



TESLA

## MODEL S QUICK GUIDE

- ▶ ROADSIDE ASSISTANCE
- ▶ SAFETY INFORMATION
- ▶ WARRANTY



EUROPE

The full Owner's Manual and Warranty documents are on your Model S touchscreen (touch **Controls > Settings > Manual**). These digital versions will continuously update as the software on your car updates, ensuring that the latest features are properly documented long after your purchase.

More information about your Model S is available at [www.teslamotors.com/mytesla](http://www.teslamotors.com/mytesla).

#### DOCUMENT APPLICABILITY

Features released in the most recent versions of software may not be described in this document but are described in Release Notes. Display Release Notes on the touchscreen by touching the Tesla "T" at the top center of the touchscreen, then touching the Release Notes link. If information provided in this document conflicts with information in the Release Notes, the Release Notes take precedence.

#### ILLUSTRATIONS

The illustrations provided in this document are for demonstration purposes only. Depending on vehicle options, software version and market region, the information displayed on the touchscreen in your Model S may appear slightly different.

#### PRODUCT SPECIFICATIONS

All specifications and descriptions contained in this document are verified to be accurate at the time of printing. However, because continuous improvement is a goal at Tesla, we reserve the right to make product modifications at any time.

#### ERRORS OR OMISSIONS

To communicate any inaccuracies or omissions in this document, please send an email to: [ownersmanualfeedback@teslamotors.com](mailto:ownersmanualfeedback@teslamotors.com).

©2012-2015 TESLA MOTORS, INC. All rights reserved.

All information in this document and all MODEL S® software is subject to copyright and other intellectual property rights of Tesla Motors, Inc. and its licensors. This material may not be modified, reproduced or copied, in whole or in part, without the prior written permission of Tesla Motors, Inc. and its licensors. Additional information is available upon request. The following are trademarks or registered trademarks of Tesla Motors, Inc. in the United States and other countries:

TESLA

TESLA MOTORS

TESLA  
ROADSTER

TESLA



MODEL S

HOMELINK® and the HOMELINK® house icon are registered trademarks of Johnson Controls, Inc. Bluetooth® is a registered trademark of Bluetooth SIG, Inc. iPhone® is a registered trademark of Apple, Inc. Android™ and Google Maps™ are trademarks of Google, Inc. Sirius, All other trademarks contained in this document are the property of their respective owners and their use herein does not imply sponsorship or endorsement of their products or services. The unauthorized use of any trademark displayed in this document or on the vehicle is strictly prohibited.



<b>Roadside Assistance.....</b>	<b>2</b>
Contacting Roadside Assistance.....	2
Instructions for Transporters.....	4
<b>Safety Information.....</b>	<b>7</b>
Seat Belts.....	7
Child Safety Seats.....	10
Tesla Built-In Rear Facing Child Seats.....	17
Airbags.....	21
Tire Care and Maintenance.....	25
Vehicle Loading.....	32
Disclaimers.....	34
Declarations of Conformity.....	35
Reporting Safety Defects.....	38
<b>Warranty.....</b>	<b>39</b>
General Warranty Provisions.....	39
Warranty Coverage.....	41
Exclusions and Limitations.....	42
Obtaining Warranty Service.....	44
Warranty Enforcement Laws and Dispute Resolution.....	45
Country Specific Consumer Disclosure.....	46



## Contacting Roadside Assistance

Tesla Roadside Assistance is available to you, 24 hours a day, 365 days a year, for the duration of your warranty period.

To contact Roadside Assistance, call the number for your region, listed below.

Advise the representative of the vehicle identification number (VIN), license plate number, mileage, your location, and the nature of the problem. The VIN is on the upper dashboard on the driver's side of your vehicle and is visible through the windshield.

It is your responsibility to provide vehicle transporters with instructions on how to transport Model S (see Instructions for Transporters on page 4).

## Regional Roadside Assistance Numbers

A toll free number is available in most European regions. If a toll free number is not listed below, go to [www.teslamotors.com](http://www.teslamotors.com) to check if a toll free number has become available in your area.

Andorra (Toll)	31 13 799 9501
Andorra (Toll Free)	0800 914 590
Austria (Toll)	31 13 799 9502
Austria (Toll Free)	0800 88 0992
Belgium (Toll)	31 13 799 9503
Belgium (Toll Free)	0800 29 027
Bulgaria (Toll)	31 13 799 9504
Croatia (Toll)	31 13 799 9505
Cyprus (Toll)	31 13 799 9506
Czech Republic (Toll)	31 13 799 9507
Denmark (Toll)	31 13 799 9508
Denmark (Toll Free)	80 71 10 24
Estonia (Toll)	31 13 799 9509
Finland (Toll)	31 13 799 9510
France (Toll)	31 13 799 9511
France (Toll Free)	0800 94 1029
Germany (Toll)	31 13 799 9512
Germany (Toll Free)	0800 5893542
Gibraltar	31 13 799 9513
Greece (Toll)	31 13 799 9514
Greece (Toll Free)	0800 1809 205 0645
Hungary (Toll)	31 13 799 9515



Iceland (Toll)	31 13 799 9516
Ireland (Toll)	31 13 799 9517
Italy (Toll)	31 13 799 9518
Italy (Toll Free)	800 122 709
Latvia	31 13 799 9519
Liechtenstein (Toll)	31 13 799 9520
Liechtenstein (Toll Free)	0800 558 847
Lithuania (Toll)	31 13 799 9521
Luxembourg (Toll)	31 13 799 9522
Luxembourg (Toll Free)	0800 8002 2538
Malta (Toll)	31 13 799 9523
Monaco (Toll)	31 13 799 9524
Monaco (Toll Free)	0800 94 1029
Netherlands (Toll)	31 13 799 9525
Netherlands (Toll Free)	0800 0200160
Norway (Toll)	31 13 799 9527
Norway (Toll Free)	800 11 093
Poland (Toll)	31 13 799 9528
Poland (Toll Free)	800 141 01492
Portugal (Toll)	31 13 799 9529
Romania (Toll)	31 13 799 9530
San Marino (Toll)	31 13 799 9531
Slovakia (Toll)	31 13 799 9532
Slovenia (Toll)	31 13 799 9533
Spain (Toll)	31 13 799 9534
Sweden (Toll)	31 13 799 9535
Switzerland (Toll Free)	0800 83 7521
UK (Toll)	31 13 799 9537
UK (Toll Free)	0800 358 5774



## Instructions for Transporters

### Use a Flatbed Only

Use a flatbed trailer only, unless otherwise specified by Tesla. Do not transport Model S with the tires directly on the ground.



- ⚠ Caution: Damage caused by transporting is not covered by the warranty.
- ⚠ Caution: To transport Model S, follow the instructions exactly as described next.

### Disable Self-Leveling (air suspension vehicles only)

If Model S is equipped with Smart Air Suspension, it automatically self-levels, even when power is off. To prevent damage, you must activate Jack mode to disable self-leveling:

1. Touch Controls > Suspension on the touchscreen.
2. Press the brake pedal, then touch Very High to maximize height.
3. Touch Jack.



When Jack mode is active, Model S displays this indicator light on the instrument panel, along with a message telling you that active suspension is disabled.

Note: Jack mode cancels when Model S is driven over 7 km/h.

- ⚠ Warning: Failure to activate Jack mode on a Model S equipped with Smart Air Suspension can result in the vehicle becoming loose during transport, which may cause significant damage.

### Activate Tow Mode

Model S may automatically shift into Park when it detects the driver leaving the vehicle, even if it has previously been shifted into Neutral. To keep Model S in Neutral (which disengages the parking brake), you must use the touchscreen to activate Tow mode:

1. Shift into Park.
2. Press the brake pedal, then on the touchscreen, touch Controls > Settings > Service & Reset > Tow Mode.



When Tow mode is active, Model S displays this indicator light on the instrument panel, along with a message telling you that Model S is free-rolling.

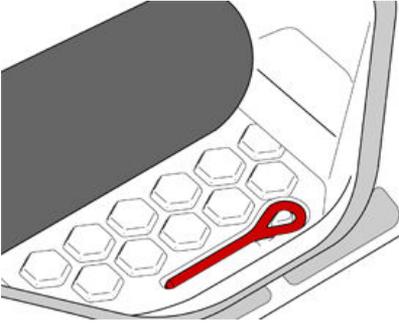
Note: Tow mode cancels when Model S is shifted into Park.

- ⚠ Caution: If the electrical system is not working, and you therefore cannot release the electric parking brake, attempt to quick start the 12V battery. For instructions, call Tesla. If a situation occurs where you cannot disengage the parking brake, use tire skids or transport Model S for the shortest possible distance using wheeled dollies. Before doing so, always check the dolly manufacturer's specifications and recommended load capacity.



## Connect the Towing Eye

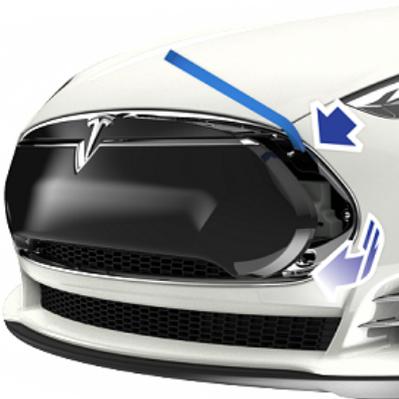
1. Locate the towing eye in the front trunk.  
Pull up the carpet and remove the towing eye.



2. Remove the nose cone.

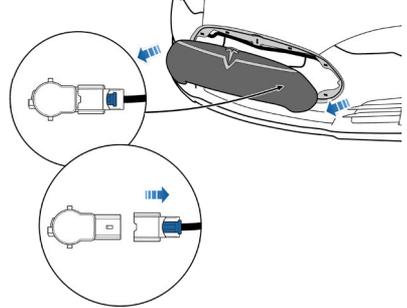
Insert a plastic pry tool into the top right corner, and gently pry the nose cone toward you. When the clip releases, pull the nose cone toward you, without twisting or bending, to release the three remaining clips.

Note: If the nose cone is equipped with a removable slot, which is distinguished by the ridge that sits directly below the slot, remove the slot by prying it from the bottom and around the edge until the entire slot is removed.



3. If applicable, disconnect the bumper sensors.

If Model S is equipped with Autopilot components (see About Driver Assistance), you also need to disconnect the cords for the ultrasonic sensors. To do so, press down on the tab and pull to release.



4. Insert the towing eye.

Fully insert the towing eye into the opening on the right side, then turn it counter-clockwise until securely fastened.

5. Attach the winch cable to the towing eye.

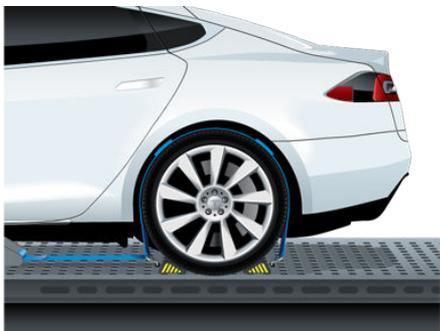
**⚠ Caution:** Before pulling, make sure the towing eye is securely tightened.



## Pull Onto the Trailer and Secure the Wheels

Secure wheels using the eight-point tie-down method with basket straps or tie-down straps:

- Ensure any metal parts on the tie-down straps do not contact painted surfaces or the face of the wheels.
- Do not place tie-down straps over body panels or through the wheels.



- ⚠ Caution: Attaching tie-down straps to the chassis, suspension or other parts of the vehicle's body may cause damage.
- ⚠ Caution: To prevent damage, do not transport Model S with the tires directly on the ground.



## Seat Belts

### Wearing Seat Belts

Using seat belts and child safety seats is the most effective way to protect occupants if a collision occurs. Therefore, wearing a seat belt is required by law in most jurisdictions.

Both the driver and passenger seats are equipped with three-point inertia reel seat belts. Inertia reel belts are automatically tensioned to allow occupants to move comfortably during normal driving conditions. To securely hold child safety seats, all passenger seating positions are equipped with an automatic locking retractor (ALR) that, by pulling the seat belt beyond the length needed for a typical adult occupant, locks the belt into place until the seat belt is unbuckled (see Installing Seat Belt Retained Child Seats on page 13).

The seat belt reel automatically locks to prevent movement of occupants if Model S experiences a force associated with hard acceleration, braking, cornering, or an impact in a collision.



The seat belt reminder on the instrument panel alerts you if a seat belt for an occupied seat is not fastened. If the belt remains unfastened, the reminder flashes and an intermittent chime sounds. If all occupants are buckled up and the reminder stays on, re-fasten seat belts to ensure they are correctly latched. Also remove any heavy objects (such as a briefcase) from an unoccupied seat. If the reminder light continues to stay on, contact Tesla.

### To Fasten a Belt

1. Ensure correct positioning of the seat.



2. Draw the belt out smoothly, ensuring the belt lays flat across the pelvis, chest and mid-point of your collar bone, between the neck and shoulder.
3. Insert the latch plate into the buckle and press together until you hear a click indicating it is locked in place.
4. Pull the belt to check that it is securely fastened.
5. Pull the diagonal part of the belt toward the reel to remove excess slack.

### To Release a Belt

Hold the belt near the buckle to prevent the belt from retracting too quickly, then press the button on the buckle. The belt retracts automatically. Ensure there is no obstruction that prevents the belt from fully retracting. The belt should not hang loose. If a seat belt does not fully retract, contact Tesla.



## Wearing Seat Belts When Pregnant

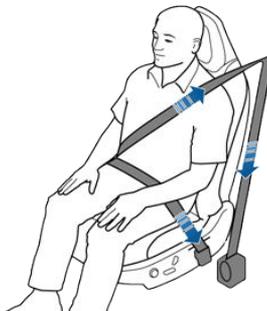
Do not put the lap or shoulder sections of the seat belt over the abdominal area. Wear the lap section of the belt as low as possible across the hips, not the waist. Position the shoulder portion of the belt between the breasts and to the side of the abdomen. Consult your doctor for specific guidance.



-  **Warning:** Never place anything between you and the seat belt to cushion the impact in the event of an accident.

## Seat Belt Pre-tensioners

The front seat belts are equipped with pre-tensioners that work in conjunction with the airbags in a severe frontal collision. The pre-tensioners automatically retract both the seat belt anchor and the seat belt webbing, reducing slack in both the lap and diagonal portions of the belts, resulting in reduced forward movement of the occupant.



If the pre-tensioners and airbags did not activate in an impact, this does not mean they malfunctioned. It usually means that the strength or type of force needed to activate them was not present.

-  **Warning:** Once the seat belt pre-tensioners have been activated, they must be replaced. After any accident, have the airbags, seat belt pre-tensioners and any associated components checked and, if necessary, replaced.



## Testing Seat Belts

To confirm that seat belts are operating correctly, perform these three simple checks on each seat belt.

1. With the seat belt fastened, give the webbing nearest the buckle a quick pull. The buckle should remain securely locked.
2. With the belt unfastened, unreel the webbing to its limit. Check that unreeling is free from snags, and visually check the webbing for wear. Allow the webbing to retract, checking that retraction is smooth and complete.
3. With the webbing half unreeled, hold the tongue plate and pull forward quickly. The mechanism should lock automatically and prevent further unreeling.

If a seat belt fails any of these tests, contact Tesla immediately.

## Seat Belt Warnings

-  Warning: Seat belts should be worn by all occupants at all times, even if driving for a very short distance. Failure to do so increases the risk of injury or death if an accident occurs.
-  Warning: Secure small children in a suitable child safety seat. Always follow the child safety seat manufacturer's instructions when installing.
-  Warning: Ensure that all seat belts are worn correctly. An improperly worn seat belt increases the risk of injury or death if an accident occurs.
-  Warning: Do not wear seat belts over hard, fragile or sharp items in clothing, such as pens, keys, eyeglasses, etc. The pressure from the seat belt on such items can cause injury.
-  Warning: Seat belts should not be worn with any part of the strap twisted.
-  Warning: Each seat belt assembly must be used by one occupant only. It is dangerous to put a seat belt around a child being carried on an occupant's lap.
-  Warning: Seat belts that have been worn in an accident must be inspected or replaced by Tesla, even if damage to the assembly is not obvious.

-  Warning: Seat belts that show signs of wear (such as fraying), or have been cut or damaged in any way, must be replaced by Tesla.
-  Warning: Avoid contaminating a seat belt's components with any chemicals, liquids, grit, dirt or cleaning products. If a seat belt fails to retract or latch into the buckle, it must be replaced immediately. Contact Tesla.
-  Warning: Do not make modifications or additions that can prevent a seat belt mechanism from taking up slack, or that can prevent a seat belt from being adjusted to remove slack. A slack belt greatly reduces occupant protection.
-  Warning: Do not make modifications that can interfere with the operation of a seat belt, or that can cause a seat belt to become inoperable.
-  Warning: When seat belts are not in use, they should be fully retracted and not hanging loose. If a seat belt does not fully retract, contact Tesla.



## Child Safety Seats

### Guidelines for Seating Children

You must restrain infants and small children using a child safety seat appropriate for the child's age, weight, and size. Never seat a child in a child safety seat or a booster seat on the front passenger seat when the airbag is activated. To disable the front passenger seat airbag, see [Disabling the Passenger Front Airbags](#) on page 23. Carefully follow the instructions provided by the manufacturer of the child safety seat.

- ⚠ Warning:** Never use a rearward facing child restraint on a seat protected by an ACTIVE AIRBAG in front of it. DEATH or SERIOUS INJURY to the child can occur. Refer to the following label fitted to both sides of the passenger sun visor.



If your Model S is equipped with the optional Tesla built-in rear facing child seats, these seats are child safety seats and are designed only for children within a specific height and weight range (see [Tesla Built-In Rear Facing Child Seats](#) on page 17).



## Choosing a Child Safety Seat

Refer to the tables below for guidelines on the type of seat belt installed and ISOFIX installed child restraint you should use based on the weight of the child.

### Seat Belt Installed Child Restraints

Mass Group		Front Passenger	Rear Outboard	Rear Centre
Group 0	up to 10 kg	X	U	U
Group 0+	up to 13 kg	L*	U	U
Group 1	9 - 18 kg	UF**	U, UF	U, UF
Group II	15 - 25 kg	UF**	U, UF	U, UF
Group III	22 - 36 kg	UF**	U, UF	U, UF

U: Universal rear facing child restraint  
 UF: Universal forward facing child restraint  
 L: Suitable for these particular child restraints - Maxi-Cosi Cabrio/Cabriofix E4 04443517 or Takata Mini E4 04443717  
 X: Seating position is not suitable for children in this mass group.  
 \* Seat must be placed in rearmost lowest position.  
 \*\* Seat must be placed in rearmost highest position.  
 Note: Attach booster seats using seat belts only (do not use ISOFIX).  
 Note: If Model S is equipped with the optional executive rear seats, a rear centre seating position is not available.

### ISOFIX\* Installed Child Restraints

Mass Group		Size Class	Fixture	Rear Outboard ISOFIX Position
Group 0	up to 10 kg	E	R1	IL
Group 0+	up to 13 kg	E	R1	IL <sup>A, C</sup>
		D	R2	IL <sup>A, C</sup>
		C	R3	IL <sup>A, C</sup>
Group 1	9 - 18 kg	D	R2	IL <sup>B</sup>
		C	R3	IL <sup>B</sup>
		B	F2	IUF, IL <sup>B, D</sup>
		B1	F2x	IUF, IL <sup>B, D</sup>
		A	F3	IUF, IL <sup>B, D</sup>



Mass Group	Size Class	Fixture	Rear Outboard ISOFIX Position
IL: Suitable for any semi-universal child restraint (any rear or forward facing restraint with support leg)			
IUF: Suitable for any universal child restraint (forward facing with tether)			
<sup>A</sup> Recommendation: Takata Mini E4 04443717			
<sup>B</sup> Recommendation: Takata Midi E4 04444204			
<sup>C</sup> Recommendation: Maxi-cosi Cabriofix/Easyfix E4 04443517			
<sup>D</sup> Recommendation: Maxi-cosi Pearl/Familyfix E4 043908			

\*ISOFIX - The international standard for attachment points for child safety seats in passenger vehicles.

Note: If the combined weight of the child and the child safety seat is over 29 kg, Tesla recommends attaching the safety seat using the seat belt and upper tether strap. In addition to safety, this has the added benefit of ensuring the seat belt reminder does not stay lit. Always follow the child safety seat manufacturer's instructions when installing child safety seats.



## Seating Larger Children

If a child is too large to fit into a child safety seat, but too small to safely fit into the standard seat belts, use a booster seat appropriate for the child's age and size. Carefully follow the manufacturer's instructions to secure the booster seat using the seat belts. Do not use the ISOFIX system to secure booster seats, even in situations where the booster seat is equipped with the ISOFIX system.

## Installing Child Safety Seats

There are two general methods used to install child safety seats:

- Seat belt retained - these seats are secured using the vehicle's seat belts (see Installing Seat Belt Retained Child Seats on page 13).
- ISOFIX retained - these seats can attach to anchor bars built into the vehicle's rear seats (see Installing ISOFIX Child Seats on page 14).

Check the child safety seat manufacturer's instructions and the table on Child Safety Seats on page 10 to determine which installation method to use. Some child safety seats can be installed using either method. Always follow the child safety seat manufacturer's instructions.

## Installing Seat Belt Retained Child Seats

First, make sure that the child falls into the correct weight range for the seat.

Avoid dressing the child in bulky clothing and do not place any objects between the child and the restraint system.

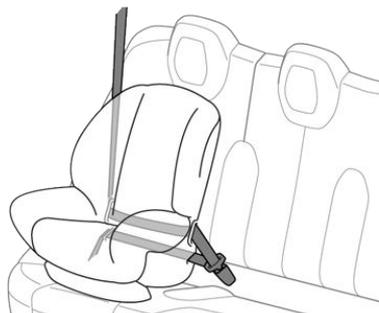
Adjust harnesses for every child, every trip.

To securely hold child safety seats, all passenger seating positions are equipped with an automatic locking retractor (ALR) that, by pulling the seat belt beyond the length needed for a typical adult occupant, locks the belt into place until the seat belt is unbuckled and the webbing is fully retracted. The ALR mechanism operates as a ratchet, winding in slack and preventing the seat belt from extending any further until it has been completely rewound. When installing a child safety seat, engage the belt's automatic locking retractor by pulling the seat belt webbing until it is fully extended. The ALR system engages only when the seat belt is at its maximum extension point.

Note: An automatic locking retractor disengages only when the seat belt is unbuckled and fully retracted. The belt can then be worn as a normal belt, sliding freely in and out and locking tight only in an emergency. Once disengaged, the belt must be fully extended to re-engage the locking mechanism whenever you install a child safety seat.

Always follow the detailed instructions provided by the child safety seat manufacturer. General guidelines are provided below.

1. Place the child safety seat in Model S, and fully extend the seat belt. Route and buckle the seat belt in accordance with the child safety seat manufacturer's instructions.



2. Allow the seat belt to retract, and remove all slack in the seat belt while firmly pushing the child safety seat into the Model S seat.



3. If the seat belt retained child safety seat has an upper tether, attach it to the back of the seat (see Attaching Upper Tether Straps on page 15).

Once installed, test the security of the installation before seating a child. Attempt to twist the child safety seat from side to side and try to pull it away from the seat, then check that the anchors are still securely in place.

## Installing ISOFIX Child Seats

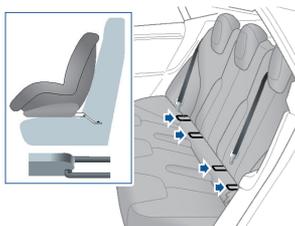
Lower ISOFIX anchors are provided in the second row outboard seats. The anchors are located between the seat's back rest and rear cushion. The exact location of each anchor is identified by a child safety seat identification button, illustrated below. The button is located on the seat back, directly above its associated anchor.



Install ISOFIX child safety seats in the outboard seating positions only. Use only a seat belt retained seat in the center position.



To install a ISOFIX child safety seat, slide the safety seat latches onto the anchor bars until they click into place. Carefully read and follow the instructions provided by the child safety seat manufacturer.





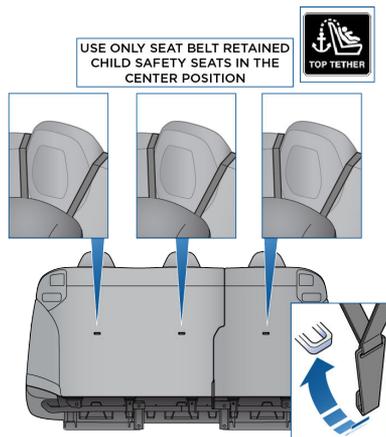
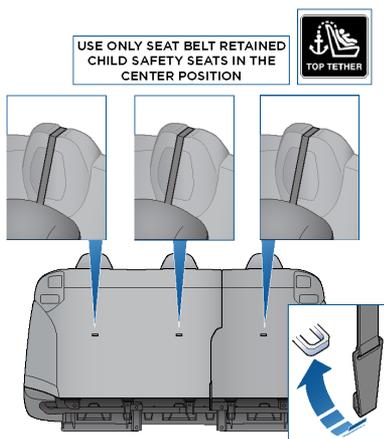
### Attaching Upper Tether Straps

If an upper tether strap is provided, attach its hook to the anchor point located on the back of the rear seats.

Always position single-strap tethers to run over the top of the head support. For dual-strap tethers, position a strap on each side of the head support. Tighten according to the child safety seat manufacturer's instructions.

