



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 14, 2024

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

NEF-107SS
24V-153

Subject: Muted Pedestrian Warning Sound/FMVSS 141

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 3/2018-2022

TESLA/MODEL S/2013, 2018-2021

TESLA/MODEL X/2020-2021

TESLA/MODEL Y/2020-2022

Mfr's Report Date: February 27, 2024

NHTSA Campaign Number: 24V-153

Components:

ELECTRICAL SYSTEM:SOFTWARE

FORWARD COLLISION AVOIDANCE: WARNINGS:EXTERNAL/PEDESTRIAN ALERT

Potential Number of Units Affected: 6,557

Problem Description:

Tesla, Inc. (Tesla) is recalling certain 2013, 2018-2021 Model S, 2020-2021 Model X, 2018-2022 Model 3, and 2020-2022 Model Y vehicles. A factory reset muted the Pedestrian Warning System (PWS) sounds. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 141, "Minimum Sound Requirements for Hybrid and Electric Vehicles."

Consequence:

Pedestrians may be unaware of an approaching vehicle if the PWS sounds are muted, increasing the risk of a crash.

Remedy:

Tesla released an over-the-air (OTA) software update, release 2023.44.30.14, free of charge. Owner notification letters are expected to be mailed April 27, 2024. Owners may contact Tesla customer service at 1-877-798-3752. Tesla's number for this recall is SB-24-00-006.

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.

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. We look forward to working with you.

Sincerely,



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