



## **IMPORTANT SAFETY RECALL**

<Date>

<Name>

<Address>

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

<City, State, ZIP>

<VIN>

NHTSA Recall Code: 19V-002

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") 2014 – 2016 Model S vehicles. Our records show that you are the owner of a vehicle affected by this action. This notice is a follow-up to an interim notice that Tesla mailed you earlier this year about this action.

### **REASON FOR THIS RECALL**

Tesla has determined that a defect may exist in certain MY 2014 – 2016 Tesla Model S vehicles equipped with Takata non-desiccated ammonium nitrate inflators in front passenger air bag systems. The propellant in these inflators may degrade after prolonged exposure to high absolute humidity and temperature cycling. Degraded propellant can cause the inflator to explode during airbag deployment. If the inflator explodes, sharp metal fragments could strike vehicle occupants, resulting in serious injury or death.

### **WHAT TESLA WILL DO**

Tesla will replace the air bag in your vehicle free of charge. Replacement parts are now available.

### **WHAT YOU SHOULD DO**

Tesla will soon contact you to schedule an appointment to repair your vehicle. You may also schedule an appointment online in your Tesla Account or through your Tesla app. If you require technical assistance while scheduling an appointment online or through the app, please contact your nearest Tesla Service Center by calling 1-877-79-TESLA (1-877-798-3752) or by visiting <http://www.tesla.com/findus>. Please be advised that your appointment will take approximately 1 hour. 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/model-s-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**

**T E S L A**

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