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Save These Important Safety Instructions

This document contains important instructions and warnings that must be followed when using your Mobile Connector.




Warnings

-  Warning: Read this entire document before using the Mobile Connector. Failure to do so or to follow any of the instructions or warnings in this document can result in fire, electrical shock, serious injury or death.
-  Warning: Use the Mobile Connector only within the specified operating parameters.
-  Warning: The Mobile Connector is designed only for charging a Tesla vehicle (excluding Tesla Roadster). Do not use it for any other purpose or with any other vehicle or object. The Mobile Connector is intended only for vehicles that do not require ventilation during charging.
-  Warning: Do not use (or stop using) the Mobile Connector if it is defective, appears cracked, frayed, broken or otherwise damaged, or fails to operate.
-  Warning: Do not attempt to open, disassemble, repair, tamper with, or modify the Mobile Connector. The Mobile Connector is not user-serviceable. Contact Tesla for any repairs.
-  Warning: Do not use an extension cord, a multi-outlet adapter, a multi-plug, a conversion plug, or a power strip to plug in the Mobile Connector.
-  Warning: Do not disconnect the Mobile Connector from the wall outlet when the vehicle is charging.
-  Warning: Do not plug the Mobile Connector into a damaged, loose or worn power outlet. Ensure that the prongs on the Mobile Connector fit snugly into the wall outlet.
-  Warning: Do not connect the Mobile Connector into a power outlet that is not properly grounded.
-  Warning: The Mobile Connector contains components, such as switches and relays, that can produce arcs or sparks. Do not expose the Mobile Connector to flammable or harsh chemicals or vapors. Do not use or store the Mobile Connector in a recessed area or below floor level. When using the Mobile Connector in an inside location such as a garage, position the Mobile Connector's main body at least 18 inches (46 cm) above the floor.
-  Warning: Do not use the Mobile Connector when either you, the vehicle or the Mobile Connector is exposed to severe rain, snow, electrical storm or other inclement weather.
-  Warning: When transporting the Mobile Connector, handle with care to prevent damage to any of its components. Do not subject the Mobile Connector to strong force or impact. Do not pull, twist, tangle, drag or step on the Mobile Connector or any of its components.
-  Warning: Protect the Mobile Connector from moisture, water and foreign objects at all times. If any exist or appear to have corroded or damaged the Mobile Connector, do not use the Mobile Connector.
-  Warning: If rain falls during charging, do not allow rain water to run along the length of charge cable, causing the electrical outlet or charging port to become wet.
-  Warning: Do not plug the Mobile Connector into an electrical outlet that is submerged in water or covered in snow. If, in this situation, the Mobile Connector is already plugged in and needs to be unplugged, turn off the breaker before unplugging the Mobile Connector.
-  Warning: Do not touch the Mobile Connector's end terminals with sharp metallic objects, such as wire, tools or needles. Do not forcefully fold any part of the Mobile Connector or damage it with sharp objects. Do not insert foreign objects into any part of the Mobile Connector.
-  Warning: Do not charge a vehicle that is covered with a non-Tesla approved car cover.



-  Warning: Ensure that the Mobile Connector's charging cable does not obstruct pedestrians or other vehicles or objects.
-  Warning: Use of the Mobile Connector may affect or impair the operation of medical or implantable electronic devices, such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator. Before using the Mobile Connector, check with the electronic device manufacturer concerning the effects that charging may have on any such electronic device.
-  Warning: Do not attempt to use one of the Mobile Connector's adapters in any type of outlet for which it was not originally designed.
-  Warning: Do not use cleaning solvents to clean the Mobile Connector.

Cautions

-  Caution: Do not use private power generators as a power source for charging.
-  Caution: Do not operate the Mobile Connector in temperatures outside its operating range of -22°F to 122°F (-30°C to +50°C).
-  Caution: Store the Mobile Connector in a clean dry place in temperatures between -40°F and +185°F (-40°C and +85°C).



Specifications

Use only a 120 volt, 208 volt or 240 volt AC supply, 50/60 hertz wall outlet that has a dedicated and properly grounded circuit, and is rated for at least 15 amps.

If possible, use a dedicated receptacle with a single socket. If the receptacle has two sockets, do not plug any other items into the other socket.

