



## **IMPORTANT SAFETY RECALL NOTICE**

<Date>

<Name>

<Address>

<Address 2> (if applicable; if not, remove this line)

<City, State, ZIP>

<VIN>

NHTSA Recall Code: 20V-062

Dear Tesla Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Tesla has determined that a defect which relates to motor vehicle safety exists in certain Model Year 2015-2016 Model X vehicles. Our records show that you are the owner of a vehicle affected by this action.

### **REASON FOR THIS RECALL**

Exposure of your vehicle to corrosive environments may corrode the bolts that attach the power steering motor to the power steering gear. The exposure may cause the bolts to break and result in loss of power steering assist. If this condition occurs, the driver is still able to steer the vehicle but it will require greater effort, especially at lower speeds, which may increase the risk of a crash.

### **WHAT TESLA WILL DO**

At no charge to you, Tesla will replace the bolts attaching the power steering motor to the power steering gear with more corrosion-resistant bolts and apply sealant. If the bolts are found broken or break during removal and cannot be removed, Tesla will replace the entire steering gear, again free of charge. Full parts supply is expected to be available by late summer 2020. We will notify you when parts for your vehicle are available.

### **WHAT YOU SHOULD DO**

At this time, there is no action you need to take. We will notify you when parts for your vehicle are available, after which you may schedule a service appointment through your Tesla mobile app.

For awareness, the appointment will take about one hour to replace the bolts, and about four hours if the steering rack also requires replacement. If you previously paid for a repair that addresses the recall described in this notice, you may be eligible for a refund. To verify eligibility and learn how to request a refund, please contact Tesla online by visiting [www.tesla.com/support/contact](http://www.tesla.com/support/contact) or by calling 1-877-79-TESLA (or 1-877-798-3752).

If you believe that Tesla has failed or is unable to remedy this defect without charge and within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590, by calling 1-888-327-4236 (TTY: 1-800-424-9153), or by visiting [www.safercar.gov](http://www.safercar.gov).

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle to send the notice to the lessee within 10 days.

**TESLA, INC.**



Tesla, Inc.  
3500 Deer Creek Road, Palo Alto, CA 94304