

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: 23V-235

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 2018-2019 Model 3 vehicles. Our records show that you are the owner of a vehicle affected by this action.

REASON FOR THIS RECALL

The front suspension lateral link on Model 3 vehicles is attached to the sub-frame using two fasteners that may have been improperly tightened. If a fastener is not secured to the correct specification, the fastener may loosen over time or separate from the sub-frame, which could cause the lateral link to separate from the sub-frame. If a fastener becomes loose enough or separates from the sub-frame such that the lateral link separates from the sub-frame, the wheel alignment could shift and cause instability, which may adversely impact vehicle controllability and increase the risk of a collision.

WHAT TESLA WILL DO

Tesla Service will inspect affected vehicles for proper torque of the fasteners that secure both front suspension lateral links to the sub-frame. If a loose or missing fastener is found during the inspection, Tesla Service will re-torque the fastener to the correct specification. In the unlikely event that vehicle damage from a loose or missing fastener is found during the inspection, Tesla Service will replace the damaged component.

WHAT YOU SHOULD DO

Please schedule a service appointment through your Tesla mobile app. Alternatively, if you wish to contact your nearest Tesla Service Center or require technical assistance, please visit www.tesla.com/findus or call 1-877-79-TESLA (1-877-798-3752). For awareness, the inspection of the front suspension lateral link to sub-frame fasteners will take approximately 12 minutes. The repair, if necessary, may take between 30 minutes and 3 hours, depending on the results of the inspection. The inspection may be completed by Tesla Mobile Service where available. The repair, if necessary, must be completed at a Tesla Service Center.

If you previously paid for a repair that addresses the recall described in this notice, you may be eligible for a refund. To verify eligibility and learn how to request a refund, please contact Tesla online by visiting www.tesla.com/support/contact or by calling 1-877-79-TESLA (or 1-877-798-3752). Additional detail can be found in our General Recall Reimbursement Plan, which is available online at <https://www.tesla.com/sites/default/files/downloads/tesla-recall-reimbursement-plan.pdf>.

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.

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

TESLA, INC.