

As discussed today, below is the content of the customer email. The subject heading will be "Model X Safety Update." We are projecting a release to US customers around 9 PM PST tomorrow night, Feb 5. We will make the recall filing on the Portal around 11:00 AM PST tomorrow. Also, the recall accounts for 14,193 US VINs total.

Tesla has decided to proactively retrofit a power steering component in some Model X vehicles. This voluntary recall applies to all Model X vehicles built before mid-October 2016. Model X vehicles built after mid-October 2016 are not affected. Our records show that you own a Model X affected by this recall.

We are not aware of any injuries or collisions relating to the power steering component. However, we have observed excessive corrosion on the bolts that attach this component to the steering gear in affected Model X vehicles. This corrosion has been observed primarily in very cold climates that use calcium or magnesium road salts rather than sodium chloride (table salt). If the bolts fracture from corrosion, the driver may lose power steering assist. This would not prevent the driver from steering the vehicle, but it would require more force to turn the steering wheel, especially during low speed parking maneuvers when power steering assist is at its highest use. Power steering assist decreases with increasing speed, so the driver may not notice a need for more steering force at highway speeds.

Tesla will replace the bolts and apply a corrosion-preventative sealer in all affected Model X vehicles to account for the possibility that any vehicle may later be used in a cold, highly corrosive environment. The service will be free of charge. If any bolts are found broken on your vehicle or break during removal and cannot be removed, we will also replace your steering gear, again free of charge. Tesla will contact you to schedule a service appointment when parts become available in your region. At this

time, you do not need to take any action and you may continue to drive your Model X.

Thank you for being a Tesla customer, and we apologize for this inconvenience. If you have any questions, please contact us through your [Tesla Account](#).