

Update Vehicle Firmware to Correct Loss of EPAS Steering

Tesla has issued a voluntary recall on certain model year (MY) 2023 Model 3 and Model Y vehicles manufactured for sale in the U.S. that were equipped with electronic power-assisted steering (EPAS) and operating a software release prior to 2023.38.4, to correct loss of EPAS when vehicles reach 0 mph.

Software release 2023.38.4 or a later release resolves the loss of EPAS when the vehicle reaches 0 mph. The updated software began rolling out over-the-air (OTA) to affected vehicles starting October 19, 2023.

Is my vehicle affected by this recall?

All owners can check if their VIN is affected by using either the Tesla VIN Recall Search or NHTSA VIN Recall Search tools. Beginning on or shortly after October 19, 2023, at no cost to customers, affected vehicles received an over-the-air (OTA) software release that prevents the overvoltage breakdown and overstress of motor drive components on the printed circuit board, resolving the loss of EPAS when the vehicle reaches 0 mph. No service visit is necessary, and no further action is necessary from owners whose vehicles are equipped with software release 2023.38.4 or later.

You can confirm your vehicle's software version by tapping 'Controls' > 'Software' on your vehicle touchscreen or at the bottom of your vehicle's home screen in the Tesla app.

What is this issue and how does it affect my vehicle?

On certain 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 EPAS may occur and the loss of EPAS will persist when the vehicle is driven back above 0 mph, after which manual steering remains available to the driver.

Is my vehicle safe to drive?

Tesla's design avoids any unreasonable risk to safety by preventing a loss of EPAS while the vehicle is in motion. In addition, Tesla does not believe that loss of EPAS when the vehicle reaches 0 mph is an unreasonable risk to safety because manual steering remains available. However, following a determination by a regulator in a non-U.S. market that loss of EPAS at 0 mph should be remedied through a recall, Tesla made a voluntary determination to recall vehicles in all markets that were affected by this condition to avoid confusion for our customers.

Tesla is not aware of any crashes, injuries or deaths related to the condition.

Do I need to make a service appointment for this recall?

No. This recall is addressed by updating the vehicle software to version 2023.38.4 or later and does not require the customer to schedule a service appointment.

What if my software update fails to download or install?

Software updates may fail for a number of reasons. If you are having issues updating your vehicle software, view frequently asked questions about software updates. If the issue persists, schedule a service appointment.