driver is charged in a deadly crash involving Autopilot

NPR

[REDACTED]

Jan 18, 2022 — California prosecutors have filed two counts of vehicular manslaughter against the **driver** of a **Tesla** on Autopilot who ran a red light, ...

Is it true that a Tesla car shuts down while driving?

Quora

[REDACTED] A Tesla car could have some sort of failure and shut down. If you run out of energy in the battery, it will shut down (but not without lots of advance warning).

New video of Bay Bridge 8-car crash shows Tesla abruptly ...

ABC7 News

[REDACTED]

Jan 10, 2023 — A 76-year-old lawyer from San Francisco told the CHP his white 2021 **Tesla** Model S was in "full self-driving mode" when it suddenly deployed ...

Tesla's Autopilot Was Involved in Another Deadly Car Crash

Wired

[REDACTED] Mar 30, 2018 — The self-driving system was engaged **when** a Model X SUV hit a highway barrier, killing the driver.

A Tragic Loss

Tesla

[REDACTED]
Jun 30, 2016 — Following our standard practice, **Tesla** informed NHTSA about the **incident** immediately after it occurred. What we know is that the vehicle was on Autopilot

Tesla Accused of Shutting Off Autopilot Moments Before Impact...

Futurism

[REDACTED]
The probe also found that in four of the 16 crashes in question, the **Tesla** vehicle failed to provide audio and visual alerts to the **driver during** the "final ...

Feds investigating Tesla over complaints that steering ...

NBC News

[REDACTED]
Mar 8, 2023 — Feds investigating **Tesla** over complaints that steering wheels are falling **off while driving** ... The National Highway Traffic Safety Administration ...

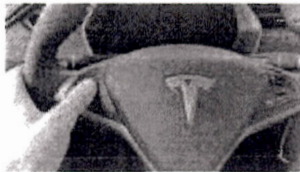
Musk said not one self-driving Tesla had ever crashed. By then regulators already knew of 8

Los Angeles Times

Jul 14, 2022 — The \$12,000 feature purportedly lets a Tesla drive itself on ... Brea: "While taking a left turn the car went into the wrong lane and I was ...

Tesla Model X shuts off while driving down the road - YouTube

YouTube



Yet another random problem with my Tesla Model X. I really hate this car. Can't wait for it to be gone!

NHTSA data shows Tesla accounts for most driver-assist ...

Jun 15, 2022 — According to the data, Tesla cars represented 273 accidents involving its advanced driver-assist systems since companies were required to start ...

Tesla drivers say their cars are making random stops

Protocol

Feb 2, 2022 — Tesla also recalled 54,000 vehicles this week because a more aggressive Full Self-Driving mode allowed vehicles to roll through stop signs. The ...

When a Tesla on Autopilot Kills Someone, Who Is ...

New York University

Mar 9, 2022 — In late 2019, Kevin George Aziz Riad's car sped off a California freeway, ran a red light, and crashed into another car, killing the two people ...

Tesla workers shared sensitive images recorded by ...

The Economic Times

Apr 7, 2023 — One ex-employee also said that some recordings appeared to have been made when cars were parked and turned off. Several years ago, Tesla ...

Tesla's Autopilot keeps crashing into parked cars. Here's why!

Mashable

May 30, 2018 — It's another close call to remind drivers that Autopilot has its limits. ... Another week, another Tesla crashing into a stationary vehicle that ...

Autopilot was engaged in a 2019 Tesla Model 3 crash in Florida

qz.com

May 16, 2019 — The impact sheared the roof off of the car, killing the driver, 50-year-old Jeremy Beren Banner. Investigators say Banner had engaged Autopilot ...

Why Tesla's Autopilot crashes spurred the feds to ...

The Conversation

Aug 23, 2021 — But in at least 11 cases from January 2018 to July 2021, Tesla's Autopilot advanced driver-assistance system did just that. This led to 11 ...

Fatal Tesla Self-Driving Car Crash Reminds Us That ...

Institute of Electrical and Electronics Engineers

Jul 1, 2016 — The system didn't stop for a tractor-trailer attempting to turn across a divided highway, and the Tesla collided with the trailer. In a ...

The US looks into over 100 complaints of Tesla cars suddenly accelerating and crashing.

ZDNet

Jan 20, 2020 — "On November 29, 2019, we were driving our five-month-old Tesla Model 3. We were coming to a stop at a stoplight in heavy traffic, when suddenly ...

Tesla Autopilot Stirs U.S. Alarm as 'Disaster Waiting to ...

Bloomberg

Apr 18, 2022 — A Tesla driver in Florida died when his Model S on Autopilot plowed into an 18-wheel trailer in May 2016. Source: NTSB/Florida Highway Patrol ...

NHTSA Finds Teslas Deactivated Autopilot Seconds ...

Motor Trend

[REDACTED]

Jun 15, 2022 — That line will send Tesla skeptics into a tizzy, given how Tesla (well, its CEO, Elon Musk) has been suggesting that crashes involving Autopilot ...

Damning report claims Tesla shuts off Autopilot right before ...

TweakTown

[REDACTED]

Jun 15, 2022 — The NHTSA originally opened the investigation after multiple crashes involving Tesla vehicles "operating with Autopilot engaged" colliding with ...

Did a Tesla Really Crash on Autopilot

MakeUseOf

[REDACTED]

Nov 9, 2022 — According to NHTSA, 439 Tesla vehicles have been involved in accidents since July 2021 while the Autopilot was engaged. In fact, compared to ...

Henderson, Nevada

Retail



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