Note: To prevent the single-strap tether from moving side to side, the top of the head support deforms.

Note: If Model S is equipped with the optional executive rear seats, a rear centre seating position is not available.



### Testing a Child Safety Seat

Before seating a child, always make sure the child safety seat is not loose:

1. Hold the child safety seat by the belt path and try to slide the safety seat from side to side and front to back.
2. If the seat moves more than 2.5 cm, it is too loose. Tighten the belt or reconnect the ISOFIX retained child safety seat.
3. If you are unable to reduce slack, try a different seat location or try another child safety seat.

### Warnings - Child Safety Seats

- ⚠** Warning: Never seat a child in a child safety seat or a booster seat on the front passenger seat when the airbag is activated. Doing so can cause serious injury or death.
- ⚠** Warning: Never use a rearward facing child restraint on a seat protected by an active airbag. Doing so can cause serious injury or death. Refer to the warning label located on the passenger side sun visor.
- ⚠** Warning: Child restraint systems are designed to be secured in vehicle seats by lap belts or the lap belt portion of a lap-shoulder belt. Children could be endangered in a crash if their child restraints are not properly secured in the vehicle



-  Warning: According to accident statistics, children are safer when properly restrained in the rear seating positions than in the front seating positions.
-  Warning: Do not use a forward facing child safety seat until your child weighs over 9 kg and can sit independently. Up to the age of two, a child's spine and neck are not sufficiently developed to avoid injury in a frontal impact.
-  Warning: Do not allow a baby or infant to be held on a lap. All children should be restrained in an appropriate child safety seat at all times.
-  Warning: To ensure children are safely seated, follow all instructions provided in this document and by the manufacturer of the child safety seat.
-  Warning: Children should ride in a rear facing child safety seat using the seat's integrated 5-point harness for as long as possible.
-  Warning: Do not use seat belt extenders on a seat belt that is being used to install a child safety seat or booster seat.
-  Warning: When seating larger children, make sure the child's head is supported and the child's seat belt is properly adjusted and fastened. The shoulder portion of the belt must be away from the face and neck, and the lap portion must not be over the stomach.
-  Warning: Never attach two child safety seats to one anchor point. In a collision, one anchor point may be incapable of securing both seats.
-  Warning: Child restraint anchors are designed to withstand only those loads imposed by correctly fitted child restraints. Under no circumstances are they to be used for adult seatbelts, harnesses, or for attaching other items or equipment.
-  Warning: Always check harnesses and tether straps for damage and wear.
-  Warning:
-  Warning: Never leave a child unattended, even if the child is secured in a child safety seat.
-  Warning: Never use a child safety seat that has been involved in an accident. Have the seat inspected or replaced as a described in the child safety seat manufacturer's instructions.



## Tesla Built-In Rear Facing Child Seats

### Usage Restrictions

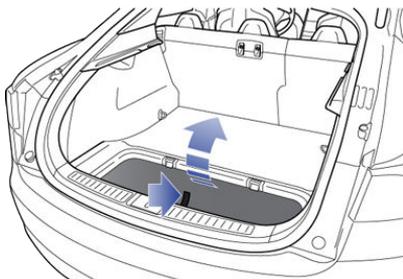
The optional Tesla built-in rear facing child seats are child restraint systems and are approved to United Nations ECE Regulation R44.04 standards for use by children in Mass Groups II and III, weighing 15 to 36 kg. These seats must only be used for children who are between 3 and 12 years old, and 98 to 135 cm tall.

Always ensure the top of the child's head cannot contact the vehicle and that the child is seated comfortably with the seat belts positioned and latched correctly. The child's pelvis must be held securely in place by the lap belt. Follow all instructions provided and do not use supplemental child safety seats in these seats.

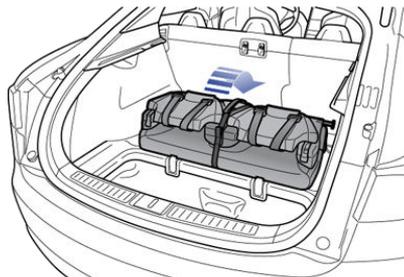
Note: Whenever a child is seated in the Tesla built-in rear facing child seats, it is recommended that you set the climate control system to draw outside air into Model S instead of recirculating the air. This draws more air into the rear seating areas.

### Opening

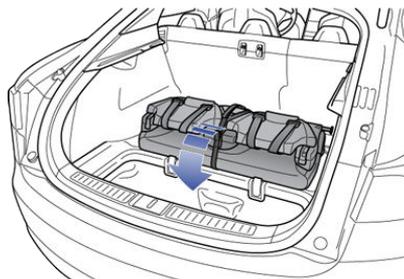
1. Remove the cover from the trunk floor and pull the strap to lift the seat assembly upward.



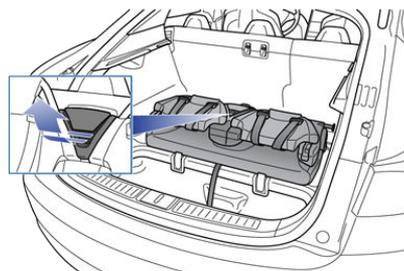
2. Push the seat assembly into position.



3. Undo the Velcro strap.

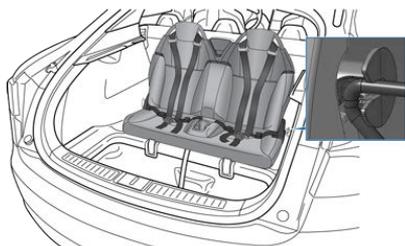


4. Pull the handle to release the head supports from the seat back, then pull the head supports toward you to unfold them.





5. Raise the seat back to the upright position and push until it locks into position. Visually check to ensure that the retaining catches are engaged.

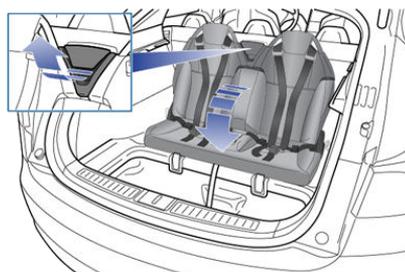


6. Check that the seat back and seat base are securely retained in the upright position by trying to pull the seat back toward you.

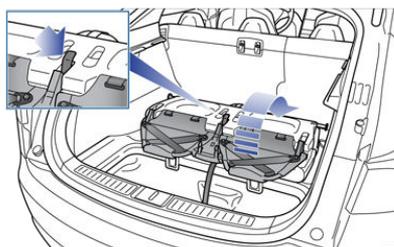
## Folding

 **Caution:** Before folding the seats, fasten the seat belts to prevent them from getting trapped in the seat mechanism and being damaged.

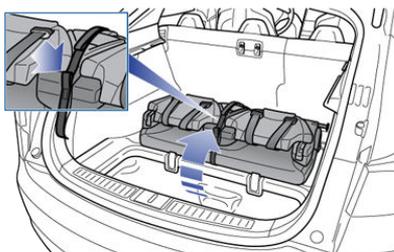
1. Pull the handle to release the seat back and pull the seat back fully forward.



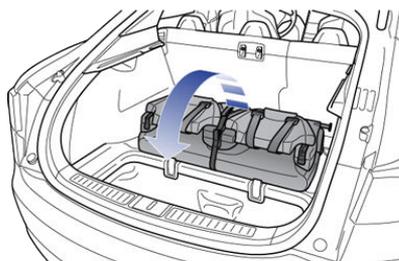
2. Push the lever to release the head supports from the seat back, then fold back onto the seat.



3. Secure the Velcro strap.

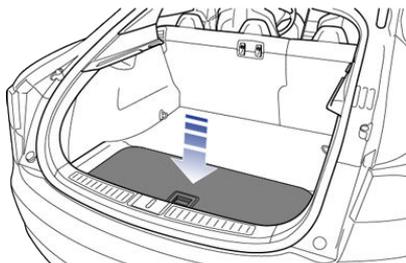


4. Pull the strap at the rear of the seat to fold the seat assembly into the trunk floor.





- Replace the cover on the trunk floor.



### Seating a Child

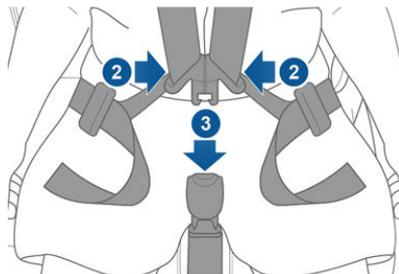
The Tesla built-in rear facing child seats are child restraint systems and are approved to United Nations ECE Regulation R44.04 standards for use by children in Mass Groups II and III, weighing 15 - 36 kg. These seats must only be used for children who are between 3 and 12 years old, and 98 - 135 cm tall.

Always ensure the top of the child's head cannot contact the vehicle and that the child is seated comfortably with the seat belts positioned and latched correctly. The child's pelvis must be held securely in place by the lap belt. Follow all instructions provided and do not use supplemental child safety seats in these seats.

Note: Whenever a child is seated in the Tesla built-in rear facing child seats, it is recommended that you set the climate control system to draw outside air into Model S instead of recirculating the air. This draws more air into the rear seating areas.

- Position the child in the seat with arms through the loops of the seat belts.
- Connect the two halves of the seat belt tongue.

- Insert the seat belt tongue latch into the buckle and ensure it is securely fastened.



- Adjust the shoulder belts so they run over the top of the shoulders and away from the face.
- Adjust the length of the buckle to ensure the lower straps sit low on the pelvis. The pelvis must be held firmly in place.
- Pull the lower straps until the child is securely held in the seat.
- Slide the shoulder clips to ensure the upper portion of the belts remain positioned over the shoulders.



To release, press the button on the buckle, and separate the two halves of the seat restraint.



## Warnings - Tesla Child Seats

-  Warning: The Tesla built-in rear facing seats are child restraint systems and are approved to United Nations ECE Regulation R44.04 standards for use by children in Mass Groups II and III, weighing 15 to 36 kg. These seats must only be used for children who are between 3 and 12 years old, and 98 to 135 cm tall, provided the top of the child's head can not contact the interior.
-  Warning: Do not use supplemental child restraint systems, including booster seats, in the Tesla built-in rear facing child seats.
-  Warning: Always ensure that the top of the child's head cannot touch the vehicle and that the child is seated comfortably with the seat belts correctly fastened.
-  Warning: Follow all instructions and heed all warnings related to the Tesla built-in rear facing child seats. Failure to do so can compromise occupant safety.
-  Warning: Read all safety warnings and labels attached to the seats.
-  Warning: Do not leave children unattended in Model S, even if the child is secured in a child safety seat or a Tesla built-in rear facing child seat. In hot weather, the interior temperature can reach dangerous levels that can result in dehydration, serious injury or death.
-  Warning: Do not remove or replace the fabric on a Tesla built-in rear facing child seat. The covers are an integral part of the restraint's performance and should not be removed or replaced with any other type than those supplied by Tesla.
-  Warning: If the Tesla built-in rear facing child seats have been worn in an accident, they must be inspected or replaced by Tesla, even if damage is not obvious.
-  Warning: Before allowing a child to ride in the Tesla built-in rear facing child seats, check that the seat is securely held in the upright position by trying to pull the seat back toward you.
-  Warning: Do not remove the built-in rear facing child seats for any reason, including cleaning. To ensure safety of occupants, removal and installation must be performed by qualified Tesla service technicians.
-  Warning: Do not make modifications or additions that can interfere with the operation of the Tesla built-in rear facing child seats.
-  Warning: To prevent injury, ensure all loose items (bags, luggage, etc.) are secured. In an accident, or during hard braking and sharp turns, loose items could cause injury.



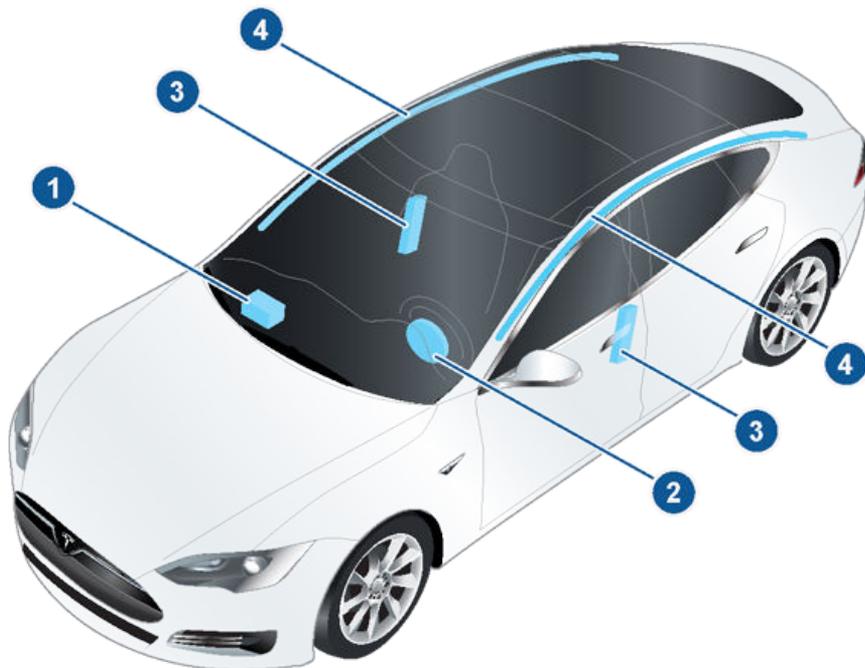
## Airbags

### Location of Airbags

Airbags are located in the approximate areas shown here. Airbag warning information is printed on the sun visors.

Model S is equipped with an air bag and lap/shoulder belt at both front outboard seating positions. The air bag is a supplemental restraint at those seating positions. All occupants, including the driver, should always wear their seat belts whether or not an air bag is also provided at their seating position to minimize the risk of severe injury or death in the event of a crash.

Note: On RHD (Right Hand Drive) vehicles, the locations of the passenger and driver airbags are reversed.



1. Passenger front airbag
2. Driver's front airbag
3. Side airbags
4. Curtain airbags



## How the Airbags Work

Inflation of airbags depends on the rate at which the vehicle's cabin changes speed in a collision. The rate of deceleration determines whether airbags inflate.

Airbags inflate instantly with considerable force accompanied by a loud noise. The inflated bag, together with the seat belts, limits movement of occupants to reduce the risk of injury.

Front airbags are not ordinarily designed to inflate in rear collisions, rollovers, minor front or side collisions, heavy braking, or driving over bumps and potholes. Therefore, significant superficial damage can occur to the vehicle without the airbags inflating or, conversely, a relatively small amount of structural damage can cause airbags to inflate.

If you are planning to modify your vehicle for a person with disabilities in a way that may affect the airbag system, contact Tesla.

## Types of Airbags

Model S has the following types of airbags:

- **Advanced front airbags:** The front airbags are advanced airbags designed to reduce airbag related injuries to children or small adults who ride in the front seats. On the driver's side, the front airbag works with a seat position sensor that adjusts the inflation level based on the seating position of the occupant. For safety of infants and small children, the front passenger airbag must be disabled, as described below.
- **Side airbags:** Side airbags protect the thorax region of the torso and the pelvis. They inflate only if a severe side impact occurs. Side airbags on the non-impacted side of the vehicle do not inflate.
- **Curtain airbags:** Curtain airbags help protect the head and typically inflate only if a severe side impact occurs, or if the vehicle rolls over. Curtain airbags on both the impacted and non-impacted side of the vehicle will inflate.

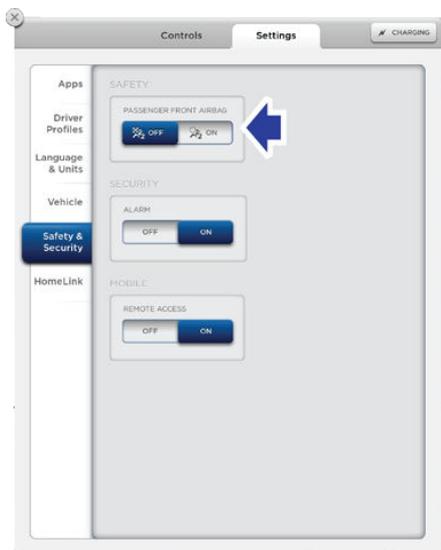


## Disabling the Passenger Front Airbags

When a child is seated in the front passenger seat (even when the child is seated in a child safety seat or booster seat), you must disable the passenger front airbags to prevent them from injuring the child if a collision occurs.

Note: Rear seats are the preferred location for seating children in child safety seats.

To turn off the front and side airbags on the passenger side of the vehicle, touch Controls > Settings > Safety & Security > Passenger Front Airbag.



The ON/OFF status of the passenger front airbags displays in the upper right corner of the touchscreen. You can also turn the passenger airbags on or off by touching this indicator.



If the status shows the airbags as on, even if you have turned it off (or vice versa), contact Tesla immediately.

Note: Model S has a capacitive touchscreen and may not respond to your touch if you are wearing standard gloves. If the touchscreen is not responding, remove gloves or wear gloves with conductive fingertips for use with capacitive touchscreens.

- ⚠ Warning: Never seat a child in a child safety seat or a booster seat on the front passenger seat when the airbag is activated. Doing so can cause serious injury or death.
- ⚠ Warning: If the passenger airbag control does not appear to be functioning, do not seat a passenger in the front seat. Contact Tesla immediately to have the vehicle inspected and if necessary, repaired.
- ⚠ Warning: Do not use seat covers on Model S. Doing so could restrict deployment of the side air bags if an accident occurs.

## Inflation Effects

When airbags inflate, a fine powder is released. This powder can irritate the skin and should be thoroughly flushed from the eyes and from any cuts or abrasions.

After inflation, the airbags deflate to provide a gradual cushioning effect for the occupants and to ensure the driver's forward vision is not obscured.

If airbags have inflated, or if your vehicle has been in an accident, always have the airbags, seat belt pre-tensioners and any associated components checked and, if necessary, replaced by Tesla.

In a collision, in addition to the airbags inflating:

- Doors unlock and the door handles extend.
- Hazard warning lights turn on.
- Interior lights turn on.
- High voltage is disabled.

To restore Battery power, use the touchscreen to manually power off Model S, then press the brake to power it back on again.



## Airbag Warning Indicator



The airbag indicator on the instrument panel remains lit if the airbag system is malfunctioning. The only time this indicator should light up is briefly when Model S first powers up, in which case it turns off within a few seconds. If it remains lit, contact Tesla immediately and do not drive.

## Airbag Warnings

-  Warning: No objects should be placed over or near the air bag on the instrument panel, because any such objects could cause harm if the vehicle is in a crash severe enough to cause the air bag to inflate.
  -  Warning: All occupants, including the driver, should always wear their seat belts, whether or not an airbag is also provided at their seating position, to minimize the risk of severe injury or death in the event of a collision.
  -  Warning: Front seat occupants should not place their arms over the airbag module, as an inflating bag can cause fractures or other injuries.
  -  Warning: Do not use seat covers on Model S. Doing so could restrict deployment of the side air bags if an accident occurs. It can also reduce the accuracy of the occupant detection system.
  -  Warning: Airbags inflate with considerable speed and force, which can cause injury. To limit injuries, ensure that occupants are wearing seat belts and are correctly seated, with the seat positioned as far back as possible.
  -  Warning: Do not use a child safety seat or seat young children on a seat with an operational airbag in front of it. Doing so can cause injury or death if the airbag inflates.
  -  Warning: To ensure correct inflation of the side airbags, maintain an unobstructed gap between an occupant's torso and the side of Model S.
-  Warning: Passengers should not lean their heads against the doors. Doing so can cause injury if a curtain airbag inflates.
  -  Warning: Do not allow passengers to obstruct the operation of an airbag by placing feet, knees or any other part of the body on or near an airbag.
  -  Warning: Do not attach or place objects on or near the front airbags, the side of the front seats, the headliner at the side of the vehicle, or any other airbag cover that could interfere with inflation of an airbag. Objects can cause serious injury if the vehicle is in a collision severe enough to cause the airbag to inflate.
  -  Warning: Following inflation, some airbag components are hot. Do not touch until they have cooled.



## Tire Care and Maintenance

### Maintaining Tire Pressures

Keep tires inflated to the pressures shown on the Tire and Loading Information label, even if it differs from the pressure printed on the tire itself. The Tire and Loading Information label is located on the center door pillar and is visible when the driver's door is open.



The Tire Pressure indicator light on the instrument panel alerts you if one or more tires is under- or over-inflated.

The Tire Pressure indicator light does not immediately turn off when you adjust tire pressure. After inflating the tire to the recommended pressure, you must drive over 40 km/h for more than 10 minutes to activate the Tire Pressure Monitoring System (TPMS), which turns off the Tire Pressure indicator light.

If the indicator light flashes for one minute whenever you power on Model S, a fault with the Tire Pressure Monitoring System (TPMS) is detected (see TPMS Malfunction on page 29).

### Checking and Adjusting Tire Pressures

Follow these steps when tires are cold and Model S has been stationary for over three hours:

1. Remove the valve cap.
2. Firmly press an accurate tire pressure gauge onto the valve to measure pressure.
3. If required, add air to reach the recommended pressure.
4. Re-check pressure by removing and re-attaching the tire gauge.
5. If you added too much air, release air by pressing the metal stem in the center of the valve.
6. Recheck the pressure with the tire gauge and adjust if necessary.
7. Replace the valve cap to prevent dirt from entering. Periodically check the valve for damage and leaks.

**⚠ Warning:** Under-inflation is the most common cause of tire failures and can cause a tire to overheat, resulting in severe tire cracking, tread separation, or blowout, which causes unexpected loss of vehicle control and increased risk of injury. Under-inflation also reduces Battery range and tire tread life.

**⚠ Warning:** Check tire pressures using an accurate pressure gauge when tires are cold. It takes only about 1.6 kms of driving to warm up the tires sufficiently to affect tire pressures. Parking the vehicle in direct sunlight or in hot weather can also affect tire pressures. If you must check warm tires, expect increased pressures. Do not let air out of warm tires in an attempt to match recommended cold tire pressures. A hot tire at or below the recommended cold tire inflation pressure is dangerously under-inflated.

**⚠ Warning:** Do not use any tire sealant other than the type provided in a Tesla tire repair kit. Other types can cause tire pressure sensors to malfunction. If your Model S did not include a tire repair kit, you can purchase one from Tesla.



## Inspecting and Maintaining Tires

Regularly inspect the tread and side walls for any sign of distortion (bulges), cuts or wear.

**⚠ Warning:** Do not drive Model S if a tire is damaged, excessively worn, or inflated to an incorrect pressure. Check tires regularly for wear, and ensure there are no cuts, bulges or exposure of the ply/cord structure.

### Tire Wear

Adequate tread depth is important for proper tire performance. Tires with a tread depth less than 3 mm are more likely to hydroplane in wet conditions and should not be used. Tires with a tread depth less than 4 mm do not perform well in snow and slush and should not be used when driving in winter conditions.

Model S is originally fitted with tires that have wear indicators molded into the tread pattern. When the tread has been worn down to 3.18 mm, the indicators start to appear at the surface of the tread pattern, producing the effect of a continuous band of rubber across the width of the tire. For optimal performance and safety, Tesla recommends replacing tires before the wear indicators are visible.

### Tire Rotation, Balance, and Wheel Alignment

Tesla recommends rotating the tires every 8000 km.

Unbalanced wheels (sometimes noticeable as vibration through the steering wheel) affect vehicle handling and tire life. Even with regular use, wheels can get out of balance. Therefore, they should be balanced as required.

If tire wear is uneven (on one side of the tire only) or becomes abnormally excessive, check the alignment of wheels.

**Note:** When replacing only two tires, always install the new tires on the rear.

## Punctured Tires

A puncture eventually causes the tire to lose pressure, which is why it is important to check tire pressures frequently. Permanently repair or replace punctured or damaged tires as soon as possible.

Your tubeless tires may not leak when penetrated, provided the object remains in the tire. If, however, you feel a sudden vibration or ride disturbance while driving, or you suspect a tire is damaged, immediately reduce your speed. Drive slowly, while avoiding heavy braking or sharp steering and, when safe to do so, stop the vehicle. Arrange to have Model S transported to a Tesla, or to a nearby tire repair center.

**Note:** In some cases, you can temporarily repair small tire punctures (under 6 mm) using an optional tire repair kit available from Tesla. This allows you to slowly drive Model S to Tesla or to a nearby tire repair facility.

**⚠ Warning:** Do not drive with a punctured tire, even if the puncture has not caused the tire to deflate. A punctured tire can deflate suddenly at any time.

## Flat Spots

If Model S is stationary for a long period in high temperatures, tires can form flat spots. When Model S is driven, these flat spots cause a vibration which gradually disappears as the tires warm up and regain their original shape.

To minimize flat spots during storage, inflate tires to the maximum pressure indicated on the tire wall. Then, before driving, release air to adjust tire pressure to the recommended levels.

## Improving Tire Mileage

To improve the mileage you get from your tires, maintain tires at the recommended tire pressures, observe speed limits and advisory speeds, and avoid:

- Pulling away quickly, or hard acceleration.
- Fast turns and heavy braking.
- Potholes and objects in the road.
- Hitting curbs when parking.
- Contaminating tires with fluids that can cause damage.



## Replacing Tires and Wheels

Tires degrade over time due to the effects of ultraviolet light, extreme temperatures, high loads, and environmental conditions. It is recommended that tires are replaced every six years, or sooner if required.

Wheel rims and tires are matched to suit the handling characteristics of the vehicle. Replacement tires must comply with the original specification. If tires other than those specified are used, ensure that the load and speed ratings marked on the tire equal or exceed those of the original specification.

Ideally, you should replace all four tires at the same time. If this is not possible, replace the tires in pairs (both front or both rear). When replacing tires, always re-balance and check the alignment of wheels.

If you replace a wheel, the TPMS (Tire Pressure Monitoring System) sensors need to be reset to ensure they provide accurate warnings when tires are under- or over-inflated (see Resetting the TPMS Sensors on page 29).

- ⚠ Warning:** For your safety, use only tires and wheels that match the original specification (see Wheels and Tires). Tires that do not match the original specification can affect the operation of the Tire Pressure Monitoring System (TPMS).
- ⚠ Warning:** Never exceed the speed rating of your vehicle's tires. The speed rating is shown on the sidewall of your tires (see Understanding Tire Markings).

## Asymmetric Tires

Model S tires are asymmetric and must be mounted on the wheel with the correct sidewall facing outward. The sidewall of the tire is marked with the word OUTSIDE. When new tires are installed, make sure that the tires are correctly mounted on the wheels.



- ⚠ Warning:** Road holding is seriously impaired if the tires are incorrectly installed on the wheels.

## Seasonal Tire Types

### Summer Tires

Your Model S may be originally equipped with high performance summer tires. These tires are designed for maximum dry and wet road performance. Summer tires do not perform well in winter conditions. Tesla recommends using winter tires if driving in cold temperatures or on roads where snow or ice may be present. Contact Tesla for winter tire recommendations.

- ⚠ Warning:** In cold temperatures or on snow or ice, summer tires do not provide adequate traction. Selecting and installing the appropriate tires for winter conditions is important to ensure the safety and optimum performance of your Model S, even when equipped with dual motors.

### All-Season Tires

Your Model S may be originally equipped with all-season tires. These tires are designed to provide adequate traction in most conditions year-round, but may not provide the same level of traction as winter tires in snowy or icy conditions. All-season tires can be identified by "ALL SEASON" and/or "M+S" (mud and snow) on the tire sidewall.



## Winter Tires

Your Model S is not originally equipped with winter tires. To increase traction in snowy or icy conditions, consider installing winter tires. When installing winter tires, always install a complete set of four tires at the same time. Winter tires must be the same size, brand, construction and tread pattern on all four wheels. Contact Tesla for winter tire recommendations.



Winter tires can be identified by a mountain/snowflake symbol on the tire's sidewall.

When driving with winter tires, you may experience more road noise, shorter tread life, and less traction on dry roads.

## Driving in Low Temperatures

Tire performance is reduced in low ambient temperatures, resulting in reduced grip and an increased susceptibility to damage from impacts. Performance tires can temporarily harden when cold, causing you to hear rotational noise for the first few km until the tires warm up.

## Using Tire Chains

Tesla has tested and approved Maggie Group Trak Sport P217 snow chains to increase traction in snowy conditions. These chains must only be installed on rear 19" tires. Do not use chains on 21" tires or on front tires. The approved snow chains can be purchased from Tesla.

When installing tire chains, follow the instructions provided by the tire chain manufacturer. Mount them as tightly as possible.

When using tire chains:

- Drive slowly. Do not exceed 48 km/h.
- Avoid heavily loading Model S (heavy loads can reduce the clearance between the tires and the body).
- Remove the tire chains as soon as conditions allow.

Note: Tire chains are prohibited in some jurisdictions. Check local laws before installing tire chains.

 Caution: Using non-recommended tire chains, or using tire chains on other sized tires, can damage the suspension, body, wheels, and/or brake lines. Damage caused by using non-recommended tire chains is not covered by the warranty.

 Caution: Do not use chains on a Model S equipped with 21" tires and do not use tire chains on front tires.

 Caution: Ensure that tire chains cannot touch suspension components or brake lines. If you hear the chains making unusual noises that would indicate contact with Model S, stop and investigate immediately.

## Tire Pressure Monitoring

Each tire should be checked monthly when cold and inflated to the recommended pressures that are printed on the Tire and Loading Information label located on the driver's door pillar (see Maintaining Tire Pressures on page 25). If your vehicle has tires of a different size than the size indicated on the vehicle placard or tire inflation pressure label, determine the proper tire inflation pressure for those tires.

As an added safety feature, your vehicle has been equipped with a tire pressure monitoring system (TPMS) that displays a tire pressure telltale (Tire Pressure Warning) on the instrument panel when one or more of your tires is significantly under- or over-inflated. Accordingly, when the Tire Pressure indicator light displays on the instrument panel to alert you about tire pressure, stop and check your tires as soon as possible, and inflate them to the proper pressure (see Maintaining Tire Pressures on page 25). Driving on a significantly under-inflated tire causes the tire to overheat and can lead to tire failure. Under-inflation also reduces fuel efficiency and tire tread life, and may affect the vehicle's handling and stopping ability.



If Model S detects a fault with the Tire Pressure Monitoring System (TPMS), this indicator flashes for one minute whenever you power on Model S.

Note: Installing accessories that are not approved by Tesla can interfere with the TPMS system.



**⚠** Warning: The TPMS is not a substitute for proper tire maintenance, including manually checking tire pressures and regularly inspecting the condition of tires. It is the driver's responsibility to maintain correct tire pressure, even if under- or over-inflation has not reached the level for the TPMS to trigger the Tire Pressure Warning on the instrument panel.

### Resetting the TPMS Sensors

After replacing one or more wheels, the TPMS sensors must be reset to ensure tire pressure warnings are accurate. However, note that the TPMS sensors do not need to be reset after replacing a tire or rotating wheels.

Note: When changing to 21" wheels (Performance Plus models), the TPMS may generate false tire pressure warnings. Bring Model S to a Tesla Service center for further adjustment.

Note: Do not reset the TPMS sensors in an attempt to clear tire pressure warnings.

To reset TPMS sensors:

1. Inflate all tires to their recommended pressures, as indicated on the Tire and Loading Information label located on the driver's door pillar.
2. Get ready to drive for ten minutes, then, on the Model S touchscreen, touch Controls > Settings > Service & Reset > Tire Pressure Monitor > Reset Sensors.
3. Follow the onscreen instructions.

### Replacing a Tire Sensor

If the Tire Pressure warning indicator displays frequently, contact Tesla to determine if a tire sensor needs to be replaced. Tire sensors must be replaced by a Tesla service technician who can perform a brief setup procedure. If a non-Tesla service center repairs or replaces a tire, the tire sensor will not work until Tesla performs the setup procedure.

### TPMS Malfunction

Model S has also been equipped with a TPMS malfunction indicator to indicate when the system is not operating properly.



The TPMS malfunction indicator is combined with the tire pressure indicator light. When the system detects a malfunction, the indicator flashes for approximately one minute after Model S powers on, and then remains continuously lit. This sequence continues upon subsequent vehicle start-ups as long as the malfunction exists. When the TPMS malfunction indicator is on, the system might not be able to detect or signal under- and over-inflated tires as intended.

TPMS malfunctions can occur for a variety of reasons, including installing replacement or alternate tires or wheels that prevent the TPMS from functioning properly. Always check the TPMS malfunction indicator light after replacing one or more tires or wheels on your vehicle to ensure that the replacement tires or wheels allow the TPMS to continue to function properly.

Note: If a tire has been replaced or repaired using a different tire sealant than the one available from Tesla, and a low tire pressure is detected, it is possible that the tire sensor has been damaged. Contact Tesla to have the fault repaired as soon as possible.



## Understanding Tire Markings

Laws require tire manufacturers to place standardized information on the sidewall of all tires. This information identifies and describes the fundamental characteristics of the tire.



1	Tire category. P indicates that the tire is for passenger vehicles.
2	Tire width. This 3-digit number is the width (in millimeters) of the tire from sidewall edge to sidewall edge.
3	Aspect ratio. This 2-digit number is the sidewall height as a percentage of the tread width. So, if the tread width is 205 mm, and the aspect ratio is 50, the sidewall height is 102 mm.
4	Tire construction. R indicates that the tire is of Radial ply construction.
5	Wheel diameter. This 2-digit number is the diameter of the wheel rim in inches.
6	Load index. This 2 or 3-digit number is the weight each tire can support. This number is not always shown.
7	Speed rating. When stated, indicates the maximum speed (in mph) at which the tire can be used for extended periods. Q=99 mph (160 km/h), R=106 mph (170 km/h), S=112 mph (180 km/h), T=118 mph (190 km/h), U=124 mph (200 km/h), H=130 mph (210 km/h), V=149 mph (240 km/h), W=168 mph (270 km/h), Y=186 mph (300 km/h).
8	Tire composition and materials. The number of plies in both the tread area and the sidewall area indicates how many layers of rubber coated material make up the structure of the tire. Information is also provided on the type of materials used.



9	Maximum tire load. The maximum load which can be carried by the tire.
10	Maximum permissible inflation pressure. This pressure should not be used for normal driving.
11	U.S. DOT Tire Identification Number (TIN). Begins with the letters DOT and indicates that the tire meets all federal standards. The next 2 digits/letters represent the plant code where it was manufactured, and the last 4 digits represent the week and year of manufacture. For example, the number 1712 is used to represent the 17th week of 2012. The other numbers are marketing codes used at the manufacturer's discretion. This information can be used to contact consumers if a tire defect requires a recall.
12	Treadwear grade. This number indicates the tire's wear rate. The higher the treadwear number is, the longer it should take for the tread to wear down. A tire rated at 400, for example, lasts twice as long as a tire rated at 200.
13	Traction grade. Indicates a tire's ability to stop on wet roads. A higher graded tire should allow you to stop your vehicle in a shorter distance than a tire with a lower grade. Traction is graded from highest to lowest as AA, A, B, and C.
14	Temperature grade. The tire's resistance to heat is grade A, B, or C, with A indicating the greatest resistance. This grading is provided for a correctly inflated tire, which is being used within its speed and loading limits.

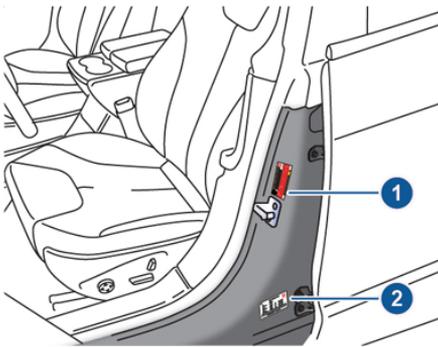


## Vehicle Loading

### Load Capacity Labeling

It is important to understand how much weight your Model S can safely carry. This weight is called the vehicle capacity weight and includes the weight of all occupants, cargo and any additional equipment added to your Model S since it was manufactured.

There are two labels attached to Model S that state how much weight it can safely carry. These labels are located on the center door pillar and are visible when the driver's door is open:



1. Tire and Loading Information label
2. Statutory Plate

**Warning:** Overloading Model S has an adverse effect on braking and handling, which can compromise your safety or damage Model S.

**Caution:** Never load more than 136 kg in the front trunk. Doing so can cause damage.

**Caution:** Never store large amounts of liquid in Model S. A significant spill can cause electrical components to malfunction.

### Tire and Loading Information Label

The Tire and Loading Information Label provides:

- The maximum number of occupant seating positions.
- The maximum vehicle capacity weight.
- The size of the original tires.
- The cold inflation pressures for the original front and rear tires. These pressures are recommended to optimize ride and handling characteristics.



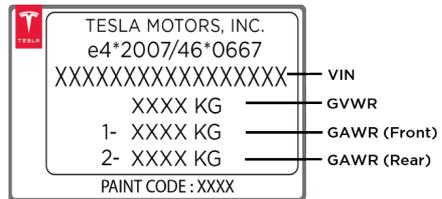
Never change this label, even if you use different tires in the future.

Note: If Model S is loaded to its full capacity, double check all tires to ensure they are inflated to their recommended pressure levels.

### Statutory Plate

In addition to the VIN, the Statutory Plate provides:

- GVWR - Gross Vehicle Weight Rating. The maximum allowable total mass of Model S. This is calculated as the weight of Model S, all passengers, fluids, and cargo.
- GAWR - Gross Axle Weight Rating for the front and rear axles. The GAWR is the maximum distributed weight that each axle can support.



**Caution:** To prevent damage, never load Model S so that it is heavier than GVWR or exceeds the individual GAWR weights.



### Calculating Load Limits

1. Locate the statement “The combined weight of occupants and cargo should never exceed XXX kg or XXX lbs” on your vehicle’s “Tire and Loading Information” label.
2. Determine the combined weight of the driver and passengers that will be riding in the vehicle.
3. Subtract the combined weight of the driver and passengers from XXX kg or XXX lbs (see Step 1).
4. The resulting figure equals the available amount of cargo and luggage load capacity. For example, if the “XXX” amount equals 1400 lbs (635 kg) and there will be five 150 lb (68 kg) passengers in the vehicle, the amount of available cargo and luggage capacity is 650 lbs (1400 - 750 (5 x 150) = 650 lbs) or 295 kg (635 - 340 (5 x 68) = 295 kg).
5. Determine the combined weight of cargo and luggage being loaded on the vehicle. That weight must not exceed the available cargo and luggage load capacity calculated in Step 4.

**⚠ Warning:** The front and rear trunks are the preferred places to carry objects. In an accident, or during hard braking and sharp turns, loose items in the cabin could injure occupants.

#### Example Load Limit Calculations

How much cargo you can carry in Model S depends on the number and weight of passengers. The following are typical examples of calculated load limits. These examples assume passengers weighing 150 lbs (68 kg). If the passengers weigh more or less, the available cargo and luggage load capacity decreases or increases respectively.

#### Driver and one passenger

Description	Total
Vehicle capacity weight	954 lbs (433 kg)
Subtract occupant weight (2 x 150 lbs/68 kg)	300 lbs (136 kg)
Available cargo weight	654 lbs (297 kg)

#### Driver and four passengers

Description	Total
Vehicle capacity weight	954 lbs (433 kg)
Subtract occupant weight (5 x 150 lbs/68 kg)	750 lbs (340 kg)
Available cargo weight	204 lbs (93 kg)

The available cargo or luggage weight should then be distributed between the front and rear trunks.

**⚠ Caution:** Do not exceed the maximum front trunk load weight of 136 kg.

#### Towing a Trailer

**⚠ Warning:** Do not use Model S for towing purposes. Model S does not support a trailer hitch. Installing one could cause damage and increase the risk of an accident.

**⚠ Caution:** Using Model S for towing may void the warranty.

#### Roof Racks

If Model S is equipped with the all glass panoramic roof, you can carry up to 75 kg using a Tesla-approved roof rack (see Parts and Accessories). A Model S equipped with a solid aluminum roof is incompatible with roof racks.

**⚠ Caution:** Damage caused by roof racks is not covered by the warranty.

**⚠ Caution:** Do not use roof racks, or place any load, on the roof of a Model S that is equipped with a solid aluminum roof. Doing so can cause significant damage.



## Disclaimers

### Vehicle Telematics/Data Recorders

This vehicle is equipped with electronic modules that monitor and record data from various vehicle systems, including the motor, Battery, braking and electrical systems. The electronic modules record information about various driving and vehicle conditions, including braking, acceleration, trip and other related information regarding your vehicle. These modules also record information about the vehicle's features such as charging events and status, the enabling/disabling of various systems, diagnostic trouble codes, VIN, speed, direction and location.

The data is stored by the vehicle and may be accessed, used and stored by Tesla service technicians during vehicle servicing or periodically transmitted to Tesla wirelessly through the vehicle's telematics system. This data may be used by Tesla for various purposes, including, but not limited to: providing you with Tesla telematics services; troubleshooting; evaluation of your vehicle's quality, functionality and performance; analysis and research by Tesla and its partners for the improvement and design of our vehicles and systems; and as otherwise may be required by law. In servicing your vehicle, we can potentially resolve issues remotely simply by reviewing your vehicle's data log.

Tesla's telematics system wirelessly transmits vehicle information to Tesla on a periodic basis. The data is used as described above and helps ensure the proper maintenance of your vehicle. Additional Model S features may use your vehicle's telematics system and the information provided, including features such as charging reminders, software updates, and remote access to, and control of, various systems of your vehicle.

Tesla does not disclose the data recorded in your vehicle to any third party except when:

- An agreement or consent from the vehicle's owner (or the leasing company for a leased vehicle) is obtained.
- Officially requested by the police or other authorities.
- Used as a defense for Tesla in a lawsuit.
- Ordered by a court of law.

- Used for research purposes without disclosing details of the vehicle owner or identification information.
- Disclosed to a Tesla affiliated company, including their successors or assigns, or our information systems and data management providers.

In addition, Tesla does not disclose the data recorded to an owner unless it pertains to a non-warranty repair service and in this case, will disclose only the data that is related to the repair.

### Quality Control

You might notice a few km on the odometer when you take delivery of your Model S. This is a result of a comprehensive testing process that ensures the quality of your Model S.

The testing process includes extensive inspections during and after production. The final inspection takes place at Tesla Motors and includes a road test conducted by a technician.



## Declarations of Conformity

### Key and Passive Unlocking System

#### FCC Certification

Model Number	Mfr	MHz	Tested For
A-0749G02	Pektron	315	USA Canada

The devices listed above comply with Part 15 of the FCC rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by Tesla could void the user's authority to operate the equipment.

#### IC Certification

The following device is used in vehicles in Canada:

- Keyfob Model Number: A-0749G02 (315 MHz)
- Keyfob Manufacturer: Pektron

Per IC 10176A-002, this device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

#### MIC Certification

Model Number	Mfr	MHz	Tested For
A-0749G04	Pektron	315	Japan

### CE Certification

Model #	Mfr	MHz	Tested For
A-0749G01	Pektron	433	Europe Australia New Zealand Singapore Taiwan Malaysia
A-0749G05	Pektron	433	China Hong Kong

The devices listed above comply with CE standards. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by Tesla could void the user's authority to operate the equipment.

#### NCC Certification

- Keyfob Model Numbers: A-0749G01 (433 MHz)
- Keyfob Manufacturer: Pektron

According to NCC low-power radio wave radiation rate of motor management measures:

Article XII of the type certified by the low power radio, non-licensed, company, firm or user is not allowed to change the frequency, increase the power or change the characteristics of the original design and function.



Article XIV: The use of low-power radio-frequency devices shall not influence aircraft security and interfere with legal communications; interference phenomenon discovered over time, should be immediately suspended, and improved to no interference before use can continue. Legal communications, referring to the provisions of the Telecommunications Act of radio communications operations. Low-power radio communications shall tolerate radio wave interference from radiated devices, legal or industrial, scientific and medical.

### Device Approval - Australia



E304

### Device Approval - Hong Kong



### Device Approval - Japan



Ⓜ 205-130180

### Media Control Unit

### Device Approval - Japan



Ⓜ D140073003

Ⓜ 003-140116

### Device Approval - Australia



E2165

IC ID: 11852A-201FS4X

The tire pressure monitoring system (TPMS) complies with Part 15 of the FCC rules and RSS-210 of Industry Canada. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by Tesla could void the user's authority to operate the equipment.

### Tire Pressure Monitoring System

FCC IDs: TZSTPMS201, Z9F-201FS43X



## HomeLink

This device complies with Part 15 of the FCC rules and IC-RSS-210 Industry Canada.

Operation is subject to the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications to the device not expressly approved by the manufacturer or Tesla Motors could void the user's authority to operate the equipment.

## Radio Frequency Information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



## Reporting Safety Defects

### Contacting Tesla

For detailed information about your Model S, go to [www.teslamotors.com](http://www.teslamotors.com), click the MY TESLA link, then enter your login credentials (or sign up to get these credentials).

If you have any questions or concerns about your Model S, call Tesla. To find the number for your region, go to [www.teslamotors.com](http://www.teslamotors.com), select your region at the bottom of the page, then view contact information.

Note: You can also use voice commands to provide feedback to Tesla. Say "Note", "Report", "Bug note", or "Bug report" followed by your brief comments. Model S takes a snapshot of its systems, including screen captures of the touchscreen and instrument panel. Tesla periodically reviews these notes and uses them to continue improving Model S. For details, see Using Voice Commands.



## General Warranty Provisions

Tesla Motors Netherlands B.V., Atlasstraat 7-9, 5047 RG Tilburg, Netherlands (“Tesla”) will provide repairs to a Model S vehicle during the applicable warranty period in accordance with the terms, conditions and limitations defined in this New Vehicle Limited Warranty.

You may also have other legal rights and remedies conveyed by your local laws (which may vary by country) in addition to the rights and remedies provided to you under this New Vehicle Limited Warranty.

For any additional provisions which relate to your territory, please see Country Specific Consumer Disclosure on page 46.

### Who is the Warrantor?

Tesla Motors Netherlands B.V.  
Atlasstraat 7-9, 5047 RG  
Tilburg, Netherlands  
Attention: Vehicle Service  
Phone number: 0031 13 515 97 30

### What Vehicles are Covered?

This New Vehicle Limited Warranty applies to a Model S vehicle sold by Tesla in the Tesla European Warranty Region. For the purposes of this New Vehicle Limited Warranty, the Tesla European Warranty Region is defined as including the Member States of the European Economic Area, Monaco, San Marino, and Switzerland, provided that you return to the applicable region or country in which the vehicle was originally purchased from Tesla in order to receive warranty service. For example, a customer purchasing a vehicle from Tesla in the European Economic Area must return to the European Economic Area in order to obtain warranty service, and customers purchasing vehicles from Tesla in Monaco, San Marino, and Switzerland must return to the respective country to obtain warranty service (e.g. a customer who purchased a vehicle from Tesla in Switzerland must return to Switzerland). Any subsequent purchaser or transferee must return to the applicable region or country in which the vehicle was originally purchased from Tesla in order to obtain warranty service, regardless of the country in which such purchaser or transferee may have purchased the vehicle.

### Multiple Warranty Conditions

This New Vehicle Limited Warranty contains warranty terms and conditions that may vary depending on the part or system covered. A warranty for specific parts or systems is governed by the coverage set forth in that warranty section as well as other provisions in this New Vehicle Limited Warranty.

### Limitations and Disclaimers

THIS NEW VEHICLE LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY MADE IN CONNECTION WITH YOUR TESLA VEHICLE. IMPLIED AND EXPRESS WARRANTIES AND CONDITIONS ARISING UNDER YOUR LOCAL LAW OR IN EQUITY, IF ANY, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY OR MERCHANTABILITY, 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 NEW VEHICLE LIMITED WARRANTY. SOME COUNTRIES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES OR CONDITIONS AND/OR HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.



TO THE EXTENT PERMITTED BY YOUR LOCAL LAW, THE PERFORMANCE OF NECESSARY REPAIRS AND REPLACEMENT OF NEW OR REMANUFACTURED PARTS BY TESLA FOR THE COVERED DEFECTS IS THE EXCLUSIVE REMEDY UNDER THIS NEW VEHICLE LIMITED WARRANTY OR ANY IMPLIED WARRANTIES.

Tesla does not authorize any person or entity to create for it any other obligations or liability in connection with this New Vehicle Limited Warranty.

The decision of whether to repair or replace a part or to use a new or remanufactured part under this New Vehicle Limited Warranty will be made by Tesla, in its sole discretion.

## Your Rights Under Local Law

This New Vehicle Limited Warranty gives you specific legal rights. These rights do not substitute for or affect your statutory rights under your local law. In addition to the rights arising under this New Vehicle Limited Warranty, you may have additional rights arising from your local law including, but not limited to, any statutory warranty rights.

## Ownership Transfer

This New Vehicle Limited Warranty is transferable at no cost to any person(s) who subsequently and lawfully assume(s) ownership of the vehicle after the first retail purchaser within the described limitations of this New Vehicle Limited Warranty ("subsequent owner"). To the maximum extent permitted by the local laws applicable to any subsequent owner, no statutory warranty or similar rights to which the first retail purchaser of the vehicle may have been entitled will be transferred to any subsequent owner.

## Who Can Enforce this New Vehicle Limited Warranty?

The first retail purchaser, or subsequent owner, of a new Model S vehicle sold in the Tesla European Warranty Region, titled or registered in the name of the first retail purchaser, or subsequent owner, according to your local law, can enforce this New Vehicle Limited Warranty, subject to the terms of this New Vehicle Limited Warranty.

## When Does the Warranty Period Begin and End?

This New Vehicle Limited Warranty begins on the first day a new vehicle is put into use by delivery to the first retail purchaser(s), or by leasing or registering as a company car or demonstrator, whichever is earlier, and provides coverage for the period based on the specified warranty as described in the section Warranty Coverage on page 41. Parts repaired or replaced, including replacement of the vehicle, under this New Vehicle Limited Warranty are covered only until the applicable warranty period of this New Vehicle Limited Warranty ends, or as otherwise provided by your local law.



## Warranty Coverage

This New Vehicle Limited Warranty includes the Basic Vehicle Limited Warranty, the Supplemental Restraint System (“SRS”) Limited Warranty, and the Battery and Drive Unit Limited Warranty, each as described below. Subject to the exclusions and limitations described in this New Vehicle Limited Warranty, such repair or parts replacement will be performed without cost to you by Tesla when Tesla is notified of the covered defect within the applicable warranty period.

Repairs will be performed using new or remanufactured parts at the sole discretion of Tesla. All replaced parts or other components are the exclusive property of Tesla unless otherwise provided under your local law.

### Basic Vehicle Limited Warranty

Subject to separate coverage for certain parts and the exclusions and limitations described in this New Vehicle Limited Warranty and any minimum period which may be required by your local law, the Basic Vehicle Limited Warranty covers the repair or replacement necessary to correct defects in the materials or workmanship of any parts manufactured or supplied by Tesla that occur under normal use for a period of 4 years or 80,000 km (50,000 miles), whichever comes first.

### Supplemental Restraint System Limited Warranty

Subject to the exclusions and limitations described in this New Vehicle Limited Warranty and any minimum period which may be required by your local law, the SRS Limited Warranty covers the repair or replacement necessary to correct defects in the materials or workmanship of the vehicle’s seat belts or air bag system manufactured or supplied by Tesla that occur under normal use for a period of 5 years or 100,000 km (60,000 miles), whichever comes first.

### Battery and Drive Unit Limited Warranty

The Model S lithium-ion battery (the “Battery”) and Drive Unit are extremely sophisticated powertrain components designed to withstand extreme driving conditions. You can rest easy knowing that Tesla’s state-of-the-art Battery and Drive Unit are backed by this Battery and Drive Unit Limited Warranty, which covers the repair or replacement of any malfunctioning or defective Battery or Drive Unit, subject to the limitations described below. If your Battery or Drive Unit requires warranty service, Tesla will repair the unit, or replace it with a factory reconditioned unit. When replacing a Battery, Tesla will ensure that the energy capacity of the replacement Battery is at least equal to that of the original Battery before the failure occurred. To provide you with even more assurance, this Battery and Drive Unit Limited Warranty will also cover damage to your vehicle from a Battery fire even if it is the result of driver error. (Coverage will not extend to damage that had already been sustained before a Battery fire occurred, or to any damage if the Battery fire occurred after your vehicle had already been totaled.) Your vehicle’s Battery and Drive Unit are covered under this Battery and Drive Unit Limited Warranty for a period of 8 years, unlimited miles/km, with the exception of the 60 kWh battery which is covered for 8 years or 125,000 miles/200,000 km, whichever comes first.

Despite the breadth of this warranty, damage resulting from intentional actions (including intentionally abusing or destroying your vehicle or ignoring active vehicle warnings), a collision or accident (excluding from Battery fires as specified above), or the servicing or opening of the Battery or Drive Unit by non-Tesla personnel, is not covered under this Battery and Drive Unit Limited Warranty.

In addition, the Drive Unit is subject to the exclusions and limitations described in this New Vehicle Limited Warranty. Damage to the Battery resulting from the following activities is also not covered under this Battery and Drive Unit Limited Warranty:



- Physically damaging the Battery, or intentionally attempting, either by physical means, programming, or other methods, to extend (other than as specified in your owner documentation) or reduce the life of the Battery;
- Exposing the Battery to direct flame (excluding from Battery fires as specified above); or,
- Flooding of the Battery.

The Battery, like all lithium-ion batteries, will experience gradual energy or power loss with time and use. Loss of Battery energy or power over time or due to or resulting from Battery usage, is NOT covered under this Battery and Drive Unit Limited Warranty. See your owner documentation for important information on how to maximize the life and capacity of the Battery.

## Exclusions and Limitations

### Warranty limitations

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

- Failure to take the vehicle to a Tesla Service Center or Tesla authorized repair facility upon discovery of a defect covered by this New Vehicle Limited Warranty and within the time period established by your local law;
- Accidents, collisions, or objects striking the vehicle;
- Any repair, alteration or modification of the vehicle, or the installation or use of fluids, parts or accessories, made by a person or facility not authorized or certified to do so;
- Improper repair or maintenance (other than that carried out at a Tesla Service Center or Tesla authorized repair facility), including use of fluids, parts or accessories other than those specified in your owner documentation;
- Improper towing of the vehicle;
- Improper winch procedures;
- Theft, vandalism, or riot;
- Driving the vehicle off-road, over uneven, rough, damaged or hazardous surfaces, including but not limited to, curbs, potholes, unfinished roads, debris, or other obstacles, or in competition, racing or autocross or for any other purposes for which the vehicle is not designed;
- Overloading the vehicle;
- Using the vehicle as a stationary power source; and
- The environment or an act of God, including, but not limited to, exposure to sunlight, airborne chemicals, tree sap, animal or insect droppings, road debris (including stone chips), industry fallout, rail dust, salt, hail, floods, wind storms, acid rain, fire, water, contamination, lightning, explosion, earthquake, windstorm, deep water and other environmental conditions.

### Additional limitations and exclusions

In addition to the above exclusions and limitations, and subject to your local law, this New Vehicle Limited Warranty does not cover any of the following:



- Any corrosion or paint defects including, but not limited to, the following:
  - Corrosion from defects in non-Tesla manufactured or supplied materials or workmanship causing perforation (holes) in body panels or the chassis from the inside out;
  - Surface or cosmetic corrosion causing perforation in body panels or the chassis from the outside in, such as stone chips or scratches; and
  - Corrosion and paint defects caused by, due to or resulting from accidents, paint matching, abuse, neglect, improper maintenance or operation of the vehicle, installation of an accessory, exposure to chemical substances, or damages resulting from an act of God or nature, fire, or improper storage;
- Non-genuine Tesla parts or accessories or their installation, or any damage directly or indirectly caused by, due to or resulting from the installation or use of non-genuine Tesla parts or accessories unless installed by Tesla or a person acting on behalf of or with the written authorization of Tesla;
- Certain individual items associated with the vehicle, including, but not limited to the tires, Mobile Connector, High Power Wall Connector, any future connectors, and related charging adapters, which have separate warranties subject to their own terms and conditions;
- Windshield or window glass that is broken, chipped, scratched, or cracked, other than as a result of a defect in material or workmanship of a Tesla manufactured or supplied windshield or window glass;
- General appearance or normal noise and vibration, including, but not limited to, brake squeal, general knocks, creaks, rattles, and wind and road vibration; and
- Maintenance services, including, but not limited to, the following:
  - Standard 12 month or 20,000 km (12,500 mile) service and diagnostics checks;
  - Wheel alignment or balancing;
  - Appearance care (such as cleaning and polishing); and
  - Expendable maintenance items (such as wiper blades/inserts, brake pads/linings, filters, etc.).

### Voided warranty

You are responsible for the proper operation of the vehicle and for receiving and maintaining detailed and accurate records of your vehicle's maintenance, including the 17-digit Vehicle Identification Number ("VIN"), servicing center name and address, mileage, date of service or maintenance and description of service or maintenance items, which should be transferred to each subsequent purchaser. You may void this New Vehicle Limited Warranty if you do not follow the specific instructions and recommendations regarding the use and operation of the vehicle provided in your Model S owner documentation, including, but not limited to:

- Complying with any recall advisories;
- Carrying passengers and cargo within specified load limits; and
- Making all repairs.

Although Tesla does not require you to perform all service or repairs at a Tesla Service Center or Tesla authorized repair facility, this New Vehicle Limited Warranty may be voided or coverage may be excluded due to improper maintenance, service or repairs. Tesla Service Centers and Tesla authorized repair facilities have special training, expertise, tools and supplies with respect to your vehicle. Although this New Vehicle Limited Warranty may, subject to its terms and conditions, provide coverage when maintenance, service or repairs are carried out at independent service centers, Tesla strongly recommends that you have all maintenance, service and repairs done at a Tesla Service Center or Tesla authorized repair facility.

The following will also void this New Vehicle Limited Warranty:



- Vehicles that have had the VIN defaced or altered or the odometer or other related system disconnected, altered or rendered inoperative so that it is difficult to determine the VIN number or actual mileage;
- Vehicles that have been designated, labeled or branded as dismantled, fire-damaged, flood-damaged, junk, rebuilt, salvage, reconstructed, irreparable or a total loss; and
- Vehicles that have been determined to be a total loss by an insurance company.

## Damages

TO THE MAXIMUM EXTENT PERMISSIBLE UNDER YOUR LOCAL LAW, TESLA HEREBY DISCLAIMS ANY AND ALL INDIRECT, INCIDENTAL, SPECIAL AND CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATING TO YOUR VEHICLE, INCLUDING, BUT NOT LIMITED TO, TRANSPORTATION TO AND FROM A TESLA SERVICE CENTER, 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.

TO THE MAXIMUM EXTENT PERMISSIBLE UNDER YOUR LOCAL LAW, TESLA SHALL NOT BE LIABLE FOR ANY DIRECT DAMAGES IN AN AMOUNT THAT EXCEEDS THE FAIR MARKET VALUE OF THE VEHICLE AT THE TIME OF THE CLAIM.

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. SOME COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INDIRECT, DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

Nothing in this agreement 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, willful misconduct, 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.

## Obtaining Warranty Service

To obtain warranty service, you must notify Tesla within the applicable warranty period, and deliver the vehicle, at your expense (subject to your local law), during regular business hours to a Tesla Service Center, or such other repair facility designated by Tesla in the applicable region or country. The location of the nearest Tesla Service Center may be obtained by visiting [www.teslamotors.com](http://www.teslamotors.com). The location of Tesla Service Centers is subject to change at any time and without prior notice. Subject to your local law, the cost of transporting your vehicle is not included in this New Vehicle Limited Warranty and you are solely responsible for the cost of transporting your vehicle to a Tesla Service Center, or such other repair facility designated by Tesla. The Tesla Ranger mobile service is not included under this New Vehicle Limited Warranty.

Please be prepared to provide the VIN, which is located on the upper dashboard on the driver's side of the vehicle and visible through the windshield and is also available on the vehicle registration and title documentation, vehicle delivery date, current mileage and a description of the defect when you contact Tesla.

In the event of a change of your address, please contact Tesla at the address or phone number specified in the section of this New Vehicle Limited Warranty titled .



## Payment of Tax for Repairs

Some jurisdictions and/or local governments may require that tax be collected on warranty repairs. Where your local law requires, you are responsible for payment of these taxes. Tesla will be entitled to deduct and/or withhold from the compensation, and any other payments contemplated by this New Vehicle Limited Warranty, such amounts as Tesla, in its sole discretion, determines are required to be deducted and/or withheld, with respect to the making of such payment under any local, national, international or foreign tax law. To the extent that amounts are so deducted and/or withheld, such amounts will be treated, for all purposes under this New Vehicle Limited Warranty, as having been paid to customer.

## Reasonable Time for Repairs

You must allow Tesla a reasonable time for completion of repairs and/or service. Subject to your local law, upon notification by Tesla of the completion of the vehicle repairs and/or service, you are responsible for immediately picking up the vehicle, at your own expense.

## Modifications and Waivers

No person or entity, including, but not limited to, a Tesla employee or authorized representative, can modify or waive any part of this New Vehicle Limited Warranty. Tesla may occasionally offer to pay a portion or all of the cost of certain repairs that are no longer covered by this New Vehicle Limited Warranty for specific vehicle models, which some countries (where relevant in accordance with your local law) may refer to as “adjustment programs” or similar programs. In such circumstances, Tesla will notify all known registered owners of affected vehicles. You may also inquire to Tesla directly regarding the applicability of such programs, if any, to your vehicle. Tesla may also occasionally offer to pay a portion or all of the cost of certain vehicle repairs that are no longer covered by this New Vehicle Limited Warranty on an ad hoc case-by-case basis. Tesla reserves the right, to the extent permissible under your local law, to do the above and to make changes to vehicles manufactured or sold by Tesla and the applicable warranties, at any time, without incurring any obligation to make the same or similar payment or changes for vehicles Tesla previously manufactured or sold, or applicable warranties including this New Vehicle Limited Warranty.

## Warranty Enforcement Laws and Dispute Resolution

Subject to your local laws (which may vary depending on the country), this New Vehicle Limited Warranty and any dispute or claim arising out of or in connection with it or its subject matter (including non-contractual disputes or claims) shall be governed by and construed in accordance with English law and you and Tesla submit to the non-exclusive jurisdiction of the courts of England and Wales, although the laws of your country or jurisdiction may apply to any tort claims and any claims under any consumer protection statutes, as provided under your local law. In the event that any provision of this New Vehicle Limited Warranty is held by a court of competent jurisdiction to be unenforceable because it is invalid or in conflict with any law of any relevant jurisdiction, the validity of the remaining provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if this New Vehicle Limited Warranty did not contain the particular provisions held to be unenforceable, and the unenforceable provisions shall be replaced by provisions which, being valid, legal and enforceable, come closest to Tesla’s intention underlying the invalid or unenforceable provision.

Your new vehicle and its safety items comply with your local motor vehicle laws. For all owners of the vehicle, to the fullest extent allowed by your local law, Tesla requires that you first provide Tesla, during the applicable warranty period specified in this New Vehicle Limited Warranty, with written notification of any defects you have experienced within a reasonable time to allow Tesla an opportunity to make any needed repairs before you pursue any remedy under your local laws.

Please send your written notification to:



Tesla Motors Netherlands B.V.  
Atlasstraat 7-9, 5047 RG  
Tilburg, Netherlands  
Attention: Vehicle Service

Please include the following information:

- Your name and contact information;
- VIN;
- Name and location of the Tesla Store and/or Tesla Service Center nearest you;
- Vehicle delivery date;
- Current mileage;
- Description of the defect; and
- History of the attempts you have made with a Tesla Store or a Tesla representative to resolve the concern, or of any repairs or services that were not performed by a Tesla Service Center or Tesla authorized repair facility.

In the event any disputes, differences or controversies arise between you and Tesla related to this New Vehicle Limited Warranty, Tesla will explore all possibilities for an amicable settlement.

## Country Specific Consumer Disclosure

### Bulgaria

The New Vehicle Limited Warranty does not modify, affect or substitute your rights under Bulgarian statutory consumer protection laws. The provisions related to your statutory rights are reproduced below:

Consumers' Protection Act:

#### Article 112

1. In the case of a lack of conformity of the consumer goods with the contract of sale, the consumer shall be entitled to address a complaint, requesting the seller to bring the goods into conformity with the contract of sale. In such case, the consumer may choose either repair or replacement of the goods by new goods, unless this is impossible or the remedy chosen by the consumer is disproportionate in comparison with the other remedy.
2. A remedy shall be deemed to be disproportionate if it imposes costs on the seller which, in comparison with the alternative remedy, are unreasonable, taking into account:
  - a. the value that the consumer goods would have if there were no lack of conformity;
  - b. the significance of the lack of conformity;
  - c. whether an alternative remedy could be offered to the consumer without significant inconvenience thereto.

#### Article 113



1. (New, SG No. 18/2011) Where the consumer goods are not in conformity with the contract of sale, the seller shall be obligated to bring the said goods in conformity with the contract of sale.
2. Renumbered from Paragraph (1), SG No. 18/2011) Consumer goods shall be brought into conformity with the contract of sale within one month after the date on which the complaint was addressed by the consumer.
3. (Renumbered from Paragraph (2), amended, SG No. 18/2011) Upon expiry of the time limit referred to in Paragraph (2), the consumer shall be entitled to have the contract of sale rescinded and to reimbursement of the sums paid or to have a reduction made in the price of the consumer goods according to Article 114 herein.
4. (Renumbered from Paragraph (3), SG No. 18/2011) The consumer goods shall be brought into conformity with the contract of sale free of charge for the consumer. The consumer shall not be liable for any costs incurred for the dispatch of the consumer goods or any costs of material and labour costs associated with the repair of the goods, and must not sustain significant inconvenience.
5. (Renumbered from Paragraph (4), SG No. 18/2011) The consumer may furthermore seek compensation for damage resulting from the lack of conformity.

#### Article 114

1. In the case of a lack of conformity of the consumer goods with the contract of sale and where the consumer is not satisfied with the settlement of the complaint under Article 113 herein, the consumer shall be entitled to choose between one of the following options:
  - a. rescission of the contract and reimbursement of the sum paid thereby;
  - b. reduction of the price.
2. The consumer shall not be entitled to claim reimbursement of the sum paid or reduction of the price of the goods where the trader agrees to a replacement of the consumer goods with new ones or to repair the consumer goods within one month after the complaint was addressed by the consumer.
3. The consumer shall not be entitled to claim rescission of the contract if the lack of conformity of the consumer goods with the contract is minor.



## Article 115

1. The consumer may exercise the right thereof under this Section within two years as from the time of delivery of the consumer goods.
2. The period referred to in Paragraph (1) shall be interrupted during the time needed to repair or replace the consumer goods or to reach a settlement of the dispute between the seller and the consumer.
3. The exercise of the right of the consumer under Paragraph (1) shall not be subject to any period of limitation for the bringing of action for compensation other than the period referred to in Paragraph (1).

## France

The New Vehicle Limited Warranty does not modify, affect or substitute the statutory rights you have under applicable laws in France. Tesla remains responsible for defects pursuant to articles 1641 to 1649 of the French civil code and in case of a lack of conformity of the product pursuant to articles L211-1 to L211.18 of the French Consumer Code. The provisions related to your statutory rights are reproduced below:

- Article L. 211-4 of the Consumer Code: The seller must deliver goods which are in conformity with the contract and is liable for any lack of conformity which exists at the time the goods were delivered. He is also liable for any lack of conformity resulting from the packaging, installation instructions, installation, if installation were made by the seller or under his responsibility.
- Article L. 211-5 of the Consumer Code: To be in conformity with the contract, goods must: (1) be fit for the purposes for which goods of the same type are normally used, and: (i) comply with the description given by the seller and possess the quality of the goods which the seller has held out to the consumer as a sample or model; (ii) show the quality and performance which are normal in goods of the same type and which the consumer can reasonably expect, given the nature of the goods and taking into account any public statements on the specific characteristics of the goods made about them by the seller, the producer or his representative, particularly in advertising or on labeling; or (2) comply with the characteristics agreed mutually by the parties or fit for any particular purpose for which the consumer requires them and which he made known to the seller at the time of conclusion of the contract and which the seller has accepted.
- Article L. 211-12 of the Consumer Code: The action resulting from the lack of conformity must be brought by the buyer within two years as from delivery of the goods.
- Article 1641 of the Civil Code: A seller is bound to a warranty on account of the latent defects of the thing sold which render it unfit for the use for which it was intended, or which so impair that use that the buyer would not have acquired it, or would only have given a lesser price for it, had he known of them.
- Article 1648, paragraph 1, of the Civil Code: The action resulting from redhibitory vices must be brought by the buyer within a period of two years following the discovery of the vice.



## Italy

The New Vehicle Limited Warranty does not modify, affect or substitute your rights under Italian statutory consumer protection laws.

Tesla Motors Netherlands B.V., with its principal office located at Atlasstraat 7-9, 5047 RG , Tilburg, Netherlands ("Tesla") warrants to you, the original retail purchaser ("you"), that the Model S vehicle will under normal use be free from lacks of conformity for a period of two (2) years starting from date of the delivery.

The legal warranty established by Sections 129, 130 and 132 of Italian Consumer Code (Legislative Decree of September 6th, 2005, no. 206) applies to the sale of the Model S vehicle. Therefore you have the right to have the Model S vehicle brought into conformity free of charge by repair or replacement at your election, unless the remedy requested is impossible or not proportionate; in case of failure of one of the remedies above, you have the right to an appropriate price-reduction or the right to terminate the agreement. Unless it is proven otherwise, it shall be assumed that the defects arising no later than six (6) months after the delivery of the Model S vehicle already existed on the date of delivery. You will not be entitled to exercise the above rights in case of failure to notify Tesla of the lack of conformity within two (2) months starting from the date on which you detected such lack of conformity. In any event, the right to file a complaint before the Courts intended to assert a lack of conformity not maliciously concealed by Tesla shall automatically expire twenty-six (26) months after the delivery of the Model S vehicle.

## Norway

The preceding New Vehicle Limited Warranty will not limit or replace your rights according to Norwegian consumer protections laws, including the Consumer Purchase Act. The mandatory rights which you have according to the Consumer Purchase Act, apply regardless and in addition, and sometimes also replace, the rights set forth in this warranty. Key provisions in the consumer protection laws are set out below:

### Defects – The Consumer Purchase Act sections 15-18

The seller is liable for any defect in the car which existed at time of delivery, cf. the Consumer Purchase Act section 18. Any defect which appears within six months after delivery of the car, is presumed to have existed on the time of delivery.

The Consumer Purchase Act sections 15-18 establish what constitutes a defect. Standard replacement of consumable parts and normal wear and tear etc. are not considered as defects.

If a claim is made but there should prove to be no defect for which the seller is liable, the seller can only demand payment for necessary investigations undertaken to determine whether the car was defective, and demand payment for any repair of the car, provided that the seller has expressly notified you that you may have to cover such expenses.

### Complaints – the Consumer Purchase Act section § 27

You must make a claim regarding a defect to the seller within a reasonable time of it being discovered. The time limit to make a claim is never less than two months from the time you discovered or ought to have discovered the defect.

Unless otherwise stated in the New Vehicle Limited Warranty, the seller is liable for repairing defects on the car which occur during normal use: (i) for a period of five years from the time the car was delivered to you, or (ii) until the time the car has driven 100,000 kilometers (whichever comes first).

### Remedies for breach –the Consumer Purchase Act sections 26-33

In the event the car has a defect which is not due to circumstances on your part, the normal situation will be that the seller rectifies/repairs the defect in accordance with the Consumer Purchase Act section 29. Such repair shall be made within reasonable time and without you incurring costs or substantial inconvenience.



If a repair will prevent you from using the car for more than a week, you may demand a replacement car if this is deemed reasonable in relation to your own needs and the costs and inconvenience of the seller.

If the seller does not repair the defect within a reasonable time, you may be entitled to demand the following remedies for defective performance:

- Delivery of substitute car - cf. the Consumer Purchase Act sections 29 and 30
- Reduction in the price - cf. the Consumer Purchase Act section 31
- Rescission (cancellation) - cf. the Consumer Purchase Act section 32
- Damages - cf. the Consumer Purchase Act section 33, cf. chapter 11

You will not be deprived of your right to claim damages by exercising your right to other remedies, or if such other rights should not be exercisable.

Your claim in regard of the defect in accordance with the Consumer Purchase Act may be asserted against the seller (dealer) or the manufacturer of the car.

Tesla also directs your attention to its offer of a service plan agreement.

## Dispute Resolution

The Norwegian Dispute Resolution Act ch. 4 provides that you may initiate litigation at your own domicile, or if the contract was entered into at the seller's permanent place of business, in which case the litigation may be initiated where the car was delivered.

## Poland

The New Vehicle Limited Warranty does not modify, affect or substitute your Polish statutory consumer protection laws, including under the Polish Act on specific terms and conditions of consumer sale and amendments to the Civil Code, dated 27 July 2002.

## San Marino

### Specific Approval of Clauses by Purchaser

As purchaser of a Model S vehicle, you expressly agree to the following clauses in the New Vehicle Limited Warranty:

- Limitations and disclaimers;
- Exclusion and Limitations;
- Warranty limitations;
- Additional limitations and exclusions;
- Voided Warranty;
- Damages;
- Payment of tax for repairs; and
- Warranty enforcement laws and dispute resolution.



## A

- airbag, front passenger, disabling 23
- airbags 21
- all-season tires 27

## C

- CE certifications 35
- chains 28
- child seats
  - disabling front passenger airbag 23
  - installing and using 10
  - Tesla built-in rear facing 17
- contact information
  - roadside assistance 2

## D

- data recording 34
- declarations of conformity 35
- delivery mileage 34
- door labels 32

## E

- event data recording 34

## F

- FCC certifications 35
- front passenger detection 23

## G

- GAWR 32
- Gross Axle Weight Rating 32
- Gross Vehicle Weight Rating 32
- GVWR 32

## H

- hitches 33
- HomeLink
  - FCC certification 37

## I

- IC certifications 35
- ISOFIX child seats, installing 14

## K

- key
  - FCC and IC certifications 35

## L

- label
  - Statutory Plate 32
  - Tire and Loading Information 32
- load limits 32

## M

- maintenance
  - tires 25
- mileage upon delivery 34

## N

- NCC certifications 35
- nose cone, removing 5

## R

- Radio Frequency information 35
- radio frequency, FCC information 37
- roadside assistance 2
- roof racks 33
- rotating tires 26

## S

- safety information
  - airbags 24
  - child seats 15
  - rear facing child seats 20
  - seat belts 9
- seat belts
  - in a collision 8
  - overview of 7
  - pre-tensioners 8
  - wearing when pregnant 8
- seating capacity 32
- seats



- seats (continued)
  - Tesla built-in rear facing 17
- service data recording 34
- Statutory Plate 32
- summer tires 27

## T

- telematics 34
- tie-down straps 6
- Tire and Loading Information label 32
- tire noise 28
- Tire Pressure Monitoring System
  - FCC certification 36
  - overview of 28
- tire pressures, checking 25
- tires
  - all-season 27
  - balancing 26
  - chains 28
  - inspecting and maintaining 26
  - pressures, how to check 25
  - replacing 27
  - replacing a tire sensor 29
  - rotation 26
  - summer 27
  - tire markings 30
  - winter 28
- Tow mode 4
- towing 4
- towing a trailer 33
- towing eye, locating 5
- towing instructions 4
- TPMS
  - FCC certification 36
  - overview of 28
- trailer hitches 33
- transporting 4

## V

- vehicle loading 32

## W

- warranty 39
- wheel chocks 6
- wheels
  - alignment 26
  - replacing 27
- winter tires 28



**TESLA**

Tesla Motors Netherlands B.V.  
Atlasstraat 7-9, 5047 RG  
Tilburg, Netherlands

P/N: 1033082-00-F