

Part 573 Safety Recall Report

25V-092

Manufacturer Name : Tesla, Inc.**Submission Date :** FEB 19, 2025**NHTSA Recall No. :** 25V-092**Manufacturer Recall No. :** SB-25-00-004**Manufacturer Information :**

Manufacturer Name : Tesla, Inc.

Address : 1 Tesla Road
Austin TX 78725

Company phone : 6506815000

Population :

Number of potentially involved : 376,241

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2023-2023 Tesla Model 3

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The subject population includes certain Model Year (MY) 2023 Model 3 and Model Y vehicles manufactured for sale in the US that were equipped with a software release prior to 2023.38.4.

Production Dates : FEB 28, 2023 - OCT 11, 2023

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

Vehicle 2 : 2023-2023 Tesla Model Y

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The subject population includes certain Model Year (MY) 2023 Model 3 and Model Y vehicles manufactured for sale in the US that were equipped with a software release prior to 2023.38.4.

Production Dates : FEB 24, 2023 - OCT 11, 2023

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

Description of Defect :

Description of the Defect : On certain vehicles equipped with electronic power-assisted steering (EPAS) and operating with a software release prior to 2023.38.4, an overvoltage breakdown may overstress motor drive components on the printed circuit board. By design, if the overstress condition occurs while the vehicle is traveling above 0 MPH, steering efforts will not be affected, and a visual alert will illuminate. Once the vehicle speed reaches 0 MPH, a loss of EPAS may occur and loss of EPAS will persist when the vehicle is driven above 0 MPH. Manual steering without EPAS remains available to the driver.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Tesla's design prevents a loss of EPAS while the vehicle is in motion. When vehicle speed reaches 0 MPH, EPAS may be lost but manual steering remains available to the driver. Following a determination by a regulator in a non-US market that loss of EPAS at 0 MPH should be remedied through a recall because increased manual steering effort could increase the risk of a collision, Tesla made a voluntary determination to recall vehicles in all markets that were affected by this condition to avoid confusion for our customers.

Description of the Cause : NR

Identification of Any Warning that can Occur : If a driver experiences the condition, the following visual alert will appear on the user interface (UI): "Steering assist reduced. Steering may require increased effort." If the overstress described above occurs when the vehicle is traveling at more than 0 MPH, the same visual alert will appear on the UI in advance of the loss of EPAS once the vehicle reaches 0 MPH.

Involved Components :

Component Name 1 : Software releases prior to 2023.38.4

Component Description : NR

Component Part Number : NR

Component Name 2 : Steering Rack

Component Description : Steering Rack manufactured by Mando America Corp.

Component Part Number : 1044832-00-A, 1188832-00-A

Supplier Identification :

Component Manufacturer

Name : Tesla, Inc.

Address : 1 Tesla Road
AUSTIN Texas 78725

Country : United States

Chronology :

In December 2023, a regulatory authority in a non-US market opened a formal inquiry to investigate complaints relating to loss of EPAS by the condition described above. From December 2023 through October 2024, Tesla responded to information requests from and participated in technical reviews with the authority. From late October 2024 through mid-January 2025, Tesla and the authority conducted several meetings to discuss the authority's investigative findings and assessment of the condition, including the authority's concerns about potential loss of EPAS at 0 MPH at an unsafe location and whether the increased steering effort required to manually steer the vehicle could surprise a driver such that it should be remedied through a recall. Tesla and the authority also discussed expectations to address the authority's concerns and resolve the investigation through a voluntary recall, as well as the remedy described below. On January 16, 2025, Tesla made a voluntary determination to recall vehicles in all markets that were affected by this condition and provide the remedy described below. Tesla took this action to address potential customer confusion across our global customer base. As of January 10, 2025, Tesla has identified 3,012 warranty claims and 570 field reports for U.S. vehicles that are related to or may be related to the condition. Tesla is not aware of any crashes, injuries, or deaths related to the condition. As background specific to the US market, in Spring 2023, Tesla began an internal investigation into customer complaints related to increased steering effort in MY 2023 Model 3 and Y vehicles. Chronology continued in attached PDF.

Description of Remedy :

Description of Remedy Program : Beginning on October 19, 2023, at no cost to customers, affected vehicles in the US began receiving an over-the-air (OTA) software remedy (as part of software release 2023.38.4) that prevents the overvoltage breakdown and overstress of motor drive components on the printed circuit board.

As of January 23, 2025, 99% of affected vehicles in the US have installed software release 2023.38.4 or a later release. Owners of affected vehicles only need to install software release 2023.38.4 or a later software release. No service visit is necessary, and no further action is necessary from owners whose vehicles are equipped with software release 2023.38.4 or a later software release.

Tesla does not plan to include a statement in the Part 577 owner notification about pre-notice reimbursement to owners because all affected vehicles remain covered under the new vehicle warranty.

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 October 11, 2023, US vehicles in production received the software remedy described above.

Recall Schedule :

Description of Recall Schedule : All Tesla stores and service centers will be notified about this recall on or shortly after January 28, 2025. Owner notification letters will be mailed in accordance with 49 C.F.R. § 577.7.

Planned Dealer Notification Date : JAN 28, 2025 - JAN 28, 2025

Planned Owner Notification Date : MAR 25, 2025 - MAR 25, 2025

* NR - Not Reported