

# Tesla Model X

## Delivery Checklist

**When the car arrives, make sure you have everything you ordered, and there are no marks on the car (steps 1, 2 and 3)**

The only things you might want to have handy before the car turns up are:

- Your phone (to test in the car and take lots of pictures/videos)
- A friend to take photos/videos - you'll be too busy!
- A USB stick with some 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:  
<http://www.teslamotors.com/models/walkthrough>

### 1. Basic

- Is it your car? (yes, believe it or not, someone had the wrong car delivered)
- Make sure VIN matches paperwork
- Correct battery size
- Correct paint color?
- Correct Leather/interior color?
- Correct Trim? (especially if CF - some folks accidentally got different trim!)
- Correct Wheels? (some folks got 20's when they'd ordered 22's)
- Correct number of seats (5, 6, or 7)?
- Two key fobs
- Temporary tags
- Tire Inflation Kit (MD and RI only, optional extra everywhere else)
- Front and rear floor mats (see problems, below)
- Chrome 'Tesla' license plate frame (check the frunk if you can't find it)
- Front license plate mount (check the frunk if you can't find it; see the 'other things to do' section below for alternate mounting solutions)
- Printed manuals (in glove box)
- Universal Mobile Connector (UMC) cable with standard adapters and carry bag
  1. J1772 adapter
  2. NEMA 5-15 110V adapter
  3. NEMA 14-50 240V adapter
  4. NEMA 6-50 adapter
- Cover for well in trunk (see problems, below)
- Latest software version (North America: 7.0)
- Metallic Tesla 'T'/cover on UMC cable (reported missing on recent cars)

- P90D+, P90D, 90D or 70D badge on the rear of the car (some are/are not being delivered with badges)

## 2. Optional Items

- Check installed options against purchased options on MVSA
  - Wheels
    - 20" Silver Turbine
    - 20" Cyclone
    - 22" Silver Turbine
    - 22" Dark Grey Turbine
  - Performance package
  - Premium Upgrade Package
  - Ultra High Fidelity Sound package
  - Premium Interior Lighting
  - Air suspension
  - Automatic Spoiler
  - Sub Zero Weather Package
  - Tesla red brake calipers
  - Tow Package
  - Accessory rack package
  - Ludicrous Mode
  - Second set of wheels (usually for winter tires)
  - 72 amp Charger
- Check that the in-car displays on the instrument cluster and 17" show the correct vehicle color and options. TM can update these remotely.
- Slacker username/password (you can use your own Slacker account if you prefer, but it can't be a basic account)

## 3. Potential delivery problems reported on TM forums

- Dirt under clear coat
- Scratches in paint
- Frayed headliner
- Underside damage from loading/unloading
- Wheel scrapes
- Tire scrapes (sidewall damaged)
- 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.
- Misaligned hood or trunk lid. Service can usually adjust this without issues.
- Poor radio reception (antenna was grounded to painted metal)
- Dirt/smudges on headliner/seats/trim from delivery driver

**Now make sure all the bits and pieces work properly**

#### 4. Things that might be problematic - make sure they work

- a. UMC 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.

- b. Charge Port Cover opens consistently (mine sticks big time)

(remember the sensor for the UMC button transmitter is in the tailgate edge about 18" above and to the left of the charge port, not in the charge port itself)

- c. Check mobile charger, make sure it works (bad chargers / cables have been reported)
- d. 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 frunk when you are trying to program the car. Alternatively try against the front lip of the frunk and on the frunk floor, 2 inches to the driver's side of the frunk light.

- e. Smart Phone 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.)

- i. contacts
  - ii. Bluetooth music streaming

- f. Windshield jets pointing too low

- i. Can be adjusted using a pin in the jet
  - ii. One owner reported no windshield fluid at delivery

- g. Windshield distortion or cracks (especially near passenger side half way up)

Distortion in lower 1" is normal; cracks are not! Also check for sagging in skylights of falcon wing doors.

- h. 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.
- i. All doors close properly (door misalignment reported)
  - i. 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.

- j. Doors open properly (presentation, handle touch, fob press, phone app).
- k. Windows don't auto close the last inch when closing the door
- l. Try lowering the window all the way down, then all the way up; may reset the sensor.
- m. 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.
- n. 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 don't hit objects or people when operating.
- o. Condensation in the rear lights/reflectors
- p. Low frequency powerful rumbling when first turned on
  - i. This is the A/C compressor vibrating against the frunk liner. Service has a fix where they reposition the bracket.
- q. 12V battery failures
- r. The Model X uses a 12V battery to power the instruments, lights, etc.
  - i. 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.
  - ii. If you receive any 12V warnings, or your car is non-responsive **IMMEDIATELY CALL TESLA SERVICE**. The ranger can replace the battery.
- s. 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!
- t. 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 frunk (the manual shows how to do it) and making sure all the fuses are seated properly.
- u. A small number of issues have been reported with the glove box sticking. If you've check the owner's manual in step 1 above, then you should already have figured out whether the glove box is OK!

## 5. Potential Problems

1. **Tire wear - IMPORTANT - This is one to put in your diary for about 2 months time. A number of cars have been reported to have excessive tire wear on the rears. Make sure you check your tires at about 2000 miles and look at the inside shoulder of the rears. If you see any significant signs of wear, head off to service immediately, get them to fix the car, and get the tires replaced for free.**
  - **(Technical bit: The Model S runs about 2 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'.**

**Don't take no for an answer in service. GET THE ALIGNMENT CHECKED IF YOU SEE EXCESSIVE WEAR)**

2. Wind noise due to misaligned windows - Service can usually correct this.
3. 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. EZ-Pass, 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..
5. Radar detectors
  - The original info was that 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.
6. '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 mean time, CALL TESLA SERVICE!
7. 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.
8. 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.

## 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 S 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 (if updated to v4.0)
    - 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?
  9. How is vehicle status information displayed (e.g., tire pressure warning)?
  10. Walk through all screen displays
  11. Download and demo iPhone/Android app
    - a. iPhone App now in [App Store](#)
    - b. Android app available in [Google Play](#)

- c. There is no official Tesla app on Windows Phone, but there are two owner-written apps: Tesla Connect for WP 7.5 and 8, and Tesla Commander for WP8 only.
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## **So what happens if I find something wrong (hopefully not!)**

Tell the Delivery Specialist. Depending on the nature of the problem, either get it noted on the due bill, or in extremis refuse to accept the car.

Don't let the DS leave until you've been over the car with a fine tooth comb and you are completely satisfied. Make sure you take a copy of the due bill if you can. These guys are generally very good, so even if there are issues they'll make sure everything gets fixed ASAP.

If you spot anything after (s)he leaves, contact the DS and let them know, and make sure you email Ownership so there is a written record, and follow up with a phone call. This is a pretty expensive piece of kit and you want it to be perfect.

*Many thanks to Nick Howe. Most of this list was taken from his Model S Checklist.*