



TESLA



MOBILE  
CONNECTOR  
OWNERS  
MANUAL



INFORMATION ABOUT YOUR MODEL S IS AVAILABLE AT:

[www.teslamotors.com/mytesla](http://www.teslamotors.com/mytesla)

To contact Tesla call 1-877-79TESLA (1-877-798-3752)

For Roadside Assistance call 1-866-99TESLA (1-866-998-3752)

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# SAVE THESE IMPORTANT SAFETY INSTRUCTIONS

This document contains important instructions and warnings that must be followed when using your Mobile Connector.



## WARNINGS:

Read this entire document before using the Mobile Connector. Failure to do so or to follow any of the instructions or warnings in this document can result in fire, electrical shock, serious injury or death.

Use the Mobile Connector only within the specified operating parameters.

The Mobile Connector is designed only for charging a Tesla vehicle (excluding Tesla Roadster). Do not use it for any other purpose or with any other vehicle or object.

Do not use or stop using the Mobile Connector if it is defective, appears cracked, frayed, broken or otherwise damaged, or fails to operate.

Do not attempt to open, disassemble, repair, tamper with, or modify the Mobile Connector. The Mobile Connector is not user serviceable. Contact Tesla for any repairs.

Do not use an extension cord, power strip, multi-outlet adapter, multi-plugs or conversion plugs to plug in the Mobile Connector.

Do not disconnect the Mobile Connector from the wall outlet while the vehicle is charging.

Do not use private power generators as a power source for charging.

Do not plug the Mobile Connector into a damaged, loose or worn power outlet. Ensure the Mobile Connector's wall plug's prongs fit snugly into the outlet.

The Mobile Connector contains components, such as switches and relays, that can produce arcs or sparks. Do not expose the Mobile Connector to flammable or harsh chemicals or vapors. Do not use or store the Mobile Connector in a recessed area or below floor level and when used in an inside location such as a garage, locate the Mobile Connector's main body at least 18 inches (46 cm) above the floor.

Do not use the Mobile Connector when either you, the vehicle or the Mobile Connector is exposed to severe rain, snow, electrical storm or other inclement weather.

When transporting the Mobile Connector, handle with care and do not subject it to strong force or impact or pull, twist, tangle, drag or step on the Mobile Connector to protect from damage to it or any components.

Protect the Mobile Connector from moisture, water and foreign objects at all times. If any exist or appear to have damaged or corroded the Mobile Connector, do not use the Mobile Connector.

Do not touch the Mobile Connector's end terminals with sharp metallic objects, such as wire, tools or needles.

If rain falls during charging, do not allow rainwater to run along the length of cable and wet the electrical outlet or charging port.

If the electrical outlet is submerged in water or covered in snow, do not insert the Mobile Connector's plug. If, in this situation, the Mobile Connector's plug is already plugged in and needs to be unplugged, first turn off the breaker and then unplug the Mobile Connector's plug.

Do not forcefully fold any part of the Mobile Connector or damage it with sharp objects.

Do not insert foreign objects into any part of the Mobile Connector.

Do not use the Mobile Connector when a vehicle cover is on the vehicle.

Ensure that the Mobile Connector's charging cable does not obstruct pedestrians or other vehicles or objects.

Use of the Mobile Connector may affect or impair the operation of any medical or implantable electronic devices, such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator. Check with the electronic device manufacturer concerning the effects that charging may have on such electronic device before using the Mobile Connector.

Do not attempt to use one of the Mobile Connector's adapters in any type of outlet for which it was not originally designed.

Do not use cleaning solvents to clean the Mobile Connector.



## CAUTIONS:

Do not operate the Mobile Connector in temperatures outside its operating range of -22°F to 122°F (-30°C to +50°C).

Store the Mobile Connector in a clean dry place in temperatures between -40°F and +185°F (-40°C and +85°C).

## CONNECTOR WARRANTY

Subject to the exclusions and limitations described below, the Connector Limited Warranty covers the repair or replacement necessary to correct any manufacturing defects in the factory-supplied Mobile Connector, and any Tesla Adapter, that occur under normal use for a period of 12 months from the date of invoice to the customer.

This Connector Limited Warranty does not cover any damage or malfunction directly or indirectly caused by, due to or resulting from normal wear or deterioration, abuse, misuse, negligence, accident, lack of or improper use, maintenance, storage or transport, including, but not limited to, any of the following:

- Failure to follow the instructions, maintenance and warnings in this document;
- External factors including but not limited to objects striking the Mobile Connector, faulty and damaged power outlets, the environment or an act of God, including, but not limited to, fire, earthquake, water, lightning and other environmental conditions.
- General appearance or damage to paint including chips, scratches, dents and cracks;
- Failure to contact Tesla upon discovery of a defect covered by this Connector Limited Warranty;
- Any repair, alteration or modification of the Mobile Connector or any part, or the installation or use of any parts or accessories, made by a person or facility not authorized or certified to do so;
- Lack of or improper repair or maintenance, including use of non-genuine Tesla accessories or parts; and
- Use for commercial purposes.

Although Tesla does not require you to perform all maintenance, service or repairs at a Tesla Service Center or Tesla authorized repair facility, this Connector Limited Warranty may be voided or coverage may be excluded due to lack of or improper maintenance, service or repairs. Tesla

Service Centers and Tesla authorized repair facilities have special training, expertise, tools and supplies with respect to the Mobile Connector and, in certain cases, may employ the only persons or be the only facilities authorized or certified to work on the Mobile Connector. Tesla strongly recommends that you have all maintenance, service and repairs done at a Tesla Service Center or Tesla authorized repair facility in order to avoid voiding, or having coverage excluded under, this Connector Limited Warranty.

## COMMUNICATIONS REGULATIONS

### Radio and television interference

The equipment described in this manual can generate and radiate radio-frequency energy. If it is not installed and used properly, and in accordance with Tesla's instructions, it can interfere with radio and television reception.

## COMPLIANCE

The Mobile Connector complies with the following European Union directives: Low Voltage Directive (LVD) 2006/95/EC and Electromagnetic Compatibility (EMC) Directive 2004/108/EC.

Enclosure Protection Rating: Type 4 and IP65



## SPECIFICATIONS

Use only a 120 volt, 208 volt or 240 volt AC supply, 50/60 hertz wall outlet that has a dedicated and properly grounded circuit, and is rated for at least 15 amps.

Use of a dedicated receptacle with a single socket is recommended. If the receptacle has two sockets, do not plug any other items into the other socket.

The Mobile Connector is 20 feet in length. Use an existing outlet or install a new outlet that is less than 15 feet from the charge port of the vehicle and at least 18 inches above the ground. The location of the charge port will vary depending on your vehicle model. See the owner documentation of your Tesla vehicle for the location of the charge port.

Do not use an extension cord, a multi-outlet adapter, a multi-plug, a conversion plug, or a power strip.

## CHARGING TIME

Charging times vary based on the voltage and current available from the power outlet, subject to various conditions. Charge time also depends on ambient temperature and the vehicle's Battery temperature. If the Battery is not within the optimal temperature range for charging, the vehicle will heat or cool the Battery before charging begins.

For the most up-to-date information on how long it takes to charge your Tesla vehicle, go to [www.teslamotors.com](http://www.teslamotors.com).

## ADAPTERS

Two outlet adapters are included with your Mobile Connector: one for a standard 110 volt household outlet and a second adapter for a 240 volt outlet. For faster charging, charging from a 240 volt outlet rather than a 110 volt outlet is recommended. Consult an electrician to install a 240 volt outlet where you plan to park your Tesla vehicle.

Additional adapters are available for purchase. For details, go to [www.teslamotors.com](http://www.teslamotors.com).



NEMA 5-15  
110V Outlet  
Standard Household



NEMA 14-50  
240V Outlet  
RVs and Campsites

*Illustrations are for demonstration purposes only.*

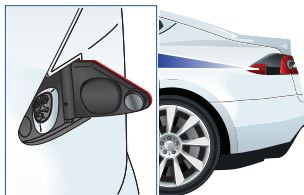
## PLUGGING IN

NOTE: Always inspect the Mobile Connector for damage prior to each use.

