

Part 573 Safety Recall Report

21V-835

Manufacturer Name : Tesla, Inc.

Submission Date : DEC 15, 2021

NHTSA Recall No. : 21V-835

Manufacturer Recall No. : SB-21-31-003



Manufacturer Information :

Manufacturer Name : Tesla, Inc.

Address : 3500 Deer Creek Road
Palo Alto CA 94304

Company phone : 650-413-4000

Population :

Number of potentially involved : 2,791

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2020-2021 Tesla Model Y

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population includes select MY 2019-21 Model 3 vehicles and select MY 2020-21 Model Y vehicles and was determined based upon a review of manufacturing records.

Production Dates : MAR 07, 2021 - JUN 04, 2021

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 2 : 2019-2021 Tesla Model 3

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population includes select MY 2019-21 Model 3 vehicles and select MY 2020-21 Model Y vehicles and was determined based upon a review of manufacturing records.

Production Dates : JAN 03, 2019 - APR 20, 2021

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The front suspension lateral link on Model 3 and Model Y vehicles is attached to the sub-frame using two fasteners. If a fastener is not secured to the correct specification, the fastener may loosen over time or separate from the sub-frame, which could cause the lateral link to separate from the sub-frame.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a fastener becomes loose enough or separates from the sub-frame such that the lateral link separates from the sub-frame, the wheel alignment could shift and cause instability, which may adversely impact vehicle controllability and increase the risk of a collision.

Description of the Cause : During assembly, the operator is tasked with securing both fasteners to the correct specification, which are registered in the torque record for the vehicle. In rare circumstances, if the operator made several unsuccessful attempts to torque a fastener to specification, the operator may have subsequently loosened a properly secured fastener. The torque record may not have accounted for the loosening of the fastener.

Identification of Any Warning that can Occur : If the fasteners that secure the lateral link to the sub-frame become loose, abnormal noise may occur and be detectable by the customer from the front suspension.

Involved Components :

Component Name 1 : BOLT, HF, M14-2.0x65, STL[109], ZNFL

Component Description : Front lateral link to subframe bolt

Component Part Number : 1109912-00-A

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

- On June 2, 2021, the Production Quality and Process Engineering team escalated 39 service repairs that had accumulated over the production of Model 3 and Model Y vehicles (a rate of 0.0041%) in which one or both front suspension lateral link fasteners were found loose or missing.
- Beginning in June 2021, after reviewing production records and the assembly step operations, a root cause hypothesis was developed on loosening and decrement.

- From June 2021 to October 2021, the team reviewed torque records of other Model 3 and Y vehicles as well as service data to further assess the suspected root cause, determine whether the instances were potentially the result of another root cause, assess the potential safety impact of the condition, and identify the scope of a potentially affected vehicle population.
- On October 14, 2021, the team completed their investigation of all torque records of Model 3 and Model Y vehicles, confirming the suspected root cause, risk assessment, and affected population.
- On October 18, 2021, a recall determination was made.
- As of October 15, 2021, Tesla identified 133 warranty claims and 104 field reports (received between October 14, 2018 and September 15, 2021) that have been received for U.S. vehicles and that are related to or may be related to this topic. Tesla is not aware of any crashes, injuries, or deaths related to this topic.

Description of Remedy :

Description of Remedy Program :	<p>Tesla Service will inspect affected vehicles for proper torque of the fasteners that secure both front suspension lateral links to the sub-frame. If a loose or missing fastener is found during the inspection, Tesla Service will re-torque the fastener to the correct specification. In the unlikely event that vehicle damage from a loose or missing fastener is found during the inspection, Tesla Service will replace the damaged component.</p> <p>Customers who have replaced the lateral link fasteners or other components at their own expense due to this issue prior to the recall notification may be eligible for reimbursement per Tesla's General Recall Reimbursement Plan.</p>
How Remedy Component Differs from Recalled Component :	Confirmed torque and angle of each fastener to the correct specifications.
Identify How/When Recall Condition was Corrected in Production :	A multi-spindle tool, which secures the fasteners simultaneously, has been applied to the assembly step. The tool's loosening feature was disabled by default and programmed to lock itself from further action if there are three unsuccessful attempts to secure a fastener. The operator cannot unlock the tool to loosen or back out a bolt without a production manager's inspection and approval.

Recall Schedule :

Description of Recall Schedule :	All Tesla stores and service centers will be notified on or shortly after October 27, 2021. Owner notification letters will be mailed in accordance with 49 C.F.R. § 577.7.
Planned Dealer Notification Date :	OCT 27, 2021 - OCT 27, 2021
Planned Owner Notification Date :	DEC 24, 2021 - DEC 24, 2021

* NR - Not Reported