



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

February 1, 2021

Mr. David Kim  
Tesla, Inc.  
45500 Fremont Blvd  
Fremont, CA 94538

NEF-150SS  
21V-035

**Subject:** Center Display Can Lose Rearview Camera Image

Dear Mr. Kim:

This letter serves to acknowledge Tesla, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

TESLA/MODEL S/2012-2018  
TESLA/MODEL X/2016-2018

**Mfr's Report Date:** January 29, 2021

**NHTSA Campaign Number:** 21V-035

**Components:**

BACK OVER PREVENTION:SOFTWARE  
EXTERIOR LIGHTING:TURN SIGNAL  
VISIBILITY:DEFROSTER/DEFOGGER/HVAC SYSTEM

**Potential Number of Units Affected:** 134,951

**Problem Description:**

Tesla, Inc. (Tesla) is recalling certain 2012-2018 Tesla Model S and 2016-2018 Model X vehicles with a center display equipped with a NVIDIA Tegra 3 processor. When the 8GB eMMC NAND flash memory device for the center display reaches lifetime wear, the eMMC controller will no longer be able to maintain the integrity of the filesystem, causing a failure in some of the center display functions.

**Consequence:**

The eMMC controller wear-out condition can cause the loss of the rearview camera display, defrost/defog control settings, and exterior turn signal lighting, reducing visibility and increasing the risk of a crash.

**Remedy:**

Tesla will notify owners, and will replace the VCM daughterboard with one containing an enhanced eMMC controller, free of charge. The recall is expected to begin March 30, 2021. Owners may contact Tesla customer service at 1-877-798-3752. Tesla's number for this recall is SB-21-21-001.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We note that your report states that Tesla believes that this matter does not have a safety risk. In our view, this statement has no force or effect in terms of Tesla's obligation to undertake and complete the recall, and NHTSA does not agree with it.

**Please ensure the following requirements are met:**

Per the requirements of 573.6(c)(2)(iv), please provide the supplier's contact information, address and country of origin.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement