

IMPORTANT SAFETY RECALL

03/07/2025

[REDACTED]
[REDACTED]

This notice applies to your vehicle, [REDACTED]

NHTSA Recall No: 25V-002

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 (MY) 2024-2025 Model 3, MY 2023-2025 Model Y, MY 2024-2025 Model S and MY 2023-2025 Model X vehicles fail to conform to Federal Motor Vehicle Safety Standard No. FMVSS 111, S5.5 and S6.2, "Rear Visibility." Our records show that you are the owner of a vehicle affected by this action.

REASON FOR THIS RECALL

On affected vehicles, upon vehicle power up, a reverse current may cause a shorting failure on the car computer board, resulting in the loss of rearview camera functionality, which does not comply with Federal Motor Vehicle Safety Standard (FMVSS) 111, Rear visibility. Loss of the rearview camera display may affect the driver's rear visibility and increase the risk of a collision.

WHAT TESLA WILL DO

At no cost to customers, Tesla deployed an over-the-air (OTA) software remedy that changes the vehicle power up sequence to prevent the shorting failure condition. If an affected vehicle experienced the shorting failure condition or stress that may lead to the shorting failure condition prior to installing the remedy software, then Tesla will replace the vehicle's car computer for free.

WHAT YOU SHOULD DO

Please check that your vehicle is running software version 2024.44.25.3, 2024.45.25.6 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 2024.44.25.3, 2024.45.25.6 or a later release, then there is no further action that you need to take. 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. For awareness, software updates typically take between 20 to 60 minutes to complete. See www.tesla.com/support/software-updates for additional details on Tesla vehicle software updates. If your vehicle's car computer needs to be replaced, the repair should take less than 120 minutes to complete.

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 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.