

IMPORTANT SAFETY RECALL

10/14/2024


This notice applies to your vehicle, 

NHTSA Recall No: 24V-615

Dear Tesla Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Tesla, Inc., has determined that a defect which relates to motor vehicle safety exists in certain Model Year 2016 Model X vehicles. Our records show that you are the owner of a vehicle affected by this action.

REASON FOR THIS RECALL

The Roof and Spine applique may not have been installed according to specification, which may cause the applique to become loose or separate from the vehicle. If not properly secured, the front and spine applique can detach from the roof and fall off while driving. The applique could create a road hazard for other road users and could increase the risk of a crash.

WHAT TESLA WILL DO

At no charge to you, Tesla Service will inspect your vehicle and perform an improved retention test. 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. If your vehicle was previously repaired under Recall 20V710 (SB-20-12-005), your vehicle needs to be inspected, and if necessary repaired, again under this recall.

WHAT YOU SHOULD DO

Please schedule a service appointment through your Tesla mobile app. Alternatively, if you wish to contact your nearest Tesla Service Center or require technical assistance, please visit www.tesla.com/findus or call 1-877-79-TESLA (1-877-798-3752). For awareness, the appointment will take only a few minutes for the inspection, and about one and a half hours if a repair is necessary.

If you have already had this repair completed on your vehicle, there is no further action that you need to take. You may confirm whether the repair has been completed by checking our online VIN look-up tool at <https://www.tesla.com/vin-recall-search>.

If you believe that Tesla has failed or is unable to remedy this defect without charge or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590, by calling 1-888-327-4236 (TTY: 1-800-424-9153), or by visiting www.safercar.gov.

Federal law requires any lessor who receives a notification of a determination of a noncompliance pertaining to any leased motor vehicle to send the notice to the lessee within 10 days.

Thank you for being a Tesla customer. We are committed to ensuring that your vehicle provides the highest possible level of safety.

TESLA, INC