

Part 573 Safety Recall Report

24V-457

Manufacturer Name : Tesla, Inc.

Submission Date : JUN 19, 2024

NHTSA Recall No. : 24V-457

Manufacturer Recall No. : SB-24-12-006



Manufacturer Information :

Manufacturer Name : Tesla, Inc.

Address : 1 Tesla Road
Austin TX 78725

Company phone : 6506815000

Population :

Number of potentially involved : 11,383

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2024-2024 Tesla Cybertruck

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population includes all Model Year ("MY") 2024 Cybertruck vehicles manufactured from November 13, 2023, to May 26, 2024.

Production Dates : NOV 13, 2023 - MAY 26, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The Cybertruck is equipped with a cosmetic applique along the exterior of the trunk bed trim, known as the sail applique, which is affixed to the vehicle with adhesive. On affected vehicles, the sail applique or adhesion may not have been installed according to specification, which may cause the sail applique to become loose or separate from the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the applique separates from the vehicle while in drive, it could create a road hazard for following motorists and increase their risk of injury or a collision.

Description of the Cause : NR

Identification of Any Warning that can Occur : A loose applique may create a detectable noise inside the cabin. Separately, the customer may observe the applique coming loose or separating from the vehicle.

Involved Components :

Component Name 1 : Sail Applique, CYBERTRUCK, LH

Component Description : Sail Applique, CYBERTRUCK, LH

Component Part Number : 1741538-00-F LH, Sail Applique, CYBERTRUCK

Component Name 2 : Sail Applique, CYBERTRUCK, RH

Component Description : Sail Applique, CYBERTRUCK, RH

Component Part Number : 1741539-00-F RH, Sail Applique, CYBERTRUCK

Supplier Identification :

Component Manufacturer

Name : Axiom Plastics

Address : Av. San Martin Obispo 1-A Parque Opcion,
San José Iturbide, Gto. Foreign States 37980

Country : Mexico

Chronology :

- On December 28, 2023, an undelivered Cybertruck with a single missing applique arrived at a Tesla delivery center after being transported on a vehicle hauler.
- From late December 2023 to early January 2024, Tesla engineers at Giga Factory Texas investigated the issue and optimized the install location and tooling and inspection station to improve adhesion controls.
- Between January 2024 and May 10, 2024, Tesla continued to monitor the vehicle fleet. No additional occurrences were identified, warranting no further investigation.
- On May 11, 2024, Tesla identified a second occurrence, this time on a customer vehicle.
- From May 11 through May 29, 2024, Tesla investigated the incident and determined that the applique had delaminated from the supplier-controlled adhesion interface due to the applique or adhesion not being installed according to specification.
- From May 11 through June 11, 2024, Tesla surveyed and assessed the retention of sail appliques on vehicles in the field and found additional instances of loose or detached appliques due to improper installation of the applique or adhesive.
- On June 12, 2024, Tesla made a determination to voluntarily recall the affected vehicles.

- As of June 12, 2024, Tesla is not aware of any collisions, injuries, or deaths relating to this condition.

Description of Remedy :

Description of Remedy Program :	At no charge to the customer, Tesla will replace or rework the sail applique such that the assembly meets specifications and ensures sufficient adhesion between the applique and the vehicle's deck rail.
	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 recalled component may not have complete adhesion promoter application and full wet-out of the pressure sensitive tape at both the applique and vehicle interfaces.
	The remedy component is a certified part with complete adhesion promoter application and full wet-out of pressure sensitive tape both at the applique and vehicle interfaces.
Identify How/When Recall Condition was Corrected in Production :	Beginning on May 28, 2024, quality control improvements to the adhesive application were made in both the supplier assembly and vehicle manufacturing processes. Cybertruck vehicles at delivery centers and in transit to delivery centers received or will receive the remedy described above prior to customer delivery.

Recall Schedule :

Description of Recall Schedule :	All Tesla stores and service centers will be notified on or around June 21, 2024. Owner notification letters will be mailed in accordance with 49 C.F.R. § 577.7.
Planned Dealer Notification Date :	JUN 21, 2024 - JUN 21, 2024
Planned Owner Notification Date :	AUG 18, 2024 - AUG 18, 2024

* NR - Not Reported