



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 21, 2023

Mr. Jacky Lam  
Tesla, Inc.  
45500 Fremont Blvd.  
Fremont, CA 94538

NEF-107SS  
23V-862

**Subject:** Doors Can Be Unlocked During a Crash/FMVSS 214

Dear Mr. Lam:

This letter serves to acknowledge Tesla, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

TESLA/MODEL S/2022-2023  
TESLA/MODEL X/2022-2023

**Mfr's Report Date:** December 19, 2023

**NHTSA Campaign Number:** 23V-862

**Components:**

ELECTRICAL SYSTEM:SOFTWARE  
LATCHES/LOCKS/LINKAGES:DOORS:LATCH

**Potential Number of Units Affected:** 120,423

**Problem Description:**

Tesla, Inc. (Tesla) is recalling certain 2021-2023 Model S and X vehicles. The cabin doors can be unlocked during a crash. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 214, "Side Impact Protection."

**Consequence:**

An unlocked door may unlatch and open during a crash, increasing the risk of injury.

**Remedy:**

Tesla has released an over-the-air (OTA) software update, free of charge. Owner notification letters are expected to be mailed February 17, 2024. Owners may contact Tesla customer service at 1-877-798-3752. Tesla's number for this recall is SB-23-00-009.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Tesla, Inc.'s contact for this recall will be Sarah Shiver who may be reached by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement