

# Part 573 Safety Recall Report

# 24V-554

**Manufacturer Name :** Tesla, Inc.**Submission Date :** JUL 25, 2024**NHTSA Recall No. :** 24V-554**Manufacturer Recall No. :** SB-24-00-012**Manufacturer Information :**

Manufacturer Name : Tesla, Inc.

Address : 1 Tesla Road  
Austin TX 78725

Company phone : 6506815000

**Population :**

Number of potentially involved : 1,849,638

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2021-2024 Tesla Model S

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The subject population includes certain Model Year (MY) 2021-2024 Model 3 vehicles manufactured between September 21, 2020 – June 2, 2024, equipped with a hood latch produced in China, and all delivered MY 2021-2024 Model S, MY 2021-2024 Model X, and MY 2020-2024 Model Y vehicles.

Production Dates : JAN 26, 2021 - JUL 15, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2021-2024 Tesla Model X

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The subject population includes certain Model Year (MY) 2021-2024 Model 3 vehicles manufactured between September 21, 2020 – June 2, 2024, equipped with a hood latch produced in China, and all delivered MY 2021-2024 Model S, MY 2021-2024 Model X, and MY 2020-2024 Model Y vehicles.

Production Dates : AUG 18, 2021 - JUL 15, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2021-2024 Tesla Model 3

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The subject population includes certain Model Year (MY) 2021-2024 Model 3 vehicles manufactured between September 21, 2020 – June 2, 2024, equipped with a hood latch produced in China, and all delivered MY 2021-2024 Model S, MY 2021-2024 Model X, and MY 2020-2024 Model Y vehicles.

**Production Dates :** SEP 21, 2020 - JUN 02, 2024

**VIN Range 1 : Begin :** NR **End :** NR  Not sequential

Vehicle 4 : 2020-2024 Tesla Model Y

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The subject population includes certain Model Year (MY) 2021-2024 Model 3 vehicles manufactured between September 21, 2020 – June 2, 2024, equipped with a hood latch produced in China, and all delivered MY 2021-2024 Model S, MY 2021-2024 Model X, and MY 2020-2024 Model Y vehicles.

**Production Dates :** JAN 09, 2020 - JUL 15, 2024

**VIN Range 1 : Begin :** NR **End :** NR  Not sequential

## Description of Defect :

**Description of the Defect :** After a customer action opens the hood, the latch assembly may not detect an open condition and prevent driver notification of the hood open state when the vehicle is placed into drive.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** Unknowingly driving a vehicle with an unlatched hood may result in the hood fully opening and obstructing the driver's view, increasing the risk of a collision.

**Description of the Cause :** NR

**Identification of Any Warning that can Occur :** NR

## Involved Components :

Component Name 1 : hood latch

Component Description : hood latch

Component Part Number : 1500397-00-E

Component Name 2 : hood latch

Component Description : hood latch

Component Part Number : 1500397-00-F

## Supplier Identification :

### Component Manufacturer

Name : Magna Closures (kunshan) Co. Ltd.

Address : 8 The 3rd Ave A Zone Kunshan Export Proc  
Kunshan Foreign States 215301

Country : China

## Chronology :

On March 25, 2024, Tesla began investigating customer complaints of unintended hood opening events on Model 3 and Model Y vehicles in China.

On March 28, 2024, Tesla initiated latch hardware recovery and in-service vehicle inspection in China to investigate the complaints.

In mid-April 2024, Tesla identified the condition affecting vehicles in China as latch switch deformation, which could prevent the customer from being notified of an open hood state.

From mid-April 2024 through June 7, 2024, Tesla continued to recover and perform analysis on samples from the field in China to better understand the condition and latch commonalities across vehicle lines and regions. Rates of occurrence were higher in China for reasons unknown, as compared to lower rates of occurrence in markets in Europe and North America.

On June 7, 2024, Tesla initiated engineering studies in Europe and North America to inspect hood latch assemblies for switch deformation.

On July 17, 2024, out of an abundance of caution while all engineering studies continue, Tesla made a determination to voluntarily recall affected vehicles.

As of July 20, 2024, Tesla has identified three warranty claims or field reports for U.S. vehicles that are related

to or may be related to this condition. Tesla is not aware of any crashes, injuries, or deaths related to this condition.

On July 25, 2024, based on updated vehicle information, the vehicle information and number of potentially involved vehicles were amended.

## Description of Remedy :

**Description of Remedy Program :** Beginning on June 18, 2024, at no cost to customers, affected vehicles received an over-the-air software remedy with firmware release 2024.20.3. Firmware release 2024.20.3 or a later firmware release detects the open hood and provides a customer-facing user interface notification of the hood open state.

**How Remedy Component Differs from Recalled Component :** The remedy component incorporates the software remedy described above whereas the recalled component does not incorporate the software remedy described above.

**Identify How/When Recall Condition was Corrected in Production :** Beginning on July 15, 2024, Model S, Model X, Model 3 and Model Y vehicles in production received a software release (2024.20.100) that incorporates the software remedy described above.

## Recall Schedule :

**Description of Recall Schedule :** NR

**Planned Dealer Notification Date :** JUL 26, 2024 - JUL 26, 2024

**Planned Owner Notification Date :** SEP 22, 2024 - SEP 22, 2024

\* NR - Not Reported