The Mobile Connector is 20 feet (6 meters) long. Use an existing outlet or install a new outlet within approximately 13 feet (4 meters) of the vehicle's charge port and at least 18 inches (45 cm) above the ground. The charge port is located on the driver's side of the vehicle, behind a door that is part of the rear tail light assembly.

⚠ Warning: Do not use an extension cord, a multi-outlet adapter, a multi-plug, a conversion plug, or a power strip to plug in the Mobile Connector.

Charging Time

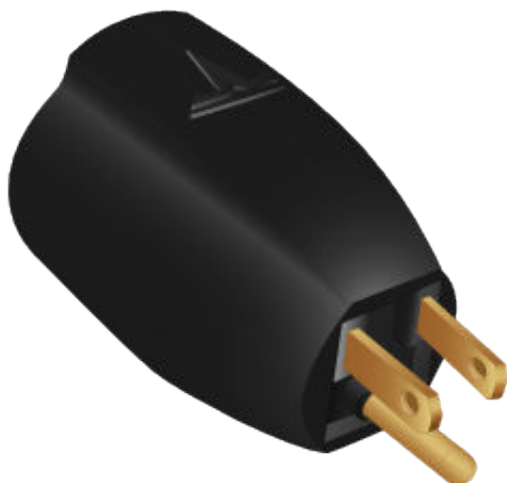
Charging times vary based on the voltage and current available from the power outlet, subject to various conditions. Charge time also depends on ambient temperature and the vehicle's Battery temperature. If the Battery is not within the optimal temperature range for charging, the vehicle heats or cools the Battery before charging begins.

For the most up-to-date information on how long it takes to charge your Tesla vehicle, go to www.teslamotors.com.

Adapters

The Mobile Connector includes two outlet adapters: one for a standard 110 volt household outlet and a second adapter for a 240 volt outlet. For faster charging, use a 240 volt outlet. Consult an electrician to install a 240 volt outlet where you plan to park your Tesla vehicle.

NEMA 5-15 110V Outlet Standard Household





NEMA 14-50 240V Outlet RVs and Campsites



Additional adapters are available for purchase. For details, go to: www.teslamotors.com.

Note: Illustrations in this document are for demonstration purposes only.



Plugging In

Note: Always inspect the Mobile Connector for damage prior to each use.

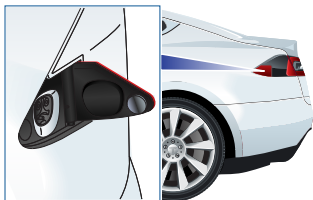
1. Ensure that the Mobile Connector's adapter matches the outlet you want to use. For instructions on how to change the adapter, see [Changing the Adapter](#).
2. Plug the Mobile Connector's into the power outlet. The adapter should be fully inserted into the power outlet.



3. With your vehicle unlocked, press the button on the top of the Mobile Connector. The charge port door opens.

Note: Your vehicle is unlocked when the key is nearby. You can also open the charge port door using any of these methods:

- Touch Controls > Charge Port on the touchscreen.
- Touch the battery icon at the top of the touchscreen to display the Charging screen, then touch Open Charge Port.
- Hold down the rear trunk button on the key for 1-2 seconds.



4. Plug in your Tesla vehicle.



5. When you plug the Mobile Connector into your vehicle, a light around the charge port pulses green during charging and the instrument panel displays charging information. The light turns off soon after the vehicle is locked.

Note: The Mobile Connector is designed to stop supplying power in situations where excessive strain is being applied to the charging cable.

Unplugging

When charging is complete, the light around the charge port stops pulsing and the light is solid green.

1. With the vehicle unlocked, press and hold the button on the Mobile Connector, wait for the latch to retract, then pull the Mobile Connector out of the charge port.

Note: To prevent unauthorized unplugging of the charge cable, the vehicle must be unlocked or able to recognize a key nearby before you can disconnect the charge cable.

Note: Instead of holding the button on the Mobile Connector, you can display the charging screen on the touchscreen (touch the battery icon at the top of the touchscreen), and then touch Stop Charging, then Unlock.

Note: When the latch in the your Tesla vehicle's charge port retracts, the Mobile Connector stops supplying power and you can safely unplug it from the car.

2. Unplug the Mobile Connector from the wall outlet.
3. Push the charge port door closed.

Note: If your vehicle is equipped with a motorized charge port door, it automatically closes when you remove the charge cable.

