

Tesla Model X Delivery Checklist

When the car arrives, make sure you have everything you ordered and check for any items that should be remediated at the delivery or after. If you find an item that can not be remediated immediately - you should get a written 'Due' list from Tesla to resolve it at a later appointment.

Things you may want to have handy:

- Your phone (to test in the car and take lots of pictures/videos)
- A friend to take photos/videos – you may be too busy!
- USB stick with music (to test and make sure it fits OK)

In case your Delivery Specialist can't make it, or you live in a state where this is problematic, then the official Tesla Motors vehicle walk through is here: <https://www.teslamotors.com/support/model-x-walkthrough>

The purpose of the list is to help new owners check for items at delivery - particularly those who must travel longer distances to pickup their X from the delivery point. Some items are basic things that should be checked at any new vehicle delivery and others are more specific. Data is from Tesla Motor Club member reports on Forums. This is an unofficial list that compiles (unverified) reported items from multiple vehicles. This in no way represents how each Model X is delivered and should not be taken as such. Many vehicles have been delivered with little or no problems.

Tesla Model X Delivery Checklist

Group	Type	Description
1. Basic items to check		
	Basic	Is it your car?
	Basic	• Make sure VIN matches paperwork
	Basic	• Correct battery size
	Basic	• Correct paint color
	Basic	• Correct Leather/Interior
	Basic	• Correct trim
	Basic	Correct Wheels <ul style="list-style-type: none"> • 20" Silver Wheels • 20" Silver Helix Wheels • 22" Silver Turbine • 22" Onyx Black Wheels
	Basic	• Correct number of seats (5,6,7)
	Basic	• Two key fobs
	Basic	• Temp tags
	Basic	• Tire inflation kit (MD and RI required – it's an optional item at a cost elsewhere)
	Basic	• Front and rear floor mats
	Basic	• Tesla License plate frame (ck trunk if you can't find it)
	Basic	• Front license plate mount (check trunk if you can't find it) see the 'other things to do section for alternate mounting solutions)
	Basic	• Printed manuals (in glove box)?? Is this still true or are they online only now?
	Basic	Mobile connector <ul style="list-style-type: none"> • J1772 adapter • NEMA 5-15 110V adapter • NEMA 14-50 240 adapter • Carry Bag • MC charger cable
	Basic	• Cover for trunk well
	Basic	• Ck for latest software version
	Basic	• Badge - <u>P90D</u> , P90D, 90D or 70D badge on the rear of the car – Make sure correct badge is there

2. Optional Items

Group	Type	Description
Configuration		Check installed options against purchased options on MVSA
Model		P90D performance package <ul style="list-style-type: none"> • Smart Air Suspension • Active spoiler • Tesla Red Brake Calipers

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	Group	Type	Description
	Model		90D • Smart Air Suspension included
	Options		PUP – Premium Upgrades Package • Self-presenting front doors -open automatically as you approach • HEPA filtration with Bioweapon Defense Mode • Ventilated front seats • Leather arm rests, steering wheel and lower dashboard when paired with leather seating • Alcantara headliner and upper dashboard accents • Soft LED ambient interior lighting • 3 position dynamic LED turning lights for nighttime visibility • LED fog lights • Quick connection phone dock
	Options		Autopilot
	Options		Smart Air Suspension - Optional add on to 75D (included with 90D and P90D)
	Options		Subzero Weather Package • Seat heaters throughout the cabin • Heated steering wheel • Wiper blade defrosters
	Options		Ultra High Fidelity Sound • XM Satellite radio capability • 17 speakers with neodymium magnets
	Options		Towing Package • Removable 2" hitch receiver • 7 pin trailer electronics harness • Tow mode software package • Compatible with hitch mounted bike and ski carriers
	Options		Accessory Hitch
	Options		72 amp Charger
		Display	Check that the in-car displays on the instrument cluster and 17" show the correct vehicle color and options. TM can update these remotely.
		Radio	Slacker username/password (you can use your own Slacker account if you prefer, but it can't be a basic account)
3. Other things to check			
Data is from Tesla Motor Club member reports on Forums. This is an unofficial list that compiles (unverified) reported items from multiple vehicles. This in no way represents how each Model X is delivered and should not be taken as such. Many vehicles have been delivered with little or no problems. The purpose of the list is to help new owners check for items at delivery - particularly those who must travel longer distances to pickup their X from the delivery point.			
	Group	Type	Description
	Exterior	Charging	Charge Port Cover opens consistently and does not stick. (remember the sensor for the MC button transmitter is in the tailgate edge about 18" above and to the left of the charge port, not in the charge port itself)
	Exterior	Charging	Mobile Charger (MC) latches and unlatches without problems. Make sure you push the cable in. Takes a bit of getting used to. Can feel like it is in when it has stopped part way. MC should have logo - metallic Tesla emblems ar on both ends of charger. (not on adapter connections)
	Exterior	Charging	Verify that car charges properly from AC connection <i>AND</i> Supercharger
	Exterior	Doors	All doors close properly (door misalignment reported). Workaround (especially for the passenger door) is to remove one of the two plastic bungs from the bottom of the door to eliminate back pressure when closing the door.
	Exterior	Doors	Doors open properly (presentation, handle touch, fob press, phone app). If the windows don't auto close the last inch when closing the door. Try lowering the window all the way down, then all the way up; may reset the sensor.
	Exterior	Doors	Doors unlock with fob in range and auto lock when key fob out of range
	Exterior	Doors	Verify proper functioning of sensors in all doors. THIS IS IMPORTANT! Proper sensor functioning is imperative for the doors to operate properly when opening and closing and to ensure they sense objects or people when operating.
	Exterior	Doors	Let the Model X time out with doors open. Check if the driver and passenger door close and latch.
	Exterior	Doors	Check if the driver and passenger door always open smoothly.
	Exterior	Doors FWD	Stop the Falcon Wing Door in mid travel using the key fob to check for seal damage or misplaced wiring.

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	Group	Type	Description
	Exterior	Doors FWD	Check both Falcon Wing Door sills for dents and scratches.
	Exterior	Hatch	Check rear hatch when closed for equal sized gaps on both sides. Also check taillight gaps for similar spacing.
	Exterior	Hatch	Check rear hatch top alignment with Falcon Wing Doors. Most important is that all chrome trim aligns around the entire vehicle.
	Exterior	Hood or Trunk	Misaligned hood or trunk lid. Service can usually adjust this without issues.
	Exterior	Lights rear	Check for condensation in the rear lights/reflectors.
	Exterior	Mirrors	Check under outside rear view mirrors for excessive clear glue.
	Exterior	Paint	Check paint carefully for specks of clear coat, dirt under clear coat, scratches in paint. Some of these may affect the application of clear bra wrap. More frequent on horizontal surfaces (hood).
	Exterior	Roof	Check top center roof glass outside for excessive height differences or bending.
	Exterior	Roof	Check hidden paint edges at the B pillars for paint chips next to the roof glass.
	Exterior	Tires	Tire Pressures too high (this is a common one) - should be 42 (with 22" wheels) or 45 (20"), not 54; check the label on the driver B pillar to get the right pressure for your car.
	Exterior	Trunk	Check under the carpet cover in the rear trunk if the air tubes are fully positioned across the width of the trunk and did not slide together in shipment.
	Exterior	Underside	Underside damage from loading/unloading
	Exterior	Wheels	Check for wheel scrapes and edge damage
	Exterior	Wheels	Check wheel arch liners/mudguards to make sure they extend all the way to the side and there are no gaps.
	Exterior	Wheels Tires	Tire scrapes (sidewall damaged)
	Exterior	Windows	Black, sticky 'goop' on the windows. Been reported by a couple of users. The felt seal may have come free and the glue/sealant is sticking to the window.
	Exterior	Windows - Front	Open your front doors and check if there is a gap between the small and larger window. The larger window should be resting on the rubber seal next to the small window. If there is a gap, even though it tightens when the door is closed, that could add to the wind noise. If all is good, then look at the glass alignment when the doors and windows are closed. Is the wind flowing across the glass surfaces where the glass is aligned in an aerodynamic manner? The top inch is on the outside (actually pocketed) of the glass but the rest of the rubber should be under the glass.
	Exterior	Windshield	Windshield distortion or cracks (especially near passenger side half way up). Distortion in lower 1" is normal; cracks are not!
	Exterior	Windshield Wipers	Windshield jets pointing too low. Can be adjusted using a pin in Jet. One owner reported no windshield fluid at delivery
	Group	Type	Description
	Interior	12V battery	The Model X uses a 12V battery to power the instruments, lights, etc. 12V battery connection. Some failures are reported. <ul style="list-style-type: none"> • More importantly it is used to power the mechanical 'contactors' that connect the main battery to the drive train (that is the 'clunk' you hear when you turn on). Therefore, if the 12V battery fails or is flat YOU CANNOT START THE CAR. Also the parking brake will be locked on. You will need to attach a 12V supply to the posts behind the nose to avoid having to drag the car with the wheels locked. • If you receive any 12V warnings, or your car is non-responsive IMMEDIATELY CALL TESLA SERVICE. The ranger can replace the battery.
	Interior	Back Hatch	With the hatch open, check that upper hatch seals are closed with no paint or a little paint showing. Easy to correct on the spot.
	Interior	Doors FWD	Check for sagging in skylights of falcon wing doors.
	Interior	Fuses	A very small number of owners have reported issues that have been caused by loose fuses. If you or your Delivery Specialist feel so inclined, it might be worth popping off the fuse cover in the trunk (the manual shows how to do it) and making sure all the fuses are seated properly.
	Interior	Glove box	A small number of issues have been reported with the glove box sticking. If you've checked the owner's manual in step 1 above, then you should already have figured out whether the glove box is OK!
	Interior	Headliner	Sprayed headliner
	Interior	Map Lights	A few users have reported problems with the map lights. You might not realize it but each one is 'pushable' to turn on/off. A handful of users reported problems at delivery or after a few days. Give them all a push and make sure they work!
	Interior	Radio	Poor radio reception (antenna was grounded to painted metal)
	Interior	Seat driver's	Dirt/smudges on headliner/seats/trim from delivery driver

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	Interior	Seats	Second row seats may not latch properly upon returning to rear position or may have a false error message on console. Try cycling the seats to clear.	
	Interior	Seats	Check the rear headrests for scratches on the plastic back while the headrest is down before seat lowering.	
	Interior	Seats	Check leather seats for pucker (hills). Creases on the edges are normal for this quality of leather.	
	Interior	Seats 2nd row	Check that 2nd row safety plates at the floor leave no gaps or holes during the entire forward and backward movement of the seats.	
	Interior	Seats 2nd row	Check all 2nd row seats for missing seat anchor point covers.	
	Interior	Seats 2nd row	Check both sides of each 2nd row seat for loose trim.	
	Interior	Seats 2nd row	Check under the carpet mats at the 2nd row for level seams on the floor. Rock the floor edges front to back to check for wobble of each of the three sections.	
	Interior	Seats 2nd row	Check the 2nd row seat posts for scratches and carpet alignment at the base.	
	Interior	Seats 2nd row	Floor mats - verify on six seat models that the floor mat between the second row seats does NOT have a slot in it for the center seat post.	
	Interior	Seats 3rd row	Check that 3rd row seats fold down. Headrest first and the seat back follows.	
	Interior	Seats 3rd row	Check that the 3rd row seats can release and be restored to their upright locked position.	
	Interior	Seats 3rd row	Check the 3rd row seat backs where they meet in the middle. Is the leather stitched trim the same size on each side?	
	Interior	Seats Front	Check under the front seats for detached mesh cover.	
	Interior	Seatbelts	Check seat belts function	
	Interior	Smartphone Sync	Smartphone syncing - (most people have been able to get most phones to work, even clamshell phones. If you are unable to pair, it could be a Bluetooth problem. Let Tesla Service know.) Don't forget to check Contacts and Bluetooth music streaming.	
	Interior	Trunk	Check from the trunk that the bottom of the rear seat carpet back is not bent and binding when raised. Pull trunk load floor firmly towards the rear of the vehicle to increase the gap.	
	Interior	Trunk	Check tie downs in the trunk that they are lying flat against the carpet and not sticking up.	
	Interior	Trunk	Check under the carpet cover in the rear trunk if the air tubes are fully positioned across the width of the trunk and did not slide together in shipment.	
	Interior	Trunk	Trunk footwell cover - similar to the floor mats there are at least two versions. Some cars were/are shipped with lightweight covers which flex when weight is applied. New cars generally ship with a much more robust, heavier cover made of reinforced plastic. The latter should be a free upgrade from the former.	
	Interior	Visor	Check vanity mirror lights and visors to make sure they are working	
	Interior	Windshield	Check at the right and left bottom corner of the windshield for loose plastic trim that has pulled away from painted B pillar.	
	Interior	Windshield	Check windshield in direct sunlight for any sparkles caused by sand hitting the windshield during transport.	
	Group	Type	Description	
	Operational	Driving	'Loose' back end under acceleration. Various owners have reported the back end pulling one way under acceleration, and the other under deceleration. This has been tracked back to suspension problems during manufacture (loose bolts or bad bushings). If the car doesn't feel right, IMMEDIATELY CALL TESLA SERVICE. (see this thread) UPDATE: matt.wis on the TM forum reports that simply adjusting his tire pressures from 45 (incorrect) to 42 (correct) fixed his handling problem. Allegedly the air suspension was getting confused. I'm trying to get clarification on this. In the meantime, CALL TESLA SERVICE!	
	Operational	Driving	Low frequency powerful rumbling when first turned on. This is the A/C compressor vibrating against the trunk liner. Service has a fix where they reposition the bracket.	
	Operational	Driving	Check during a test drive at slow speed that a raise of the cruise control doesn't cause the vehicle to engage at low speed and speed up gradually.	
	Operational	Driving	Wind noise due to misaligned windows - Service can usually correct this.	
	Operational	Driving	Buffeting with windows open (this can be somewhat mitigated by adjusting the height of the bump stops on the tailgate - seems the tailgate can bounce and magnify the pressure waves). Put a piece of paper between the tailgate and the bump stop and make sure you can't pull it. If you can, unscrew the bump stop a little and try again.	

4. Things to ask at delivery

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Group		Type	Description	
			Delivery Questions	
			1. How does charging work? What do the colors on the charge port mean? a. Pulsing White - ready b. Pulsing Yellow - UMC not fully inserted c. Solid Blue- connected and communicating d. Pulsing Green - charging (can take a minute or two to start) e. Solid Green - charged up f. Red - Failure (possibly hardware)	
			2. How to operate windshield wipers a. A quirk of the operation is that if you have it set to 'auto' it will do one swipe when you turn the car on to calibrate the rain sensor. Careful it doesn't scratch the glass if not raining.	
			3. Connect the Model X to your Wi-Fi network and ensure that signal strength is adequate for updates, etc.	
			4. Connect smartphone to the Model X system via Bluetooth. a. Are individual contacts lists downloadable? b. Please provide a brief tutorial on the phone system. c. How to access digital output of iPhone apps (e.g., Pandora)?	
			5. Need demo of all functionality in steering wheel thumb switches a. Phone controls b. Audio/music controls c. How to change what the steering wheel switches control? d. Other?	
			6. How to modify the displays that appear next to the speedometer? a. What options do I have?	
			7. How to adjust seat, mirrors, save driver profile(s) a. Include setup for side mirrors in backup mode - not intuitive how to do this - to set the mirrors for reversing you have to put the car in reverse, set the mirrors, then save.	
			8. How to adjust opening height of lift gate.	
			9. Provide a demo of the cruise control and autopilot functionality. a. What displays/status information is provided and where can I display it?	
			10. How is vehicle status information displayed (e.g., tire pressure warning)?	
			11. Walk through all screen displays.	
			12. Download and demo iPhone/Android app	
			13. Ask for your SUNSHADE (courtesy of Captain Sunshade)	
	So what happens if I find something wrong?			
			Tell the Delivery Specialist. Depending on the nature of the problem, either get it noted on the due bill, or in extremis	
			Don't let the DS leave until you've been over the car with a fine tooth comb and you are completely satisfied. Make	
5. At Home				
		Garage doors	HomeLink	Set up HomeLink for garage door(s). Some people have found this to be difficult. If you are having problems, hold your remote inside the middle of the trunk when you are trying to program the car. Alternatively try against the front lip of the trunk and on the trunk floor, 2 inches to the driver's side of the trunk light.
		Exterior	Tires	Now, check the tires at about 2000 miles and look at the inside shoulder of the rears. If you see any significant degrees of negative camber. Excessively high tire pressure, misalignment, or loose suspension bushings quickly lead to horrendous tire wear. The most common cause is excessive 'toe'.
		Interior	EZ-Pass	EZ-Pass, FasTrak, Sunpass, other Toll tag. The windshield in the X has a metallic film built into it that blocks the signal. Some folks have been able to get them working either just to the right of or just below the mirror mount.
		Interior	Radar Detectors	Radar detectors. The original info was that we are SOL here as far as mounting inside goes. All the info suggested having the detector mounted externally. TM will do this for you (for the cost of labor). • @kevonandmarion reports that his Passport is working fine in the car. Another user has reported the same; maybe it was the bad windshield batch reported above. • @ROMANANDKATHY reports that his 9500ix works fine when mounted at the bottom of the windshield, but that moving it as close as possible to the glass significantly improves the detection capability.