



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

1200 New Jersey Avenue SE  
Washington, DC 20590

August 20, 2024

Daniel Donovan  
Manager, Technical Publications  
Tesla, Inc.  
4170 Business Center Dr  
Fremont, CA 94538

NEF-107SS  
24V-615

**Subject:** Missing Primer May Cause Roof Trim Separation

Dear Daniel Donovan:

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 X/2016

**Mfr's Report Date:** August 15, 2024

**NHTSA Campaign Number:** 24V-615

**Components:**

STRUCTURE:BODY

**Potential Number of Units Affected:** 9,136

**Problem Description:**

Tesla, Inc. (Tesla) is recalling certain 2016 Model X vehicles. The front and center roof cosmetic trim pieces may be adhered to the vehicle without primer. As a result, one or both pieces of trim may separate from the vehicle.

**Consequence:**

Trim that separates from the vehicle during use can create a road hazard and increase the risk of a crash.

**Remedy:**

Tesla service will test the roof trim adhesion and reattach the trim pieces as necessary, free of charge. Owner notification letters are expected to be mailed October 14, 2024. Owners may contact Tesla customer service at 1-877-798-3752. Tesla's number for this recall is SB-24-12-008. Vehicles previously repaired under recall 20V-710 will need to have the new inspection and remedy completed.

**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.safercar.gov](http://www.safercar.gov).

Please ensure the following requirements are met:

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components involved in this recall. This information should be provided in an amended 573 in the "Involved Components" section.

**AMENDED 573 REQUIRED.**

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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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