4. Store the Mobile Connector in an appropriate location.

For More Information

For more detailed information on how to charge your vehicle (adjust charge settings, view charging status, etc.), refer to the charging section in your vehicle's owners manual.



Removing the Adapter

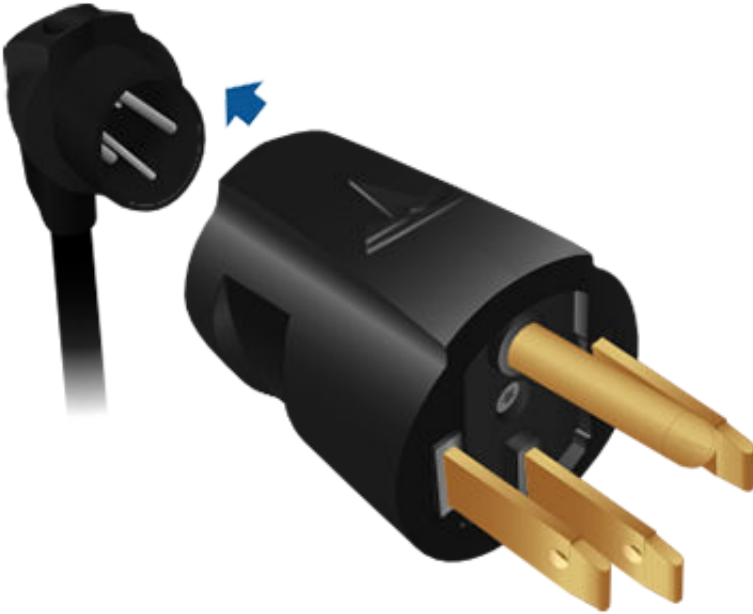
To remove an adapter, push the button on the Mobile Connector's charge cable and pull the adapter from its socket.





Attaching the Adapter

To attach an adapter, line up the adapter with the Mobile Connector's charge cable and push until it snaps into place.





Status Lights and Reset Button

Under normal conditions when charging is in progress, the Mobile Connector's green lights illuminate sequentially and the red light is off. Identify problems by paying attention to these lights when plugging in.

In some cases, you may need to press the RESET button located on the back.





Resolving Faults

Green Lights	Red Light	What it means	What to do
All lights streaming	Off	Charging is in progress.	Nothing. The Mobile Connector is successfully charging.
Top light on	Off	Power on. Mobile Connector is powered, but not charging, or scheduled charging is enabled.	Make sure the Mobile Connector is plugged into the vehicle.
Off	1 flash	Ground fault. Electrical current is leaking through a potentially unsafe path.	This should automatically reset in 15 minutes. If not, ensure no one is touching or inside the vehicle, then press the RESET button.
Off	2 flashes	Self check failed.	Unplug the Mobile Connector from the vehicle and press the RESET button. Plug the Mobile Connector back into the vehicle. If the error persists, unplug the Mobile Connector from both the vehicle and the power outlet, then plug it back in. When plugging back in, always plug it into the outlet first.
Off	3 flashes	Contactors failed	Unplug the Mobile Connector from the vehicle and wait 10 seconds. If the error persists, contact Tesla.
Off	4 flashes	The ground assurance monitoring circuit has detected loss of ground	Make sure the power outlet is properly grounded. Consider connecting to a different outlet. If uncertain, ask your electrician.
Off	5 flashes	Sense circuit fault	Make sure the Mobile Connector's adapter is attached properly.
Off	6 flashes	Thermal fault	Consider charging in a cooler area, such as indoors or in the shade.
Off	More than 6 flashes	The Mobile Connector may need repair.	Contact Tesla Service.
Off	Off	Power lost	Unplug the Mobile Connector and check that the power outlet has power.



Questions?

ChargingInstallation@teslamotors.com

650-681-6133



General Terms

Subject to the exclusions and limitations described below, the Charging Equipment Limited Warranty covers the refund, repair or replacement necessary to remedy any manufacturing defects in Tesla manufactured and supplied Wall Connector, Mobile Connector or charging adapter that occur under normal use for a period of 12 months from the date of invoice to the customer. Any Tesla connector or adapter included in the initial purchase and delivery of a Tesla vehicle by Tesla is covered under the Basic Vehicle Limited Warranty section of the New Vehicle Limited Warranty for 4 years or 50,000 miles (80,000 km), whichever comes first, subject to the terms and conditions of the New Vehicle Limited Warranty.

