

IMPORTANT SAFETY RECALL

12/12/2023

This notice applies to your vehicle, [REDACTED]

NHTSA Recall No: 23V-679

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 certain model year 2021-2023 Model X vehicles fail to conform to Federal Motor Vehicle Safety Standard ("FMVSS") No. 135 section 5.5.4 "Light vehicle brake systems" Our records show that you are the owner of a vehicle affected by this action.

REASON FOR THIS RECALL

The vehicle controller's set threshold range may not be set to the correct range to accurately detect low brake fluid levels, which may result in a noncompliance with FMVSS 135, Section 5.5.4. Low brake fluid levels may alter brake pedal feel or impact braking performance, increasing the risk of a crash.

WHAT TESLA WILL DO

At no charge to you, Tesla deployed an over-the-air ("OTA") firmware update to affected vehicles that corrects the vehicle controller's set threshold range at low brake fluid levels to ensure compliance with FMVSS No. 135.

WHAT YOU SHOULD DO

Please check that your vehicle is running software version 2023.32.7 or 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 software version 2023.32.7 or later release, then you have received the remedy and 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 accept the latest pending software update for installation by tapping the yellow clock icon at the top of the vehicle 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 determination of a noncompliance 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 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.