



March 11, 2014

[REDACTED]  
[REDACTED]  
[REDACTED]  
UNION CITY, CA [REDACTED]  
[REDACTED]

VIN: 5YJSA [REDACTED]  
NHTSA Recall Code: 14V-006

Important Safety Recall Notice Regarding Your Universal Mobile Connector NEMA 14-50 Adapter

Dear Model S Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

#### REASON FOR THIS RECALL

Tesla Motors has decided that a defect which relates to motor vehicle safety exists in your Tesla Model S vehicle. Under increased electrical resistance circumstances, the NEMA 14-50 adapter for the Universal Mobile Connector (UMC) provided with your Model S vehicle, or the electrical wall receptacle, could overheat. An overheated adapter or wall outlet could impact the UMC cord as well and result in an increased risk of burn injury and/or fire.

#### WHAT TESLA MOTORS WILL DO

First, Tesla Motors has developed a software update that allows the Model S onboard charging system to detect any unexpected fluctuations in the input power or higher resistance connections to the vehicle. If detected, the onboard charging system automatically reduces the charging current by 25%. For example, this reduces a 40 amp charge rate to 30 amps. This dramatically reduces the heat generated in any high resistance connections outside of the vehicle.

Second, Tesla is replacing the NEMA 14-50 adapters with ones of an improved design. Tesla will begin mailing the new adapters in the next two weeks. New adapters can be readily distinguished by the grey connector face as shown in the picture below.



Old adapter with black face



New adapter with grey face

### WHAT YOU SHOULD DO

The software update has been released over the cellular network. You do not need to take any action to have it installed on your vehicle. You can confirm that your vehicle has the latest software by simply touching the Tesla symbol at the top of the 17" touchscreen and verifying that your Model S is running software version 5.8.4 or later. If you are unsure how to verify the software, your vehicle is not connected to the cellular network, or for any other issues, please contact the Tesla Service Center most convenient to you to arrange for an appointment or Tesla Ranger service. You may reach Tesla Customer Service to schedule an appointment at 877-79-TESLA [83752]. You will be sent an improved NEMA 14-50 adapter directly by mail once they are available. Once you have received your new adapter, please discontinue use of your old adapter and return it to Tesla by reusing the package in which your new adapter arrives and the postage prepaid mailing label that will be provided with your new adapter. If you prefer, you may also drop off your old adapter at any one of our Service Centers throughout the U.S.

If you believe that Tesla Motors has failed or is unable to remedy this defect without charge and within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

### TESLA CUSTOMER SERVICE

Should you have questions regarding the above recall action, please contact Tesla Customer Service at 877-79-TESLA [83752].

Tesla Motors cares about its customers. We are here to answer any of your questions. Tesla Motors regrets any inconvenience associated with this recall, but we want to assure that your vehicle and associated equipment provides the highest possible level of safety.

Sincerely,

Tesla Motors, Inc.