

IMPORTANT SAFETY RECALL

<Date>

<Name>

<Address>

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

<City, State, ZIP>

This notice applies to your vehicle, <VIN>

NHTSA Recall No: 22V-818

Dear Tesla Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Tesla, Inc. has decided that a defect, which relates to motor vehicle safety exists in certain Model Year 2017-2021 Model S and Model X vehicles. Our records show that you are the owner of a vehicle affected by this action.

REASON FOR THIS RECALL

Release of Software Package 2022.36 changed calibration values for the electronic power assist steering (EPAS) system, which may inadvertently classify forces from external road dynamics (i.e., potholes or bumps) as unexpected steering assist torque, possibly resulting in reduced or lost power steering assist. Reduced or lost power steering assist may require greater steering effort, especially at lower speeds, which may increase the risk of a crash.

WHAT TESLA WILL DO

Tesla remedied this issue with a free over-the-air (“OTA”) software update that reverts the calibration values for the EPAS.

WHAT YOU SHOULD DO

Please check that your vehicle is running software version 2022.36.5 or any later release, all of which contain the remedy. You can check the software version running on your vehicle by tapping ‘Controls’ then ‘Software’ on your touchscreen. If your vehicle is running any one of the software versions listed above, then there is no further action that you need to take, and you may disregard this notice. If your vehicle is not running one of these software versions, then please install the latest pending software update through your Tesla app, or by tapping the yellow clock icon on your vehicle’s touchscreen and following the prompts. For awareness, software updates typically take between 20 to 60 minutes to complete. See www.tesla.com/support/software-updates for additional details on Tesla vehicle software updates.

If you believe that Tesla has failed or is unable to remedy this defect without charge or 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.

Federal law requires any lessor who receives a notification of a noncompliance or safety-related defect determination pertaining to any leased motor vehicle to send the notice to the lessee within 10 days.

If you no longer own the vehicle, update vehicle ownership in your Tesla Account. For more details adding or removing vehicles from your Tesla Account, visit www.tesla.com/support/account-support#add-remove-products. If you have any questions or need assistance installing the software update, please contact Tesla online by visiting www.tesla.com/support/contact or by calling 1-877-79-TESLA (1-877-798-3752).

Thank you for being a Tesla customer. We are committed to ensuring that your vehicle provides the highest possible level of safety.

TESLA, INC.