

Part 573 Safety Recall Report

24V-153

Manufacturer Name : Tesla, Inc.

Submission Date : FEB 27, 2024

NHTSA Recall No. : 24V-153

Manufacturer Recall No. : SB-24-00-006



Manufacturer Information :

Manufacturer Name : Tesla, Inc.

Address : 1 Tesla Road

Austin TX 78725

Company phone : 6506815000

Population :

Number of potentially involved : 6,842

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2013-2013 Tesla Model S

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The subject population includes Model Year ("MY") 2013 and MY 2016 – 2021 Model S vehicles, MY 2016 and MY 2018 – 2021 Model X vehicles, MY 2018 – 2022 Model 3 vehicles and MY 2020 - 2022 Model Y vehicles, that are equipped with an Intel Infotainment processor and are or were operating a software release version from 2023.32 through 2023.44.30 when the vehicles received a factory reset.

Production Dates : JAN 17, 2013 - DEC 19, 2013

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2016-2021 Tesla Model S

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The subject population includes Model Year ("MY") 2013 and MY 2016 – 2021 Model S vehicles, MY 2016 and MY 2018 – 2021 Model X vehicles, MY 2018 – 2022 Model 3 vehicles and MY 2020 - 2022 Model Y vehicles, that are equipped with an Intel Infotainment processor and are or were operating a software release version from 2023.32 through 2023.44.30 when the vehicles received a factory reset.

Production Dates : DEC 17, 2015 - DEC 22, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2016-2016 Tesla Model X

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The subject population includes Model Year ("MY") 2013 and MY 2016 – 2021 Model S vehicles, MY 2016 and MY 2018 – 2021 Model X vehicles, MY 2018 – 2022 Model 3 vehicles and MY 2020 - 2022 Model Y vehicles, that are equipped with an Intel Infotainment processor and are or were operating a software release version from 2023.32 through 2023.44.30 when the vehicles received a factory reset.

Production Dates : APR 18, 2016 - SEP 23, 2016

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2018-2021 Tesla Model X

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The subject population includes Model Year ("MY") 2013 and MY 2016 – 2021 Model S vehicles, MY 2016 and MY 2018 – 2021 Model X vehicles, MY 2018 – 2022 Model 3 vehicles and MY 2020 - 2022 Model Y vehicles, that are equipped with an Intel Infotainment processor and are or were operating a software release version from 2023.32 through 2023.44.30 when the vehicles received a factory reset.

Production Dates : FEB 21, 2018 - DEC 19, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2018-2022 Tesla Model 3

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The subject population includes Model Year ("MY") 2013 and MY 2016 – 2021 Model S vehicles, MY 2016 and MY 2018 – 2021 Model X vehicles, MY 2018 – 2022 Model 3 vehicles and MY 2020 - 2022 Model Y vehicles, that are equipped with an Intel Infotainment processor and are or were operating a software release version from 2023.32 through 2023.44.30 when the vehicles received a factory reset.

Production Dates : JUL 30, 2018 - JAN 16, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 6 : 2020-2022 Tesla Model Y

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The subject population includes Model Year ("MY") 2013 and MY 2016 – 2021 Model S vehicles, MY 2016 and MY 2018 – 2021 Model X vehicles, MY 2018 – 2022 Model 3 vehicles and MY 2020 - 2022 Model Y vehicles, that are equipped with an Intel Infotainment processor and are or were operating a software release version from 2023.32 through 2023.44.30 when the vehicles received a factory reset.

Production Dates : JAN 16, 2020 - FEB 11, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : FMVSS No. 141 establishes performance requirements for pedestrian alert sounds for electric and hybrid vehicles, and the pedestrian warning system ("PWS") is the system through which the pedestrian alert sounds emit. On affected vehicles that are equipped with an Intel Infotainment processor and are or were operating a software release version from 2023.32 through 2023.44.30 when the vehicles received a factory reset to erase contents and settings, including internal cache, the reset inadvertently muted the PWS. The mute value then saved into the internal cache and as a persistent value, which prevents the PWS from complying with FMVSS No. 141.

FMVSS 1 : 141 - Minimum Sound Requirements for Hybrid and Electric Vehicles

FMVSS 2 : NR

Description of the Safety Risk : A condition that mutes the PWS prevents the PWS from complying with FMVSS No. 141, which could increase the risk of collision.

Description of the Cause : NR

Identification of Any Warning that can Occur : If the condition is present, the PWS will not emit any sound.

Involved Components :

Component Name 1 : Vehicle Software

Component Description : Software release versions 2023.32 through 2023.44.30.

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Tesla, Inc.

Address : 1 Tesla Road

Austin Texas 78725

Country : United States

Chronology :

- On February 6, 2024, Tesla investigated a report of PWS malfunction in an internal engineering fleet vehicle.
- On February 9, 2024, Tesla determined that the gain value of the PWS was erroneous in the internal database cache on the infotainment system on the internal engineering fleet vehicle, which caused the PWS to be muted. Tesla began to investigate the scope of this malfunction.
- Upon further investigation, on February 12, 2024, Tesla determined that vehicles equipped with an Intel Infotainment processor and were operating a software release version from 2023.32 through 2023.44.30 when the vehicles received a factory reset, would have an incorrect PWS gain value set and would experience a muted PWS.
- Further on February 12, 2023, as part of the ongoing investigation, Tesla began deploying an over-the-air software update to a small population of affected vehicles to reset the cached gain value of the PWS and unmute it.
- On February 20, 2024, having completed the investigation, a voluntary recall determination was made.
- As of February 20, 2024, Tesla has identified 49 warranty claims that may be related to the condition described above. Tesla is not aware of any crashes, injuries or deaths that may be related to this condition.

Description of Remedy :

Description of Remedy Program : Software release 2023.44.30.14 or a later release remedies the noncompliance and ensures that the PWS complies with FMVSS No. 141 by resetting the cached gain value of the PWS to the correct value on every power-on. Software release 2023.44.30.14 began deploying over-the-air (“OTA”) to affected vehicles at no cost to customers on or shortly after February 12, 2024.

Owners of affected vehicles only need to install OTA software release 2023.44.30.14 or a later release. No service visit is necessary, and no further action is necessary from owners whose vehicles are equipped with software release 2023.44.30.14 or a later software release.

Tesla does not plan to include a statement in the Part 577 owner notification about pre-notice reimbursement to owners because there is no paid repair relating to the underlying condition and owners received the remedy free of charge with an OTA software release.

How Remedy Component Differs from Recalled Component : The remedy in software release 2023.44.30.14 or a later release resets the cached gain value of the PWS to unmute it and ensure compliance with FMVSS No. 141.

Identify How/When Recall Condition was Corrected in Production : Tesla ended production of vehicles equipped with an Intel Infotainment processor in December 2020 for Model S and X vehicles and in January and February 2022 for Model 3 and Y vehicles, respectively.

Recall Schedule :

Description of Recall Schedule : All Tesla stores and service centers will be notified about this recall on or shortly after February 29, 2024. Owner notification letters will be mailed in accordance with 49 C.F.R. § 577.7.

Planned Dealer Notification Date : FEB 29, 2024 - FEB 29, 2024

Planned Owner Notification Date : APR 27, 2024 - APR 27, 2024

* NR - Not Reported