



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 12, 2023

Mr. Jacky Lam
Tesla, Inc.
45500 Fremont Blvd.
Fremont, CA 94538

NEF-107SS
23V-838

Subject: Autopilot Controls Insufficient to Prevent Misuse

Dear Mr. Lam:

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 3/2017-2023
TESLA/MODEL S/2012-2023
TESLA/MODEL X/2016-2023
TESLA/MODEL Y/2020-2023

Mfr's Report Date: December 12, 2023

NHTSA Campaign Number: 23V-838

Components:

ELECTRICAL SYSTEM:ADAS:AUTONOMOUS/SELF DRIVING:SOFTWARE

Potential Number of Units Affected: 2,031,220

Problem Description:

Tesla, Inc. (Tesla) is recalling 2012-2023 Model S, 2016-2023 Model X, 2017-2023 Model 3, and 2020-2023 Model Y vehicles equipped with all versions of Autosteer leading up to the version(s) that contains the recall remedy. In certain circumstances when Autosteer is engaged, the prominence and scope of the feature's controls may not be sufficient to prevent driver misuse of the SAE Level 2 advanced driver-assistance feature.

Consequence:

In certain circumstances when Autosteer is engaged, and the driver does not maintain responsibility for vehicle operation and is unprepared to intervene as necessary or fails to recognize when Autosteer is canceled or not engaged, there may be an increased risk of a crash.

Remedy:

Tesla will release an over-the-air (OTA) software update, free of charge. Owner notification letters are expected to be mailed February 10, 2024. Owners may contact Tesla customer service at 1-877-798-3752. Tesla's number for this recall is SB-23-00-008.



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.nhtsa.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).

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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Be advised that as part of the investigation conducted by NHTSA (EA22-002), NHTSA reviewed 956 crashes where Autopilot was initially alleged to have been in use, then focused on a narrower set of 322 Autopilot-involved crashes, including frontal impacts and impacts from potential inadvertent disengagement of the system.

EA22-002 remains open to support an evaluation of the effectiveness of the remedies deployed by Tesla across the recall scope reported in its December 12, 2023 recall filing.

Tesla, Inc.'s contact for this recall will be Sarah Shiver who may be reached by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement