



Witness Group Attachment 1 – Request for Information from Family

Mountain View, CA

HWY18FH011

(6 pages)

Mr. Mark Fong
Minami Tamaki LLP
360 Post Street, 8th Floor
San Francisco, CA 94108

Mr. Fong,

Per our conversation, I understand that Minami Tamaki LLP are representing the family of Mr. Walter Huang in matters related to the tragic accident which occurred on US 101 in the Mountain View, CA area on March 23, 2018. Please extend my sincere condolences to Walter's family.

The National Transportation Safety Board (NTSB) is investigating to identify any safety deficiencies which may have been present at the time of the crash so that we can ultimately issue safety recommendations to help prevent future similar tragedies from recurring again in the future. We are examining issues related to the performance of the 2017 Tesla Model X, possible contributing highway and environmental factors, and are also looking at the breach of the vehicle's battery pack which resulted in a post-crash fire. The NTSB is an independent federal agency and our investigation is separate from the accident investigation being conducted by the California Highway Patrol.

As part of the investigation I am interested in learning more about any complaints that Walter may have had regarding the performance of the Tesla Model X prior to the crash which he may have voiced to his wife, other family members, or friends. Additionally, I would like to learn more about Walter and his daily routine during the days leading up to the accident. Background information regarding his Tesla ownership, driving experience, and general health is also desired.

On the following pages I have included a list of questions I would like to ask Walter's wife or other appropriate family member. I can conduct a telephonic interview, in-person interview, or receive written responses to the questions. I appreciate any help you can provide to assist the NTSB better understand the circumstances of this crash.

Sincerely,

Don Karol
Senior Highway Accident Investigator
Office of Highway Safety

Vehicle Information

1. Tesla invoice information indicates a delivery of a new 2017 Tesla Model X to Walter Huang on about November 1st, 2017. Can you verify this date and discuss how the Tesla was delivered to the family?
2. When the Tesla was delivered to Walter can you explain any type of training he may have received regarding the vehicle's operation or the installed advanced driver assistance systems?
3. Were any written manuals or other documents provided describing the vehicle's operation and do you know if Walter spent time reading any materials provided?
4. Was Walter the primary driver of the Tesla Model X? Did any other family members drive the car?
5. Did Walter discuss the operation of the Tesla with immediate family members or friends? If so, who? What type of information (positive or negative) did he share?
6. Did Walter ever describe any problems he was having with the Tesla? Who did he share the information with and what did he say?
7. I spoke briefly with Walter's brother William who provided some general information that Walter had experienced problems with the autopilot system malfunctioning in the same general area of where the crash occurred. There has also been information disseminated in the media in this regard. I am interested in determining exactly what Walter may have relayed in this regard.
8. What exactly did Walter say would occur with the vehicle when he experienced problems?
9. Was there a specific location or time of day that the problem would occur? Can you remember any approximate dates that he experienced the problem?
10. Did Walter tell anyone else about the problem other than his wife?
11. Did Walter ever share problems he was having with the Tesla via electronic means such as e-mail, messaging or some other means? Is this information retrievable now?
12. Many Tesla owners join online Tesla forum groups to share their experiences with Tesla vehicles. Did Walter belong to any of these groups and if so, do you know his user's name?
13. Since receiving the Tesla in November 2017, how many times has the vehicle been brought in for service and for what problems?

14. Do you know if Walter ever brought in his car for service to remedy problems with the navigation system, cruise control or autopilot system? If so, how was the problem remedied by the service center?
15. Do you know if Walter ever made any online or electronic complaints regarding the Tesla?
16. Tesla operators having problems with their vehicles have the capability of filing a “bug report” at the time they experience an issue. Do you know if Walter ever filed any “bug reports” with Tesla while driving?
17. Any additional information you think is pertinent regarding the Tesla which can assist the NTSB in understanding the circumstances of this crash?

Driver Profile / 72-Hour History

In NTSB investigations we work to develop a profile of drivers involved in crashes for at least the 72 hours leading up to an accident. NTSB speaks with co-workers, family members, friends and examines work records / electronic communications to develop this information.

As part of this effort, I would like to ask the family the following questions:

1. Can you describe what a typical day would be for Walter (step through the day).
2. March 23rd activities: Can you describe Walter’s activities on Friday morning, March 23rd (time he awoke, breakfast?, transport kids to school?, workout at the gym?, time departed to work?, etc.)
3. March 22nd activities: Do you remember what time Walter went to sleep on Thursday evening, March 22nd? Does Walter have any difficulties sleeping at night? How long would it usually take him to fall asleep when he went to bed? Does he wake up in the middle of the night? Does he snore?
4. March 22nd activities: Can you describe Walter’s activities during the day on Thursday, March 22nd. What time did he awake, when did he depart for work?
5. March 21st activities: Do you remember what time Walter went to sleep on Wednesday evening, March 21st? Note: Walter was at a Game Developer’s Conference in San Francisco on Wednesday evening.
6. March 21st activities: Can you describe Walter’s activities during the day on Wednesday March 21st?

Operational Information

1. What is Walter's driving history? Do you remember him ever getting any tickets or being involved in any accidents?
2. Do you know if Walter has had any other types of driver education or training beyond what is required to get your driver's license?
3. Can you provide any information regarding Walter's driving habits? How frequently would he use technology installed within the car?
4. The accident occurred on US 101 at the interchange of SH 85. Do you know how familiar Walter was with this route of travel?
5. What was Walter's normal route of travel to his work facility for Apple?
6. Can you describe any information Walter would share about his trip to work? Traffic conditions, construction, etc.
7. When Walter would make phone calls from his car do you know if he made the calls by talking into his Apple iPhone or would he speak through the Tesla's infotainment system? (hands-free communications?)

General health

1. Did Walter have any health issues or concerns around the time of the accident?
2. Has he had any health issues in the past? An Apple co-worker mentioned Walter having a persistent cough in the weeks prior to the crash which he caught from his child? Did Walter ever see a doctor for this condition? Was he taking any over-the-counter or prescription medication for his cough?
3. Who was Walter's primary doctor? When was his last visit and/or physical?
4. Was Walter taking any medicines around the time of the accident?
5. Walter was an avid weightlifter and spent a lot of time at the gym. Can you describe his work out schedule? Did he have any injuries associated with his work out routine?

Sensory Acuity

1. How was Walter's vision generally? Did he have any current or previous sight problems?
2. Did he wear glasses or contacts?
3. Did he see an optometrist/ophthalmologist? (Contact information?)

4. How was Walter's hearing generally? Any current or previous hearing problems?
5. Was Walter under the care of an audiologist or other doctor for his hearing? (Contact information?) Did he wear a hearing aid?

Life Habits and Routine

1. Did Walter's schedule change during his days off? If so, how?
2. Were there any current life stressors (work problems, family sickness, etc.) in Walter's life around the time of the accident?