

Part 573 Safety Recall Report

20V-710

Manufacturer Name : Tesla, Inc.

Submission Date : NOV 17, 2020

NHTSA Recall No. : 20V-710

Manufacturer Recall No. : SB-20-12-005



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 : 9,136

Estimated percentage with defect : 10 %

Vehicle Information :

Vehicle 1 : 2016-2016 Tesla Model X

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The subject population includes all Tesla Model X vehicles from the start of production through a change in process and documentation made at the supplier.

Production Dates : SEP 17, 2015 - JUL 31, 2016

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The Model X is equipped with a cosmetic applique at the front of the roof just behind the windshield, known as the front applique, as well as an applique at the center of the roof in between the upper falcon door roof glass, known as the spine applique. Both appliques are adhered to the vehicle using urethane. If the applique-to-urethane interface lacks primer, then, over time, the adhesion may weaken, causing the applique to separate from the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : While we are not aware of any accidents or injuries resulting from this condition, if the applique separates from the vehicle while in drive, it could create a road hazard for following motorists and increase their risk of injury or a crash.

Description of the Cause : Adhesive failure at the applique-to-urethane interface due to lack of primer.

Identification of Any Warning that can Occur : Prior to separating, an applique without primer may create a detectable noise inside the cabin for either a short or prolonged period of time. Separately, the customer may observe the applique coming loose.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On September 21, 2020, Field Quality was made aware of a field event involving a 2016 Model X with missing applique. Field Quality initiated an investigation into the root cause and frequency of the condition. On October 28, 2020, after conducting parts recovery, service bay reviews, and engineering fleet analysis, Tesla tentatively concluded that the failed components did not have sufficient primer at the urethane-to-applique interface when produced by the supplier. Field Quality then commenced a review of production records and supplier process information for evidence of primer application to understand the possible scope. Field quality reviewed the findings with the executive team and, on November 10, 2020, Tesla determined that a safety-related defect exists for the affected population.

Description of Remedy :

Description of Remedy Program : Tesla Service will inspect affected vehicles and apply a retention test on the appliques. If the appliques pass the retention test, then they have sufficient primer and no further action is necessary. If either applique fails the retention test, then Service will apply primer at the urethane-to-applique interface to remedy the condition.

How Remedy Component Differs from Recalled Component : The recalled applique may not have primer applied to the urethane-to-applique interface whereas the remedied applique will ensure that primer is applied to the urethane-to-applique interface.

Identify How/When Recall Condition was Corrected in Production : In July 2016, the supplier implemented new processes to standardize and document primer application.

Recall Schedule :

Description of Recall Schedule : All Tesla stores and service centers will be notified on or about November 17, 2020. Owner notification letters will be mailed in accordance with 49 C.F.R. § 577.7.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported