



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

1200 New Jersey Avenue SE
Washington, DC 20590

February 13, 2020

Mr. David Kim
Tesla, Inc.
45500 Fremont Blvd
Fremont, CA 94538

NEF-150SS
20V-062

Subject: Reduced/Loss of Steering Assist

Dear Mr. Kim:

This letter serves to acknowledge Tesla, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
TESLA/MODEL X/2015-2016

Mfr's Report Date: February 5, 2020

NHTSA Campaign Number: 20V-062

Components:
STEERING:ELECTRIC POWER ASSIST SYSTEM

Potential Number of Units Affected: 14,113

Problem Description:

Tesla, Inc. (Tesla) is recalling certain 2015-2016 Model X vehicles. The aluminum bolts that attach the power steering gear assist motor to the gear housing may corrode and fracture causing a reduction or complete loss of power steering assist.

Consequence:

Loss of power steering assist would require a higher steering effort, especially at lower speeds, which may increase the risk of a crash.

Remedy:

Tesla will notify owners, and Tesla Service Centers will replace the steering gear mounting bolts with coated steel bolts, and add a corrosion-preventative sealer to the steering gear motor housing and motor connection bolts. If the mounting bolts are found to be broken or break during removal and cannot be removed, a new steering gear will also be installed. All services will be performed free of charge. Tesla has not yet provided a date for when owner notification letters will be mailed. Owners may contact Tesla customer service at 1-877-798-3752.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

You are required to provide an estimated date including month, day, and year, when you will mail notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that per 49 CFR Part 577, it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement