

# Tesla Model X

## Delivery Checklist – November 2017

Some 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 the USB ports, possible bass resonance and to make sure it fits OK, format it as FAT32. Currently NTFS and ExtFat filesystems don't work)
- A pen to check off what you verified and note down possible flaws.

**Disclaimer:** This is a long list. The last months there seem to be less issues and no new issues popped up. You might find it useful to have the Delivery Specialist explain everything to your partner while you check the points – checking everything takes about 40 minutes. It gave me a good feeling to know that I discovered the flaws prior to driving away with my magnificent machine. Discovering flaws afterwards, one by one, is an annoying experience we want to prevent. Elon said the Model X is the most complex car ever made, so some things can go wrong. Luckily Tesla Service is great and fixes everything. Additions/remarks are welcome by email too: [jasper@linux.com](mailto:jasper@linux.com)

### 1. Basic

- 1) Make sure VIN matches paperwork – it's located behind at the drivers side, below behind the window.
- 2) Do they have Front and rear floor mats?
- 3) 'Tesla' license plate frame? Front license plate mount?
- 4) Mobile Connector (MC) cable with standard adapters and carry bag. Metallic Tesla 'T'/cover on Mobile Charger cable (reported missing on recent cars). Do you need another charger adapter? They might be in stock at the service center – better to ask beforehand.
- 5) Cover for well in trunk?
- 6) For models with PUP, blind phone holster/iPhone adapter (maybe in a small Griffin plastic bag near cup holders?). The Android adapter can be mounted in the wrong direction (phone screen is hidden then – quick fix).
- 7) Latest software version? At the top of the 17" screen is a T (Tesla logo). Press that T and it takes you to a screen that shows your car and lists the current version of the software that you are running.  
Check version on: <https://ev-fw.com/track-reports.php>  
Now: **v8.1 Build 17.11.10**
- 8) Badge on the rear of the car
- 9) Ask for key fob holder/chain or order one from Amazon ;) You might also get a Tesla umbrella, swag bag or mug if you're lucky. This is depending upon availability, luck and if you ask :) It seems that since summer 2017, the chance is getting smaller (or 0)?

## 2. Optional Items

10. Check installed options against purchased options on MVSA
  - a. Wheels
  - b. Premium Upgrade Package: autopresent doors, bioweapon defense mode, leather arm rests, leather steering wheel and leather underside dashboard, upside dashboard in alcantara, warm LED package interior, dynamic headlight led lighting in corners, led fog lights, fast connection dock for smartphones
  - c. Ultra High Fidelity Sound package
  - d. Air suspension
  - e. Enhanced Autopilot: how to check?
  - f. Black alcantara headliner
  - g. Towing hitch: is it present? Ask to show how to add and remove it.
11. Check that the in-car displays on the instrument cluster and 17" show the correct vehicle color and options. TM can update these remotely.
12. Spotify username/password (you can use your own Slacker account if you prefer, but it can't be a basic account). At least in Europe it's programmed into the Spotify application now.

## 3. Potential delivery problems reported on TM forums

13. Scratches in paint
14. Underside damage from loading/unloading
15. Wheel scrapes
16. Tire scrapes (sidewall damaged)
17. 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.
18. Misaligned hood or trunk lid. Service can usually adjust this without issues.
19. Poor radio reception (antenna was grounded to painted metal)

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

22. Mobile Connector 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.
23. Charge Port Cover opens consistently (mine sticks big time)  
(remember the sensor for the Mobile Connector button transmitter is in the tailgate edge about 18" above and to the left of the charge port, not in the charge port itself)
24. Check mobile charger, make sure it works (bad chargers / cables have been reported)
25. Verify that car charges properly from Supercharger too.
26. Check for upgraded seals (see picture)
27. 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.)

- a. Contacts
  - b. Bluetooth music streaming
28. All doors close properly (door misalignment reported), without strange sounds.
  29. Check the front hood alignment: check for uneven panel gaps on left and right of the car. The panel gap differences are considered normal by Tesla in most cases. It's how the cars are build and shouldn't be considered a problem.
  30. Doors open properly (presentation, handle touch, fob press, phone app).
  31. Doors unlock with fob in range and auto lock when key fob out of range
  32. 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!
  33. A small number of issues have been reported with the glove box sticking.
  34. Double check all wheels for edge damage.
  35. Check hidden paint edges at the B pillars for paint chips next to the roof glass.
  36. Check for Parcel Shelf (see picture) – is this now optional and/or no longer available?
  37. Check leather seats for pucker (hills). Creases on the edges are normal for this quality of leather.



#### More stuff:

38. Vanity Mirror lights not working - Remember Happy wife happy Life
39. Blue tape still stuck in crevices of the exterior of car - annoying but not a big deal
40. 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. If this sounds confusing; just inspect the quality of the rubber seal between the 2 windows of the driver door - and the front passenger door too.
41. Also check to make sure the back edge of the front doors are sealing properly too.
42. Check Seat belts function and seat sensors.
43. Check if area behind door is painted (see picture)
44. Front side Skid Plate (make sure and bend under the front hood to check this item) Skid plate is located below the Frunk. We found scratches on it. Tesla will replace it with new one.
45. None of the USB ports worked so I'd suggest checking them
46. Seat belt strap on one of the rear captain's chairs had a twist in it.
47. Several dirty spots on UW leather, especially seat buckle latch
48. The panel covering the subwoofer rattles like all hell when the



bass drops.

49. 7-seater vehicle with the 2nd row bench - middle seat side-trims were very dirty and had a different type of material. Very obvious contrast, but easy to overlook during delivery.

50. Ensure steering wheel/seat heaters function as expected

51. Ensure seats move smoothly and easily back/forward

52. Ask for your SUNSHADE (courtesy of Captain Sunshade)

53. Tesla T on trunk has some minor vertical scratch lines. The Tesla logo on the front can be misaligned

54. We discovered a crack in the roof glass of the left falcon wing



55. Check all 2nd row seats for missing seat anchor point covers.

56. 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.

57. Head rests that rattle

58. Examine the back of the headrest in the third row. "Where the leather/material meets the black glossy material, mine is coming undone/separating."

59. Bent chrome trim and torn gasket:

<https://teslamotorsclub.com/tmc/threads/recent-model-x-build-quality.74331/page-7>

60. Metal trim behind FWD door is bent outwards slightly

61. FWD plastic on roof is bent outwards

62. Lever button for passenger side FWD is a little loose (swivel left and right).

63. FWD door making a squeaking noise right before it's fully closed.

64. Wiring is exposed under driver seat

65. plastic trim underneath passenger seat is loose (not installed at all)

66. Check while heating if the vent closest to the front window is heating too.

67. Airco makes every 30 seconds a low 'bonk' sound. On 29/3/2017: "A/C wasn't working" (no refrigerant)

68. window makes a sound when opening or closing

69. when turning the steering wheel to the maximum it makes a 'clunk' sound



### **After first drive:**

70. Squeaking chairs when abruptly accelerating or decelerating

71. Sound when braking

72. Tire Pressures too high (this is a common one) -check the label on the driver B pillar to get the right pressure for your car.

73. Check if it doesn't have 'vampiric energy loss': can be up to 15 to 20 miles per day. Some loss is considered normal.

<https://teslamotorsclub.com/tmc/threads/new-model-x-shows-huge-vampire-drain-vs-previous-ms.83665/page-2>

<https://teslamotorsclub.com/tmc/threads/water-intrusion-after-rain.77401/page-2>