

IMPORTANT SAFETY RECALL

11/25/2024

This notice applies to your vehicle, [REDACTED]

NHTSA Recall No: 24V-718

Dear Tesla Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Tesla, Inc. has decided that certain Model Year 2024 Cybertruck vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, "Rearview Visibility." Our records show that you are the owner of a vehicle affected by this action.

REASON FOR THIS RECALL

The vehicle system (including the rearview image) may not complete a shutdown process before the system is commanded to boot-up. If the driver starts a backing event before the vehicle system completes its shut down and boot-up, the rearview image may not display within two seconds of placing the vehicle in reverse.

WHAT TESLA WILL DO

At no cost to customers, Tesla rolled out an over-the-air (OTA) software remedy that ensures the back-up camera display complies with the two-second response time, as per FMVSS 111, S6.2.3.

WHAT YOU SHOULD DO

Please check that your vehicle is running software version 2024.32.5.2 or a later release. You can check the software version running on your vehicle by tapping 'Controls' then 'Software' on your touchscreen. If your vehicle is running software version 2024.32.5.2 or a later release, then there is no further action that you need to take, and you may disregard this notice. If your vehicle is not running one of these software versions, then please accept the latest pending software update for installation by tapping the yellow clock icon at the top of the vehicle touchscreen and following the prompts.

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.

If you no longer own the vehicle, update vehicle ownership in your Tesla Account. For more details adding or removing vehicles from your Tesla Account, visit www.tesla.com/support/account-support#add-remove-products. If you have any questions or need assistance installing the software update, please contact Tesla online by visiting www.tesla.com/support/contact or by calling 1-877-79-TESLA (1-877-798-3752).

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

TESLA, INC.