

INFORMATION REDACTED PURSUANT TO THE FREEDOM  
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**From:** [Ambrose, Ann-Marie L](#)  
**To:** [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)  
**Cc:** [NHTSA ODI CED](#); [Strasser-King, Marion C](#)  
**Subject:** ODI-11589345  
**Date:** Friday, May 17, 2024 5:09:11 PM

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**From:** Strasser-King, Marion C <MStrasser-King@asrcfederal.com>  
**Sent:** Tuesday, May 14, 2024 9:37 AM  
**To:** Ambrose, Ann-Marie L <AAmbrose@asrcfederal.com>  
**Subject:** FW: [EXTERNAL] - RE: Another TESLA Phantom Braking Complaint...

This one as well.

Please take a complaint and send the ODI number.

Thank you.

Marion Strasser-King  
Project Manager  
ASRC Federal Holding Company  
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[asrcfederal.com](http://asrcfederal.com) | Purpose Driven. Enduring Commitment.

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**From:** Robertson, Faithia (NHTSA) <[Faithia.Robertson@dot.gov](mailto:Faithia.Robertson@dot.gov)>  
**Sent:** Monday, May 13, 2024 8:49 AM  
**To:** Lyles, Derrell <[Derrell.Lyles@dot.gov](mailto:Derrell.Lyles@dot.gov)>; Strasser-King, Marion C <[MStrasser-King@asrcfederal.com](mailto:MStrasser-King@asrcfederal.com)>; Lewis, Br <[brlewis@belcan.com](mailto:brlewis@belcan.com)>  
**Subject:** [EXTERNAL] - RE: Another TESLA Phantom Braking Complaint...

If the consumer files a complaint, please send me the ODI number.

Thanks  
Faithia

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**From:** Lyles, Derrell (NHTSA) <[Derrell.Lyles@dot.gov](mailto:Derrell.Lyles@dot.gov)>  
**Sent:** Monday, May 13, 2024 7:40 AM  
**To:** Strasser-King, Marion C <[MStrasser-King@asrcfederal.com](mailto:MStrasser-King@asrcfederal.com)>; [brlewis@belcan.com](mailto:brlewis@belcan.com)  
**Cc:** Robertson, Faithia (NHTSA) <[Faithia.Robertson@dot.gov](mailto:Faithia.Robertson@dot.gov)>  
**Subject:** FW: Another TESLA Phantom Braking Complaint...

Good morning.

Please contact the consumer. I am not sure if there is anything that we can do, but if he wants to fill out a VOQ, he might be satisfied.

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**From:** NHTSA media <[NHTSAmedia@dot.gov](mailto:NHTSAmedia@dot.gov)>

**Sent:** Friday, May 10, 2024 7:31 AM

**To:** Lyles, Derrell (NHTSA) <[Derrell.Lyles@dot.gov](mailto:Derrell.Lyles@dot.gov)>; Robertson, Faithia (NHTSA) <[Faithia.Robertson@dot.gov](mailto:Faithia.Robertson@dot.gov)>

**Subject:** FW: Another TESLA Phantom Braking Complaint...

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**From:** [REDACTED]

**Sent:** Friday, May 10, 2024 12:17 AM

**To:** NHTSA media <[NHTSAmedia@dot.gov](mailto:NHTSAmedia@dot.gov)>

**Subject:** Another TESLA Phantom Braking Complaint...

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Hello NHTSA!

Here's another TESLA Owner (2023 Model Y for 9 months from new) complaining about Phantom Braking that occurs fairly regularly with AutoPilot regular cruise control.

I know this is a National Safety Issue - people have died in terrible accidents involving semi-trucks rear-ending Tesla drivers.

I now read that TESLA is approved - obviously not by NHTSA - to sell taxis with FSD (Fully Self Driving) feature to China! I guess what happens in China, stays in China correct? Who cares if we see a decline in their population while Tesla continues to profit?

I was planning to sell my Model Y recently, and a seller asked if I could provide a TAV (The American Vehicle) Report. I was stunned that there were 10 Recalls on 2023 Model Y, none of which mentioned Phantom Braking. I contacted my nearest Tesla Service Center to make an appointment to address Phantom Braking, and their reply about that: "Regarding Phantom Braking, this is a known characteristic of FSD (which

my car does NOT have) and will be addressed with a future firmware update" I then observe comments about Phantom Braking on You Tube and read that other Tesla owners had gotten the same response OVER A YEAR AGO!

Does NHTSA care that Tesla is still selling vehicles that are unsafe? Has anyone from NHTSA ever driven a Tesla and experienced Phantom Braking first-hand? Let me tell you, it is alarming and scary and senseless! How many more consumers will get killed in rear-end collisions before Tesla fixes this issue? Why are none of their Recalls addressing this?

Oh, you probably already are aware of this, but Tesla has disbanded its media relations department. There is no way to contact them about this issue, and from what I can tell, they are apathetic to the safety of the consumer and more concerned about the fiscal health of their company.

I doubt if I will get a response from this letter, but I am fired up, and had to write to someone who might just care.

Sincerely,

A large black rectangular redaction box covering the signature area.

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