

# Part 573 Safety Recall Report

## 20V-709

**Manufacturer Name :** Tesla, Inc.

**Submission Date :** NOV 24, 2020

**NHTSA Recall No. :** 20V-709

**Manufacturer Recall No. :** SB-20-31-012



### 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 :** 401

**Estimated percentage with defect :** NR

### Vehicle Information :

**Vehicle 1 :** 2020-2020 Tesla Model Y

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** The subject population is comprised of Model Y vehicles built during a 2-month period in which manufacturing records cannot confirm that the front upper control arm was properly fastened to the steering knuckle.

**Production Dates :** AUG 28, 2020 - NOV 06, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

### Description of Defect :

**Description of the Defect :** The bolts connecting the front upper control arm and steering knuckle may not have been torqued to specification. If not properly secured, the upper control arm can unseat from the steering knuckle, resulting in excessive negative or positive camber and adverse impact to steering.

**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, an improperly secured steering knuckle could cause excessive wheel camber and affect the driver's ability to control the vehicle, increasing the risk of a crash.

**Description of the Cause :** Torque and rotation are recorded in factory records during installation of this bolt. However, certain vehicles may have improper installation and manual checks. As a result, torque may be outside of internal specifications.

**Identification of Any Warning that can Occur :** Customers with affected VINs may experience excessive noise from the front suspension and a change in steering performance or feel.

**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 Sunday, November 1, 2020, the Field Quality team learned of two vehicle repairs (one on Sept. 21, 2020, and one on Oct. 16, 2020) where the upper control arm had separated from the steering knuckle. The repairs were reviewed by engineering and production teams and an investigation into root cause and scope was initiated, during which a third vehicle repair on Oct. 18, 2020, was identified. None of the incidents resulted in injury or a crash. On Tuesday, November 10, 2020, this matter was reviewed with Tesla executives and Tesla determined that a safety-related defect exists.

**Description of Remedy :**

Description of Remedy Program : Vehicles will be inspected for proper torque of the fastener at the upper control arm and, if necessary, service will adjust the fastener to internal specifications.

How Remedy Component Differs from Recalled Component : Remedy components will be torqued to specification.

Identify How/When Recall Condition was Corrected in Production : Various changes were promptly made to the production line installation process to mitigate reoccurrence, torque angle limits were refined, and secondary inspections and audits were implemented.

**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