This Charging Equipment Limited Warranty does not cover any damage or malfunction directly or indirectly caused by, due to, or resulting from, normal wear or deterioration, abuse, misuse, negligence, accident, lack of or improper use, maintenance, storage or transport, including, but not limited to, any of the following:

- Failure to follow the instructions, maintenance and warnings published in the documentation supplied with your Tesla connector or adapter;
- External factors, including but not limited to, objects striking the Tesla connector or adapter, faulty or damaged electrical wiring, junction boxes, circuit breakers, receptacles or power outlets, the environment or an act of God, including, but not limited to, fire, earthquake, water, lightning and other environmental conditions;
- General appearance or damage to paint, including chips, scratches, dents and cracks;
- Failure to contact Tesla upon discovery of a defect covered by this Charging Equipment Limited Warranty;
- Any repair, alteration or modification to the Tesla connector or adapter or any part, or the installation or use of any parts or accessories, made by a person or facility not authorized or certified to do so;
- Lack of or improper repair or maintenance, including use of non-genuine Tesla accessories or parts; and
- Use for commercial purposes.

Although Tesla does not require you to perform all maintenance, service or repairs at a Tesla Service Center or Tesla authorized repair facility, this Charging Equipment Limited Warranty may be voided, or coverage may be excluded, due to lack of or improper maintenance, service or repairs. Tesla Service Centers and Tesla authorized repair facilities have special training, expertise, tools and supplies with respect to Tesla connectors and adapters and, in certain cases, may employ the only persons, or be the only facilities authorized or certified to work on Tesla connectors and adapters. Tesla strongly recommends that you have all maintenance, service and repairs done at a Tesla Service Center or Tesla authorized repair facility in order to avoid voiding, or having coverage excluded under, this Charging Equipment Limited Warranty.

Limits of Liability

This Charging Equipment Limited Warranty is the only express warranty made in connection with your Tesla connector or adapter. Implied and express warranties and conditions arising under applicable local laws, federal statute or otherwise, in law or in equity, if any, including, but not limited to, implied warranties and conditions of merchantability or merchantable quality, fitness for a particular purpose, durability, or those arising by a course of dealing or usage of trade, are disclaimed to the fullest extent allowable by your local law, or limited in duration to the term of this Charging Equipment Limited Warranty. To the fullest extent allowable by your local law, the performance of necessary repairs and/or replacement of new, reconditioned, or remanufactured parts by Tesla for the covered defects is the exclusive remedy under this Charging Equipment Limited Warranty or any implied warranties. To the maximum extent permissible under your local law, liability is limited to the reasonable price for repair or replacement of the applicable Tesla connector or adapter, not to exceed the manufacturer's suggested retail price. Replacement may



Charging Equipment Limited Warranty

be made with parts of like kind and quality, including non-original manufacturer's parts, or reconditioned or remanufactured parts, as necessary.

Tesla shall not be liable for any defects under this Charging Equipment Limited Warranty that exceed the fair market value of the applicable Tesla connector or adapter at the time immediately preceding the discovery of the defect. In addition, the sum of all benefits payable under this Charging Equipment Limited Warranty shall not exceed the price you paid for the applicable Tesla connector or adapter.

Tesla does not authorize any person or entity to create for it any other obligations or liability in connection with this Charging Equipment Limited Warranty. The decision of whether to repair or replace a part or to use a new, reconditioned or remanufactured part will be made by Tesla, in its sole discretion.

To the maximum extent permissible under local law, Tesla hereby disclaims any and all indirect, incidental, special and consequential damages arising out of, or relating to, the Tesla connector or adapter, including, but not limited to, transportation to and from a Tesla Authorized Service Center, loss of the Tesla connector or adapter, loss of vehicle value, loss of time, loss of income, loss of use, loss of personal or commercial property, inconvenience or aggravation, emotional distress or harm, commercial loss (including but not limited to lost profits or earnings), towing charges, bus fares, vehicle rental, service call charges, gasoline expenses, lodging expenses, damage to tow vehicle, and incidental charges such as telephone calls, facsimile transmissions, and mailing expenses.

The above limitations and exclusions shall apply whether your claim is in contract, tort (including negligence and gross negligence), breach of warranty or condition, misrepresentation (whether negligent or otherwise) or otherwise at law or in equity, even if Tesla is advised of the possibility of such damages or such damages are reasonably foreseeable.

