

# Part 573 Safety Recall Report

# 22V-169

**Manufacturer Name :** Tesla, Inc.**Submission Date :** MAR 18, 2022**NHTSA Recall No. :** 22V-169**Manufacturer Recall No. :** SB-22-00-004**Manufacturer Information :**

Manufacturer Name : Tesla, Inc.

Address : 1 Tesla Road  
Austin TX 78725

Company phone : 6506815000

**Population :**

Number of potentially involved : 947

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2017-2020 Tesl Model 3

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The subject population includes certain model year ("MY") 2017-2020 Model 3, and 2018-2019 Model S and Model X vehicles that are equipped with Autopilot Computer 2.5 and running a firmware release between 2021.44.25 and 2021.44.25.2, inclusive, as of March 18, 2022.

Production Dates : SEP 01, 2017 - MAY 29, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2018-2019 Tesla Model S

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The subject population includes certain model year ("MY") 2017-2020 Model 3, and 2018-2019 Model S and Model X vehicles that are equipped with Autopilot Computer 2.5 and running a firmware release between 2021.44.25 and 2021.44.25.2, inclusive, as of March 18, 2022.

Production Dates : FEB 25, 2018 - JUL 22, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2018-2019 Tesla Model X

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The subject population includes certain model year ("MY") 2017-2020 Model 3, and 2018-2019 Model S and Model X vehicles that are equipped with Autopilot Computer 2.5 and running a firmware release between 2021.44.25 and 2021.44.25.2, inclusive, as of March 18, 2022.

**Production Dates :** MAR 08, 2018 - AUG 08, 2019

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Noncompliance :

**Description of the Noncompliance :** On certain affected vehicles equipped with Autopilot Computer 2.5 and running a firmware release between 2021.44.25 and 2021.44.25.2, inclusive, the rearview image may not comply with FMVSS 111, S5.5.3, which requires display of the image within two seconds of the start of a backing event.

**FMVSS 1 :** 111 - Rear visibility

**FMVSS 2 :** NR

**Description of the Safety Risk :** Delayed availability of the rearview camera display may affect the driver's rear view and increase the risk of a collision. The driver may continue to reverse the vehicle by performing a shoulder check and using their mirrors.

**Description of the Cause :** On certain affected vehicles, a software error introduced in firmware release 2021.44.25 and carried in firmware releases through 2021.44.25.2 may result in a computer reset. If the driver starts a backing event while the computer resets, the rearview image may not display within 2 seconds of placing the vehicle in reverse as required by FMVSS 111, S5.5.3. This computer reset does not affect other displays or vehicle controls found on the touchscreen.

**Identification of Any Warning that can Occur :** With the condition present, the rearview camera display will appear blank when the vehicle is shifted to Reverse.

## Involved Components :

**Component Name 1 :** Firmware Rel. 2021.44.25 through 2021.44.25.2

**Component Description :** N/A

**Component Part Number :** N/A

## Supplier Identification :

### Component Manufacturer

Name : Tesla, Inc.  
Address : 1 Tesla Road  
Austin Texas 78725  
Country : United States

## Chronology :

- On December 19, 2021, Tesla began deploying firmware release 2021.44.25 to a limited number of vehicles in the field.
- Shortly thereafter, Tesla's fleet monitoring tool identified an abnormal frequency of computer resets among Model 3 vehicles equipped with Autopilot Computer 2.5 and running firmware release 2021.44.25.
- Over the following week, an engineering investigation into the condition identified a software error as a potential cause for further assessment.
- As a precautionary measure, a firmware remedy was developed, validated and included in firmware release 2021.44.30, which began deployment to the vehicle fleet on December 30, 2021.
- Beginning on February 9th 2022, following discussions with NHTSA's Office of Vehicle Safety Compliance to review consumer complaints that alleged delayed or unavailable rearview image displays, Tesla initiated tests to assess the compliance of vehicles operating firmware release 2021.44.25. through 2021.44.25.2 with FMVSS 111, S5.5.3 .
- In the following weeks, more than a dozen tests were conducted, along with a review of a set of vehicle data logs. Results of all the tests demonstrated compliance with FMVSS 111 S5.5.3.
- On March 11, 2022, having confirmed the root cause and having completed a compliance assessment, and despite not finding a noncompliance in the tests that Tesla conducted, a recall determination was made out of an abundance of caution to recognize the potential presence of a noncompliance in affected vehicles, as first identified in consumer complaints.

**Description of Remedy :**

**Description of Remedy Program :** Firmware release 2021.44.30 or a later firmware release corrects the condition and ensures that the rearview image display complies with FMVSS 111 S5.5.3. Firmware release 2021.44.30 began over-the-air (“OTA”) deployment to the vehicle fleet on December 30, 2021. Owners of affected vehicles only need to install OTA firmware release 2021.44.30 or a later firmware release, which have all deployed OTA at no cost to owners. No service visit is necessary, and no further action is necessary from owners whose vehicles are equipped with firmware release 2021.44.30 or a later firmware release.

Tesla does not plan to include a statement in the Part 577 owner notification about pre-notice reimbursement to owners because there is no paid repair relating to the underlying condition and owners received the remedy free of charge with an OTA firmware release.

**How Remedy Component Differs from Recalled Component :** Firmware releases between 2021.44.25 and 2021.44.25.2, inclusive, contain the condition and may prevent the rearview image display from complying with FMVSS 111, S5.5.3, whereas firmware release 2021.44.30 or a later firmware release corrects the condition and ensures compliance with FMVSS 111, S5.5.3.

**Identify How/When Recall Condition was Corrected in Production :** The condition was not introduced on new vehicles in production.

**Recall Schedule :**

**Description of Recall Schedule :** All Tesla stores and service centers will be notified on or shortly after March 22, 2022. Owner notification letters will be mailed in accordance with 49 C.F.R. § 577.7.

**Planned Dealer Notification Date :** MAR 22, 2022 - MAR 22, 2022

**Planned Owner Notification Date :** MAY 17, 2022 - MAY 17, 2022

\* NR - Not Reported