



U.S. Department of Transportation
National Highway Traffic Safety Administration

ODI RESUME

Investigation: PE24033
Prompted By: VOQ and Media Report Review
Date Opened: 01/06/2025
Investigator: Kareem Habib **Reviewer:** Scott Simmons
Approver: Tanya Topka
Subject: Crash incidents during Actually Smart Summon sessions

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Tesla, Inc.
Products: 2016-2025 Model S, X, 2017-2025 Model 3, 2020-2025 Model Y equipped with FSD
Population: 2,585,000 (Estimated)

Problem Description: Actually Smart Summon sessions resulting in crashes during the session, including where the operator does not have enough time to react due to vehicle proximity or line of sight.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	1	0	0	15	16	0
Crashes/Fires:	1	0	0	15	16	0
Injury Incidents:	0	0	0	0	0	0
Number of Injuries:	0	0	0	0	0	0
Fatality Incidents:	0	0	0	0	0	0
Number of Fatalities:	0	0	0	0	0	0

Description of Other:

Incidents related to Actually Smart Summon crashes reported in the media or Smart Summon crashes related to operator reaction time within the available line of sight.

ACTION/SUMMARY INFORMATION

Action: ODI has opened a Preliminary Evaluation.

Summary:

Smart Summon and Actually Smart Summon are features on certain Tesla vehicles that allow a user to remotely move the vehicle to the user or to another designated location, through use of a phone app. The Office of Defects Investigation (ODI) has received 1 complaint (VOQ) alleging that an Actually Smart Summon session resulted in a crash and has reviewed at least 3 media reports of apparently similar crashes. All four incidents involve the subject Tesla vehicles operating in Actually Smart Summon failing to detect posts or parked vehicles, resulting in a crash.

Actually Smart Summon replaced Smart Summon and provided users with extended vehicle operating range while expanding vehicle connectivity through phone app live camera feeds and increased user latency experience. ODI has received 12 Smart Summon related VOQs alleging crash typology similar to the crashes experienced by users of Actually Smart Summon during sessions with little time for operators to react.

ODI is aware of multiple crash allegations, involving both Smart Summon and Actually Smart Summon, where the user had too little reaction time to avoid a crash, either with the available line of sight or releasing the phone app button, which stops the vehicle's movement.

Tesla has not reported any Smart Summon or Actually Smart Summon crashes through the Standing General Order for crashes involving ADS or Level 2 ADAS, which requires reporting of crashes on publicly accessible roads.

ODI is opening this preliminary evaluation to investigate Actually Smart Summon's capabilities as they relate to the subject and similar crashes, including the system's operation and field performance in FSD equipped vehicles and vehicles included in free trial offers. NHTSA will evaluate the top speed that a vehicle can attain while Actually Smart Summon is engaged, designed-in operating restrictions for usage on public roads, and line of sight requirements. NHTSA expects this preliminary evaluation to include review of remote vehicle control through the phone app at various distances and lines of sight, including app connectivity delays resulting in increased stopping distance and the ability to utilize Actually Smart Summon in roadway environments or operating conditions for which the current version of the system is neither intended nor designed.

To review the ODI reports cited in the Opening Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).