

Part 573 Safety Recall Report

24V-035

Manufacturer Name : Tesla, Inc.

Submission Date : JAN 22, 2024

NHTSA Recall No. : 24V-035

Manufacturer Recall No. : SB-24-00-002



Manufacturer Information :

Manufacturer Name : Tesla, Inc.

Address : 1 Tesla Road
Austin TX 78725

Company phone : 6506815000

Population :

Number of potentially involved : 199,575

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2023 Tesla Model S

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The subject population includes certain MY 2023 Model S, Model X and Model Y vehicles equipped with full self-driving computer 4.0 and running a software release version from 2023.44.30 through 2023.44.30.6, or 2023.44.100.

Production Dates : JAN 07, 2023 -DEC 22, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2023-2023 Tesla Model X

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The subject population includes certain MY 2023 Model S, Model X and Model Y vehicles equipped with full self-driving computer 4.0 and running a software release version from 2023.44.30 through 2023.44.30.6, or 2023.44.100.

Production Dates : DEC 14, 2022 -DEC 22, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2023-2023 Tesla Model Y

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The subject population includes certain MY 2023 Model S, Model X and Model Y vehicles equipped with full self-driving computer 4.0 and running a software release version from 2023.44.30 through 2023.44.30.6, or 2023.44.100.

Production Dates : APR 24, 2023 -DEC 22, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : On certain affected vehicles equipped with full self-driving computer 4.0 and running a software release version from 2023.44.30 through 2023.44.30.6, or 2023.44.100, insufficient inter-integrated circuit protocol stability may prevent the rearview camera image from displaying in compliance with FMVSS No. 111, S5.5.3.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Unavailability of the rearview camera display upon starting a backing event may affect the driver's rear visibility and increase the risk of a collision. The driver may continue to reverse the vehicle by performing a shoulder check and using their mirrors.

Description of the Cause : NR

Identification of Any Warning : If the condition is present, the rearview camera display will appear blank when that can Occur : the vehicle is shifted to Reverse.

Involved Components :

Component Name 1 : Vehicle Software

Component Description : Software release versions 2023.44.30 through 2023.44.30.6, and 2023.44.100.

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Tesla, Inc.
Address : 1 Tesla Road
Austin Texas 78725
Country : United States

Chronology :

- On December 26, 2023, Tesla began receiving reports of camera feeds not displaying on certain affected vehicles, including the rearview camera feed.
- Beginning on December 27, 2023, to January 5, 2024, Tesla assessed the reports and condition. As part of this activity, Tesla investigated telemetry from certain affected vehicles, the totality of which indicated a potential correlation between i2c transaction instability and an inability of the rearview camera to initialize and display imagery. The investigation identified a potential root cause as a prior revision to the i2c driver to correct non-critical read corruptions, which began deploying in late December 2023 as part of software release 2023.44.30.
- On December 28, 2023, as part of the ongoing investigation, Tesla began deploying an over-the-air software update to a small population of affected vehicles to revert the revision described above. This update, as further described in the remedy below, began deploying over-the-air to all affected vehicles on January 3, 2024.
- On January 8, 2024, Tesla completed its review of manufacturing records, confirming the risk assessment and affected population. On the same day, a containment hold was placed on new, undelivered vehicles to remedy them prior to delivery to customers.
- On January 12, 2024, a voluntary recall determination was made.
- As of January 22, 2024, Tesla has identified 81 warranty claims that may be related to the condition described above. Tesla is not aware of any crashes, injuries or deaths that may be related to this condition.

Description of Remedy :

Description of Remedy Program :	At no cost to customers, affected vehicles received an over-the-air software remedy, which began deploying on or shortly after December 28, 2023, with software release 2023.44.30.7. Software release 2023.44.30.7 or a later release incorporates sufficient inter-integrated circuit protocol stability to allow the rearview camera image to display in compliance with FMVSS No. 111, S5.5.3.
How Remedy Component Differs	Tesla does not plan to include a statement in the Part 577 owner notification about pre-notice reimbursement to owners because there is no paid repair relating to the underlying condition and owners received the remedy free of charge with an OTA software release. On certain affected vehicles equipped with full self-driving computer 4.0, software release version 2023.44.30 through 2023.44.30.6, and

from Recalled Component : 2023.44.100, may have lacked sufficient inter-integrated circuit protocol stability to allow the rearview camera image to display in compliance with FMVSS No. 111, S5.5.3, whereas software release 2023.44.30.7 or a later release incorporates sufficient inter-integrated circuit protocol stability to allow the rearview camera image to display in compliance with FMVSS No. 111, S5.5.3.

Identify How/When Recall Condition was Corrected in Production : Beginning on January 6, 2024, software release 2023.44.100.1 was introduced in production, which incorporates sufficient inter-integrated circuit protocol stability to allow the rearview camera image to display in compliance with FMVSS No. 111, S5.5.3.

Recall Schedule :

Description of Recall Schedule : All Tesla stores and service centers will be notified about this recall on or shortly after January 24, 2024. Owner notification letters will be mailed in accordance with 49 C.F.R. § 577.7.

Planned Dealer Notification Date : JAN 24, 2024 - JAN 24, 2024

Planned Owner Notification Date : MAR 22, 2024 - MAR 22, 2024

* NR - Not Reported