



## **IMPORTANT SAFETY RECALL NOTICE**

<Date>

<Name>

<Address>

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

<City, State, ZIP>

<VIN>

NHTSA Recall Number: 17V-260

Dear Tesla Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Tesla, Inc. ("Tesla"), has decided that a defect relating to motor vehicle safety exists in certain Model Year ("MY") 2016 Model S and X vehicles and certain vehicles that received affected parts during service. Our records show that you are the owner of a vehicle affected by this action. We previously notified you of this recall and are sending this notice because replacement parts are now available to repair your vehicle.

### **REASON FOR THIS RECALL**

Tesla has decided that a defect exists in certain MY 2016 Model S and X vehicles equipped with electric parking brake calipers and certain vehicles that received affected calipers during service. The calipers may have an internal gear that was improperly manufactured and could fracture during parking brake application, preventing release or further application of the parking brake pads. A parking brake that cannot be released can result in an inability to move a parked vehicle. Should the gear fracture prior to full parking brake engagement, the affected parking brake caliper may have less than the intended holding force, potentially resulting in rollaway and increased risk of a crash.

### **WHAT TESLA WILL DO**

Tesla will replace the calipers on your vehicle free of charge. Replacement parts are available.

### **WHAT YOU SHOULD DO**

We will replace the calipers on your vehicle free of charge. Please contact Tesla Service at your convenience to schedule an appointment. To speak with your nearest Tesla Service Center, please dial 1-877-79-TESLA (or 1-877-798-3752), then press 2, and then 3, or visit [www.tesla.com/findus](http://www.tesla.com/findus). Please be advised that the complete replacement process should take approximately 45 minutes. However, we may need to keep your vehicle for a slightly longer period of time.

We want to ensure that your vehicle provides the highest possible level of safety. For more information, FAQs, and other details related to this recall, please visit <https://www.tesla.com/support/tesla-safety-update>.

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

**TESLA, INC.**



Tesla, Inc.  
3500 Deer Creek Road, Palo Alto, CA 94304