Part 573 Safety Recall Report 24V-615

Manufacturer Name : Tesla, Inc.
Submission Date : OCT 17, 2024
NHTSA Recall No. : 24V-615
Manufacturer Recall No. : SB-24-12-008

Manufacturer Information :

Manufacturer Name : Tesla, Inc.
Address : 1 Tesla Road
Austin TX 78725
Company phone : 6506815000

Population :

Number of potentially involved : 9,136
Estimated percentage with defect : 10 %

Vehicle Information :

Vehicle 1 : 2016-2016 Tesla Model X
Vehicle Type :
Body Style :
Power Train : NR
Descriptive Information : The subject population includes all Tesla Model X vehicles from the start of production through July 31, 2016, when a change in process and documentation was made at the supplier.
Production Dates : SEP 17, 2015 - JUL 31, 2016
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect :	The Model X is equipped with a cosmetic applique at the front of the roof just behind the windshield, known as the front applique, as well as an applique at the center of the roof in between the upper falcon door roof glass, known as the spine applique. Both appliques are adhered to the vehicle using urethane. If the applique-to-urethane interface lacks primer, then, over time, the adhesion may weaken, causing the applique to separate from the vehicle. On November 17, 2020, Tesla initiated a voluntary recall (20V-710) to inspect these vehicles for proper applique retention and reattach or replace the roof applique where proper retention was not found. The inspection method was to pull the applique with a maximum force of 60N. Appliques that were retained after the pull inspection were determined to meet specification and were not replaced. Appliques that showed any indication of displacement or separation from the urethane bond after the pull inspection were deemed to not meet specification and were replaced. Subsequent to the initial recall, Tesla determined that either the inspection pull force or the location and number of locations where pull force was applied were not sufficient to accurately identify all instances in which the part may be at risk of separation.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	While we are not aware of any accidents or injuries resulting from this condition, if the applique separates from the vehicle while in drive, it could create a road hazard for following motorists and increase their risk of injury or a crash.
Description of the Cause :	NR
Identification of Any Warning that can Occur :	Prior to separating, an applique without primer may create a detectable noise inside the cabin for either a short or prolonged period of time. Separately, the customer may observe the applique coming loose.

Involved Components :

Component Name 1 :	ASSY, MX ROOF APPLIQUE – FRONT
Component Description :	NR
Component Part Number :	1041362-00-J

Component Name 2 :	ASSY, MX CENTER SPINE APPLIQUE
Component Description :	NR
Component Part Number :	1041361-S0-A

Component Name 3 :	ASSY, MX CENTER SPINE APPLIQUE
Component Description :	NR
Component Part Number :	1125009-00-B

Component Name 4 :	CHEMICAL, BETAPRIME, 10ML
Component Description :	NR
Component Part Number :	1059658-00-A

Component Name 5 :	DOW BETASEAL EXPRESS
Component Description :	NR
Component Part Number :	1048645-00-A

Supplier Identification :

Component Manufacturer

Name :	Free Glass
Address :	Johannes-Giesser-Straße 20 Winnenden Baden-Wurttemberg Foreign States 71364
Country :	Germany

Chronology :

On September 21, 2020, Field Quality was made aware of a field event involving a 2016 Model X with missing applique. Field Quality initiated an investigation into the root cause and frequency of the condition.
On October 28, 2020, after conducting parts recovery, service bay reviews, and engineering fleet analysis, Tesla tentatively concluded that the failed components did not have sufficient primer at the urethane-to-applique interface when produced by the supplier. Field Quality then commenced a review of production records and supplier process information for evidence of primer application to understand the possible scope.

On November 10, 2020, Field quality reviewed the findings with the executive team and Tesla determined that a safety-related defect existed for the affected population.
On April 4, 2022, Tesla Field Quality became aware of a vehicle owner questionnaire (VOQ) describing roof applique detachment post recall (20V-710) remedy inspection.
From April 4, 2022, to August 7, 2024, Tesla Field Quality investigated occurrences of roof applique detachment post recall remedy inspection. During the investigation, Tesla determined the rate of occurrence of post recall (20V-710) remedy inspection roof applique detachment. Tesla conducted aging tests, including heat and humidity, to determine possible aging of the interface in question post recall inspection. Tesla found that no such aging could be conclusively determined that might explain an applique passing the inspection and then detaching. Tesla also tested the maximum force that may be necessary to remove an applique without primer on vehicles that had not yet received the recall inspection and concluded that the recall (20V-710) remedy was not robust enough to detect roof appliques that may detach due to lack of primer.
On August 8, 2024, Tesla determined that a safety-related defect exists for the affected population.
As of August 14, 2024, Tesla identified 40 warranty claims, 6 field reports, and 125 s

Description of Remedy :

Description of Remedy Program :	Tesla Service will inspect affected vehicles and perform an improved retention test at a number of defined locations and with a considerably higher force at a minimum of 120N which has been determined through a fleet study. If the applique passes the retention test, then it has sufficient adhesion, and no further action is necessary. If an applique fails the retention test, then Tesla Service will reattach that applique with the proper primer and urethane procedure or replace it if needed.
How Remedy Component Differs from Recalled Component :	The recalled applique may not have primer applied to the urethane-to-applique interface whereas the remedied applique will ensure that primer is applied to the urethane-to-applique interface.
Identify How/When Recall Condition was Corrected in Production :	In July 2016, the supplier implemented new processes to standardize and document primer application.

Recall Schedule :

Description of Recall Schedule :	All Tesla stores and service centers will be notified on or about August 19, 2024. Owner notification letters will be mailed in accordance with 49 C.F.R. § 577.7.
Planned Dealer Notification Date :	AUG 19, 2024 - AUG 19, 2024
Planned Owner Notification Date :	OCT 14, 2024 - OCT 14, 2024

* NR - Not Reported