

Part 573 Safety Recall Report

19V-719

Manufacturer Name : Tesla, Inc.
Submission Date : OCT 09, 2019
NHTSA Recall No. : 19V-719
Manufacturer Recall No. : SB-19-15-003

**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 : 89
Estimated percentage with defect : 15 %

Vehicle Information :

Vehicle 1 : 2019-2019 Tesla Model 3
Vehicle Type : LIGHT VEHICLES
Body Style :
Power Train : NR
Descriptive Information : Tesla Model 3 Electric Vehicles with Missing Driver-side Sun Visor Safety Labels. See Defect / Noncompliance Description section for details.
Production Dates : AUG 23, 2019 - AUG 23, 2019
VIN Range 1 : Begin : NR **End :** NR Not sequential

Description of Noncompliance :

Description of the Noncompliance : Certain Model 3 vehicles built on August 23, 2019, may contain a driver-side sun visor that does not comply with the requirements of FMVSS 208 S4.5.1, because they do not have the air bag warning labels on the visible and stowed sides.

FMVSS 1 : 208 - Occupant crash protection

FMVSS 2 : NR

Description of the Safety Risk : A missing air bag warning label on the driver-side sun visor would not provide the required FMVSS No. 208 warning information to some occupants, which could increase their risk of injury. The passenger-side sun visors on affected vehicles have the airbag warning labels with the required warning information, and all Tesla vehicles are equipped with advanced airbags that sense the presence of a child in the front seat and suppress airbag deployment.

Description of the Cause : This issue was caused by a manufacturing error in which the driver side air bag visor for another market was inadvertently installed.

Identification of Any Warning that can Occur : The label is visible in plain sight in front of the seated driver, and does not match the labels on the passenger side.

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

- August 2019 – Tesla manufacturing quality engineering department identified vehicles in production in the factory that may not have contained the labels as expected. A factory containment action was established to inspect.
- September 2019 – Tesla service engineering department was alerted that certain vehicles were released from the factory containment without inspection.
- September 2019 – The issue was brought to the Tesla’s Product Integrity Forum, which conducted an investigation to determine whether vehicles that were released contained visors with missing labels.
- September 2019 – The investigation determined that a manufacturing quality control procedure was incomplete and/or inactive on August 23, 2019, that manufacturing control records could not positively determine if the correct sun visor was installed on that date, and that the inspection during the factory containment determined that 27 out of 176 vehicles (approximately 15%) had the incorrect visor installed.
- October 2019 – Tesla determined that it was likely that certain vehicles were non-compliant with FMVSS 208 S4.5.1 and a recall was determined

Description of Remedy :

Description of Remedy Program : Tesla will notify vehicle owners by mail and arrange a no charge inspection and repair. If the incorrect visor is found, it will be replaced.

How Remedy Component Differs from Recalled Component : The original sun visor was intended for installation on vehicles destined for another market where the warning labels are not required. The replacement sun visor contains a visible-side label that says to flip over for airbag warning and a stowed-side label that provides child airbag safety instructions as required by FMVSS 209 S4.5.1.

Identify How/When Recall Condition was Corrected in Production : Beginning in August 2019, Tesla activated a scanning check that included a tie-in to our manufacturing system that would prevent a non-conforming vehicle from completing the production process.

Recall Schedule :

Description of Recall Schedule : All Tesla stores and service centers will be notified on or about October 9, 2019. Customers will be sent a courtesy email alerting them to the recall on or about October 9, 2019. Owner notification letters will be mailed out in accordance with 49 C.F.R. § 577.7.

Planned Dealer Notification Date : OCT 09, 2019 - OCT 10, 2019

Planned Owner Notification Date : OCT 09, 2019 - DEC 06, 2019

* NR - Not Reported