



SB-24-12-008 Chronology of the Defect/Noncompliance Determination

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 service reports in the U.S. that are related to or may be related to this condition. Tesla is not aware of any collisions, injuries, or deaths relating to this condition.