

IMPORTANT SAFETY RECALL

03/25/2025

This notice applies to your vehicle, [REDACTED]

NHTSA Recall No: 25V-092

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 a defect which relates to motor vehicle safety exists in certain model year 2023 Model 3 and Model Y vehicles. Our records show that you are the owner of a vehicle affected by this action.

REASON FOR THIS RECALL

On affected vehicles equipped with 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. However, once the vehicle speed reaches 0 MPH, a loss of electronic power-assist (EPAS) may occur and loss of EPAS will persist when the vehicle is driven above 0 mph. Manual steering without EPAS can require greater steering effort, especially at low speeds, increasing the risk of a crash.

WHAT TESLA WILL DO

At no cost to customers, Tesla deployed an over-the-air ("OTA") software remedy that prevents the condition that may result in loss of EPAS when your vehicle reaches 0 mph.

WHAT YOU SHOULD DO

Please check that your vehicle is running software version 2023.38.4 or any later release, all of which contain the remedy. You can check the software version running on your vehicle by tapping 'Controls' then 'Software' on your touchscreen. If your vehicle is running any one of the software versions listed above, 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 install the latest pending software update through your Tesla app, or by tapping the yellow clock icon on your vehicle's 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 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 noncompliance or safety-related defect determination 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.