Nothing in this Charging Equipment Limited Warranty shall exclude, or in any way limit, Tesla's liability, for death or personal injury solely and directly caused by Tesla's negligence or that of its employees, agents or sub-contractors (as applicable), fraud or fraudulent misrepresentation, or any other liability to the extent the same is proven in a court of competent jurisdiction in a final nonappealable judgment and may not be excluded or limited as a matter of local law.

Warranty Enforcement Laws and Dispute Resolution

To the fullest extent allowed by local law, Tesla requires that you first provide written notification of any manufacturing defect within a reasonable time, and within the applicable coverage period specified in this Charging Equipment Limited Warranty, and allow Tesla an opportunity to make any needed repairs before submitting a dispute to our dispute settlement program (described below). Please send written notification on dispute resolution to the following address:

United States:
Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Telephone: 1-877-798-3752

Canada:
Tesla Motors Canada ULC
1325 Lawrence Avenue East
Toronto, ON M3A 1C6
Telephone: 1-877-798-3752

Please include the following information:

- Tesla connector or adapter invoice date;
- Your name and contact information;
- Name and location of the Tesla Store and/or Tesla Service Center nearest you;
- Description of the defect; and



- History of the attempts you have made with Tesla to resolve the concern, or of any repairs or services that were not performed by Tesla.

In the event any disputes, differences or controversies arise between you and Tesla related to this Charging Equipment Limited Warranty, Tesla will explore all possibilities for an amicable settlement. In case an amicable settlement is not reached, Tesla offers a dispute settlement program through:

NATIONAL CENTER FOR DISPUTE SETTLEMENT (“NCDS”)
P.O. Box 526
Mt. Clemens, MI 48046
1-866-629-3204

Tesla requires that you submit your dispute to our dispute settlement program and wait for a decision to be issued prior to pursuing any remedy under federal or state laws (including 15 U.S.C. Section 2310 or California Civil Code Section 1793.22(b)), although you may be entitled to pursue a remedy without submitting under certain state laws or if you pursue any rights or remedies not created by these laws. This dispute settlement program administered by NCDS is free of charge to you and is conducted by local NCDS professionals who are trained and experienced in mediation and arbitration.

NCDS resolves disputes involving this Charging Equipment Limited Warranty which arise during the applicable warranty period specified in this Charging Equipment Limited Warranty. You must file a request for arbitration with NCDS within 60 days (or 6 months in certain jurisdictions) of the expiration of the applicable warranty period, provided you sent written notice to Tesla of the alleged defect was brought to the attention of Tesla during the applicable warranty period.

To initiate arbitration, you must contact NCDS at 1-866-629-3204 or P.O. Box 526, Mt. Clemens, MI 48046, and complete an NCDS customer claim form and mail it to NCDS. Please also provide a copy of your written notification sent to Tesla and/or all information required in such notification specified above, your desired resolution, and all receipts if requesting reimbursement. Upon receipt of your request, NCDS will contact you regarding the status of your case and provide you with additional details about the program.

When NCDS receives your request, it will be forwarded to Tesla for response. After analyzing all information pertaining to your case, NCDS will schedule a technical evaluation if applicable. If you request it, an oral hearing will be held prior to a decision being rendered. At this hearing, all evidence is admissible. After considering all testimony and documents, the arbitrator will review the applicable legal standards and render a decision. A settlement satisfactory to all parties may be negotiated at any time, including prior to or after the arbitrator’s decision.

NCDS’s decision is binding on Tesla but not on you. If you accept NCDS’s decision, Tesla will comply with the decision in a reasonable time not to exceed 30 days after Tesla receives notice of your acceptance. Remedies include but are not limited to repairs; reimbursement for repairs and incidental expenses, such as transporting costs; and repurchase or replacement of the applicable Tesla connector or adapter. NCDS decisions do not include attorney fees or punitive, multiple, or consequential damages, except incidental damages as required by applicable law. NCDS findings and decisions are admissible as evidence in any legal proceedings concerning the applicable Tesla connector or adapter.

The description provided above is only a brief summary of the dispute settlement program administered by NCDS. The dispute settlement program may be changed at any time without prior notice. Contact NCDS at the above listed address or phone number for the most current information concerning the dispute settlement program.