1. Ensure that the Mobile Connector's adapter matches the outlet you want to use. For instructions on how to change the adapter, see "Changing the Adapter."
2. Plug the Mobile Connector's adapter into the power outlet. Don't hang the weight of the adapter on the wall plug. The adapter should be flush against the plug.



3. With your key nearby, press the button on the top of the Mobile Connector. The charge port door opens (you can also open it manually using the touchscreen).



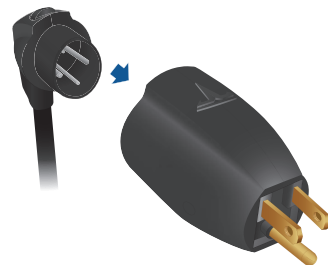
4. When you plug the Mobile Connector into your Tesla vehicle, a light around the charge port pulses green during charging and the instrument panel displays charging information.
5. When charging is complete, the light around the charge port stops pulsing and the light is solid green. Press and hold the button on the Mobile Connector, wait for the latch to retract, then pull the Mobile Connector out of the charge port. Push the charge port door closed.
6. Unplug the Mobile Connector from the power outlet and store it in an appropriate location.

For more detailed information about charging, refer to the owner documentation provided with your Tesla vehicle.

## CHANGING THE ADAPTER

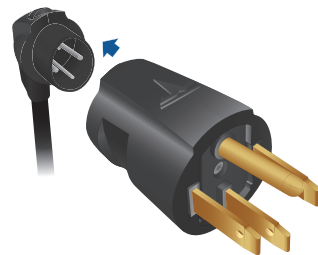
### Removing an adapter

To remove an adapter, push the button on the Mobile Connector's charge cable and pull the adapter from its socket.



### Attaching an adapter

To attach an adapter, line up the adapter with the Mobile Connector's charge cable and push until it snaps into place.



## TROUBLESHOOTING

Under normal conditions when charging is in progress, the Mobile Connector's green lights flow continuously and the red light is off. Identify problems by paying attention to these lights when plugging in. In some cases, you may need to press the RESET button located on the back.



Green Lights	Red Light	What it means	What to do
All lights flowing	Off	Charging is in progress.	Nothing. The Mobile Connector is successfully charging.
Top light on	Off	Power on. Mobile Connector is powered, but not charging.	Make sure the Mobile Connector is plugged into the vehicle.
Off	1 flash	Ground fault. Electrical current is leaking through a potentially unsafe path.	This should automatically reset in 15 minutes. If not, ensure no one is touching or inside the vehicle, then press the RESET button.
Off	2 flashes	The Mobile Connector did not pass its internal self check.	Unplug the Mobile Connector from the vehicle and press the RESET button. Plug the Mobile Connector back into the vehicle. If the error persists, unplug the Mobile Connector from both the vehicle and the power outlet, then plug it back in. When plugging back in, always plug it into the outlet first.
Off	3 flashes	Contactor failed	Unplug the Mobile Connector from the vehicle and wait 10 seconds. If the error persists, contact Tesla.
Off	4 flashes	Ground lost	Make sure the power outlet is properly grounded. If uncertain, ask your electrician.
Off	5 flashes	Sense circuit fault	Make sure the Mobile Connector's adapter is attached properly.
Off	6 flashes	Thermal fault	Consider charging in a cooler area, such as indoors or in the shade.
Off	Off	Power lost	Unplug the Mobile Connector and check that the power outlet has power.

## QUESTIONS?

Contact Tesla at 1-877-79-TESLA.



## LIMITS OF LIABILITY

Implied and express warranties and conditions arising under applicable state or provincial laws or federal statute or otherwise in law or in equity, if any, including, but not limited to, implied warranties and conditions of merchantability or merchantable quality, fitness for a particular purpose, durability, or those arising by a course of dealing or usage of trade, are disclaimed to the fullest extent allowable by law, or limited in duration to the term of this Connector Limited Warranty. The performance of necessary repairs and parts replacement is the exclusive remedy under this Connector Limited Warranty or any implied warranties. Liability is limited to the reasonable price for repair or replacement of the Mobile Connector, not to exceed the manufacturer's suggested retail price. