

TN-18-00-001 R1 February 7, 2020		Tesla, Inc. Tech Notes
Model:	Vehicle System:	Region:
All	00 - Inspection & Service	All

Unsupported Vehicle Policy

Tech Notes are announcements that help to communicate and track new information about Tesla Service concerns. Such concerns may or may not be VIN specific. These instructions assume knowledge of motor vehicle and high voltage electrical component repairs, and should only be executed by trained professionals. Tesla assumes no liability for injury or property damage due to a failure to properly follow these instructions or for repairs attempted by unqualified individuals.

This Tech Note supersedes TN-18-00-001, dated 07-Sep-18. Each content change is marked by a vertical line in the left margin. Discard the previous version and replace it with this one.

Tesla does not recommend purchasing a Tesla vehicle that has a salvage title (a “Salvage-Titled vehicle”). Until Tesla can confirm that the vehicle is in compliance with Tesla’s safety standards and vehicle specifications, Tesla does not perform or support repairs involving the high voltage battery systems in the vehicle because of the potential for the salvage vehicle to have sustained damage that:

- Makes the vehicle unsafe to drive
- Makes the vehicle unsafe for any repair technicians that might work on the vehicle
- Might damage Tesla equipment, such as Superchargers

A Salvage-Titled vehicle is a vehicle that is registered and/or titled as a salvaged vehicle or one that qualifies to be registered/titled as a salvaged vehicle or its equivalent pursuant to local jurisdiction or industry practice. Tesla uses the following resources to confirm whether or not a vehicle has been classified as salvaged:

- Government or regulatory agencies
- Tesla Approved Body Shops
- Results of other internal investigations
- Independent vehicle history agencies (for example, CARFAX)
- Internet forums and vehicle auction sites

 **NOTE:** In some jurisdictions, a salvage-titled vehicle cannot legally be repaired and returned to operation. In jurisdictions that do not allow the repair and operation of salvage-titled vehicles, Tesla will not support the repair of such vehicles. In those jurisdictions, Tesla will not perform any service on a salvage-titled vehicle or sell parts of any kind for a salvage-titled vehicle.

This Unsupported Vehicle Policy applies when a vehicle is found to currently have a salvage title or if the vehicle has previously had a salvage title at any time.

- Tesla does not guarantee the safety or operability of salvage-titled vehicles. After a vehicle has been declared a total loss or has been classified as a salvage-titled vehicle, repairs performed to bring the vehicle back into service may not meet Tesla standards or specifications, and any failures, damages, or injuries occurring as a result of such repairs are the sole responsibility of the vehicle owner.

- All inspections and repairs of the Salvage-Titled vehicle are at the customer's expense unless the inspection or repair is performed in accordance with a recall.

 **NOTE:** Repairs due to recalls will be performed unless the safe repair of the vehicle is prevented either by the condition of the vehicle or by vehicle modifications not performed by Tesla. If the Tesla Service Center or the Tesla Approved Body Shop determine that the vehicle is not safe to repair, the recall-related repair will not be performed until the customer has returned the vehicle to a condition that the Tesla Service Center determines is safe to repair.

- Usage of the mobile application is supported for Salvage-Titled vehicles.
- Any Tesla limited warranties and extended service agreements for the Salvage-Titled vehicle are void.
- Supercharging and/or “fast charging” through 3rd party chargers of the Salvage-Titled vehicle is permanently disabled.

 **NOTE:** Once a vehicle is marked as being unsupported or having a salvaged title, Supercharging and/or fast charging through 3rd party chargers is permanently disabled.

 **NOTE:** Tesla reserves the right to deactivate Supercharging capability on any vehicle we believe would be unsafe. If a vehicle is found to have been modified to enable Supercharging and/or fast charging through 3rd party chargers, Tesla may take legal action and seek compensation. Contact Tesla Business Resolutions for the appropriate region if you learn of modifications that would enable Supercharging and/or fast charging through 3rd party chargers by an unsupported vehicle.

- A “Salvage-Titled Vehicle High Voltage Safety Inspection” may be performed (at the customer's expense) on the vehicle to determine if the high voltage components are safe to work on or access. High voltage components include, but are not limited to, the following:

Roadster

- Positive Temperature Coefficient (PTC) heaters
- AC compressor
- Electric motor (drive unit)
- HV battery or ESS internal components
- HV cables
- Charge port inlet
- 400V controller
- PEM (Power Electronic Module)

Model S and Model X

- Battery heater
- Positive Temperature Coefficient (PTC) heaters
- AC compressor
- Drive unit (front or rear)
- HV battery internal components
- DCDC converter
- HV cables
- Front Junction Box (FJB)
- High Voltage Junction Box (HVJB)
- Chargers
- Charge port

Model 3

- Drive inverter
- Battery chiller
- AC compressor
- VCFRONT
- Coolant pumps
- Drive unit (front or rear)
- Penthouse internal components
- HV cables, joints, or connectors
- Charge port
- Charge port ECU

 **NOTE:** Only Tesla Service Centers may perform the Salvage-Titled Vehicle High Voltage Safety Inspection.

- Parts availability is not affected. For a Salvage-Titled vehicle:
 - Any Unrestricted or Over-the-Counter part may be purchased.
 - Restricted parts that are not high-voltage related cannot be sold directly to the customer, but may be installed by the Service Center at customer expense.
 - Restricted parts that are high-voltage related cannot be sold to the customer and may not be installed by the Service Center unless the vehicle has passed the “Salvage-Titled Vehicle High Voltage Safety Inspection.” After the vehicle has passed the “Salvage-Titled Vehicle High Voltage Safety Inspection,” high-voltage related parts may be installed by the Service Center at customer expense.

For more information about the Salvage-Titled Vehicle High Voltage Safety Inspection process, see “About the Salvage-Titled Vehicle High Voltage Safety Inspection,” on page 3.

- **If the vehicle has not passed the Salvage-Titled Vehicle High Voltage Safety Inspection:**
 - Tesla Service Centers may not perform high voltage system-related maintenance or service on a salvage-titled vehicle before it has passed a “Salvage-Titled Vehicle High Voltage Safety Inspection.”
 - Tesla Service Centers may perform services or access systems and components that are not high voltage on a salvage-titled vehicle before it has passed a “Salvage-Titled Vehicle High Voltage Safety Inspection.”
 - Tesla Approved Body Shops may perform services or repairs on salvage-titled vehicles. The body shop may, however, decline to perform any activities on the vehicle, at the discretion of the body shop. If the vehicle has not passed the Salvage-Titled Vehicle High Voltage Safety Inspection, and the body shop does perform activities that involve the high voltage systems, the body shop accepts and assumes liability for all damages and injuries, including without limitation:
 - Injuries to repair technicians that might work on the vehicle
 - Damage to body shop tools or equipment
 - Damage to the vehicle
- **If the vehicle has passed the Salvage-Titled Vehicle High Voltage Safety Inspection:**
 - Tesla Service Centers may perform high voltage system-related maintenance or service on the salvage-titled vehicle after it has passed a “Salvage-Titled Vehicle High Voltage Safety Inspection.”
 - Tesla Approved Body Shops may perform services or repairs on salvage-titled vehicles. The body shop may, however, decline to perform any activities on the vehicle, at the discretion of the body shop.
 - Any Tesla limited warranties and extended service agreements for the vehicle remain void.
 - Supercharging and/or “fast charging” through 3rd party chargers remains disabled.
 - The vehicle remains classified as an “unsupported vehicle.”

About the Salvage-Titled Vehicle High Voltage Safety Inspection

 **NOTE:** The Salvage-Titled Vehicle High Voltage Safety Inspection is intended only to determine if it is safe to work on the high voltage components of the salvage-titled vehicle. The Salvage-Titled Vehicle High Voltage Safety Inspection is not related in any way to drivability or operability of the salvage-titled vehicle.

The Salvage-Titled Vehicle High Voltage Safety Inspection must be performed at a Tesla Service Center and at the customer’s expense.

The Salvage-Titled Vehicle High Voltage Safety Inspection includes the following:

1. The vehicle electrical isolation procedure (Correction Code 17010000).
2. Inspection of the battery pack for any signs of physical damage (for Model S or Model X vehicles, refer to TN-14-16-004, “Tech Note: Inspecting Battery Underside for Damage” and for Model 3 vehicles, refer to TN-18-16-001, “Tech Note: Inspecting the Model 3 HV Battery for Underside Damage.”)
3. Removal of the battery pack from the vehicle (Correction Code 16010101).
4. A second vehicle electrical isolation procedure (Correction Code 17010000), to test for the presence of high voltage in high voltage systems.
5. A visual inspection of the vehicle body structure, including welds, adhesive bonds, and fasteners.

For more information about the Tesla Salvage-Titled Vehicle High Voltage Safety Inspection, refer to SI-18-00-006, Performing the Salvage-Titled Vehicle High Voltage Safety Inspection.

 **NOTE:** The Service Center may require that additional repairs are performed before the vehicle is deemed to have passed the Salvage-Titled Vehicle High Voltage Safety Inspection. If repairs are possible, Tesla requires that any necessary repairs be properly performed at an approved repair facility. If any of the repairs deemed necessary by the Tesla Service Center are not completed, the vehicle will not successfully complete the Salvage-Titled Vehicle High Voltage Safety Inspection.

 **NOTE:** Even after a vehicle successfully completes the Salvage-Titled Vehicle High Voltage Safety Inspection, any Tesla limited warranties and extended service agreements are still void and all future service and repair costs are the owner's responsibility.

To find the status of the Salvage-Titled Vehicle High Voltage Safety Inspection for a particular vehicle, look up the vehicle in SCA/Warp, and check the "Special Instructions" section.

Documents Related to the Unsupported Vehicle Policy

In addition to this document (TN-18-00-001, Unsupported Vehicle Policy), the following documents are available to provide supporting information about Tesla's Unsupported Vehicle Policy and the vehicles covered by the Unsupported Vehicle Policy.

For customers/owners:

- SC-15-00-006, "Salvage-Titled Vehicle Notification"
- SC-14-00-007, "Authorization and Release for Inspection of Salvage-Titled Vehicle"
- SC-18-00-005, "Salvage-Titled Vehicle High Voltage Safety Inspection Result"
- SC-18-00-007, "Owner Notification and Acceptance of Unperformed Repairs"

For Tesla Service Centers:

- SI-18-00-006, "Tech Note: Performing the Salvage-Titled Vehicle High Voltage Safety Inspection"

For Tesla Service Centers and Tesla Approved Body Shops:

- TN-14-16-004, "Tech Note: Inspecting Model S and Model X Battery Underside for Damage"
- TN-18-16-001, Tech Note: Inspecting the Model 3 HV Battery for Underside Damage

The Unsupported Vehicle Policy Process

1. Service centers and body shops should understand the policy (this document, TN-18-00-001, "Unsupported Vehicle Policy").
2. When the customer's vehicle is determined to be a salvage-titled vehicle:
 - If the vehicle is marked as unsupported/salvaged title in the system, the Tesla Service Center completes a SC-15-00-006, "Salvage-Titled Vehicle Notification," and gives it to the customer as a notification that the vehicle is a salvage-titled vehicle and that the Unsupported Vehicle Policy applies to their vehicle.

- If the vehicle is not marked as unsupported/salvaged title in the system, the Tesla Service Center or the Tesla Approved Body Shop:
 - a. Completes a SC-15-00-006, “Salvage-Titled Vehicle Notification,” and gives it to the customer as a notification that the vehicle is a Salvage-Titled vehicle and that the Unsupported Vehicle Policy applies to their vehicle.
 - b. Emails customer and vehicle information to UnsupportedVehicles@tesla.com.

 **NOTE:** The email address UnsupportedVehicles@tesla.com is for use only by Tesla Service Center or Tesla Approved Body Shop (TABS) personnel. That email address is not intended for customer use, and should not be given to customers.

 **NOTE:** Once a vehicle is marked as being unsupported/having a salvaged title, the “unsupported” designation cannot be changed.

3. If the customer:

- Wants to have the Salvage-Titled Vehicle High Voltage Safety Inspection performed, they will complete SC-14-00-007, “Authorization and Release for Inspection of Salvage-Titled Vehicle,” and then the Tesla Service Center performs the Salvage-Titled Vehicle High Voltage Safety Inspection. See step 4, below.
- Does not want to have the Salvage-Titled Vehicle High Voltage Safety Inspection performed, the Tesla Service Center Completes SC-18-00-007, “Owner Notification and Acceptance of Unperformed Repairs,” and gives it to the customer.

The Tesla Service Center may not access or repair the high voltage components of the vehicle.

4. When the Tesla Service Center performs the Salvage-Titled Vehicle High Voltage Safety Inspection:

- If the vehicle passes the Salvage-Titled Vehicle High Voltage Safety Inspection, the Tesla Service Center:
 - a. Completes SC-18-00-005, “Salvage-Titled Vehicle High Voltage Safety Inspection Result,” and gives it to the customer.
 - b. Emails customer information, vehicle information, and inspection results to UnsupportedVehicles@tesla.com.

 **NOTE:** The email address UnsupportedVehicles@tesla.com is for use only by Tesla Service Center or Tesla approved body shop (TABS) personnel. That email address is not intended for customer use, and should not be given to customers.

The Tesla Service Center may now access or repair the high voltage components of the vehicle.

- If the vehicle does not pass the Salvage-Titled Vehicle High Voltage Safety Inspection, but the Tesla Service Center determines that the vehicle can be repaired so that it will pass the Salvage-Titled Vehicle High Voltage Safety Inspection, the customer may have those repairs completed, and the inspection will continue.

 **NOTE:** Any repairs performed to allow the vehicle to pass the Salvage-Titled Vehicle High Voltage Safety Inspection are at additional customer expense.

 **NOTE:** Once a vehicle is marked as being unsupported/having a salvaged title, the “unsupported” designation will not change, even if the vehicle passes the Salvage-Titled Vehicle High Voltage Safety Inspection.

- If the customer elects to have the vehicle repaired, and the vehicle passes the Salvage-Titled Vehicle High Voltage Safety Inspection, the Tesla Service Center:
 - a. Completes SC-18-00-005, "Salvage-Titled Vehicle High Voltage Safety Inspection Result," and gives it to the customer.
 - b. Emails customer information, vehicle information, and inspection results to UnsupportedVehicles@tesla.com.



NOTE: The email address UnsupportedVehicles@tesla.com is for use only by Tesla Service Center or Tesla approved body shop (TABS) personnel. That email address is not intended for customer use, and should not be given to customers.

The Tesla Service Center or Tesla Approved Body Shop may now access or repair the high voltage components of the vehicle.

- If the customer elects not to have the vehicle repaired, or has the vehicle repaired and the vehicle still does not pass the Salvage-Titled Vehicle High Voltage Safety Inspection, the Tesla Service Center:
 - a. Completes SC-18-00-007, "Owner Notification and Acceptance of Unperformed Repairs," and gives it to the customer.
 - b. Emails customer information, vehicle information, and inspection results to UnsupportedVehicles@tesla.com.



NOTE: The email address UnsupportedVehicles@tesla.com is for use only by Tesla Service Center or Tesla approved body shop (TABS) personnel. That email address is not intended for customer use, and should not be given to customers.

The Tesla Service Center may not access or repair the high voltage components of the vehicle.

For feedback on the accuracy of this document, email ServiceBulletinFeedback@tesla.com.