

**IMPORTANT SAFETY RECALL**

<Date>

<Name>

<Address>

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

<City, State, ZIP>

This notice applies to your vehicle, <VIN>

NHTSA Recall No: 21V-00D

Dear Tesla Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Tesla, Inc. has decided that a defect, which relates to motor vehicle safety exists in Model Year 2017-2020 Model 3 vehicles. Our records show that you are the owner of a vehicle affected by this action.

**REASON FOR THIS RECALL**

The Model 3 trunk harness is equipped with a solid core coaxial cable that provides the rearview camera feed for visibility on the center display. Over time, repeated opening and closing of the trunk lid may cause excessive wear to the coaxial cable. If the wear causes the core of the coaxial cable to separate, the rearview camera feed is not visible on the center display, affecting the driver's rear view and increasing the risk of a crash.

**WHAT TESLA WILL DO**

At no charge to you, Tesla Service will inspect the trunk harness for wear. If wear is determined to be within specifications for the coaxial cable, Tesla Service will equip the harness with a guide protector to ensure a sufficient radius when the harness holds in a closed trunk state and prevent further wear. If wear is determined to be beyond the specifications for the coaxial cable, Tesla Service will install a new harness and guide protector, at no charge.

**WHAT YOU SHOULD DO**

Parts to repair your vehicle are available. Please schedule a service appointment through your Tesla mobile app. Alternatively, if you wish to contact your nearest Tesla Service Center or require technical assistance, please visit [www.tesla.com/findus](http://www.tesla.com/findus) or call 1-877-79-TESLA (1-877-798-3752). For awareness, installing the guide protector will take only a few minutes, and replacing the trunk harness, if necessary, will take approximately 30 minutes. The repair may be completed by Tesla Mobile Service where available.

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/](http://www.tesla.com/support/) contact or by calling 1-877-79-TESLA (or 1-877-798-3752). Additional detail can be found in our General Recall Reimbursement Plan, which is available online at <https://www.tesla.com/sites/default/files/downloads/tesla-recall-reimbursement-plan.pdf>.

If you believe that Tesla has failed or is unable to remedy this defect without charge or 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 noncompliance or safety-related defect determination pertaining to any leased motor vehicle to send the notice to the lessee within 10 days.

If you no longer own the vehicle, update vehicle ownership in your Tesla Account. For more details adding or removing vehicles from your Tesla Account, visit [www.tesla.com/support/account-support#add-remove-products](http://www.tesla.com/support/account-support#add-remove-products).

Thank you for being a Tesla customer. We are committed to ensuring that your vehicle provides the highest possible level of safety.

**TESLA, INC.**