



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

1200 New Jersey Avenue SE  
Washington, DC 20590

April 3, 2018

Mr. David Kim  
Tesla, Inc.  
45500 Fremont Blvd  
Fremont, CA 94538

NEF-150JK  
18V-204

**Subject:** Loss of Power Steering Assist Due to Corrosion

Dear Mr. Kim:

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 S/2012-2016

**Mfr's Report Date:** March 29, 2018

**NHTSA Campaign Number:** 18V-204

**Components:**

STEERING:ELECTRIC POWER ASSIST SYSTEM

**Potential Number of Units Affected:** 70,421

**Problem Description:**

Tesla, Inc. (Tesla) is recalling certain 2012-2016 Tesla Model S vehicles equipped with Bosch steering racks. The aluminum bolts that attach the power steering gear assist motor to the gear housing may corrode and fracture causing a reduction or complete loss of power steering assist.

**Consequence:**

Loss of power steering assist would require a higher steering effort, especially at lower speeds, which may increase the risk of a crash.

**Remedy:**

Tesla will notify owners, and Tesla Service Centers will replace the steering gear mounting bolts and add a corrosion-preventative sealer, free of charge. The recall is expected to begin March 29, 2018. Owners may contact Tesla customer service at 1-877-798-3752. Tesla's number for this recall is SB-18-32-002.

**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.safercar.gov](http://www.safercar.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 required in Part 573.6(c)(6), in the case of a defect, please amend your provided chronology to include all of the principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, death and injury claims and other information, with their dates of receipt. Please provide this information as soon as possible.

As stated in Part 573.7, submission of the first of six 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.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement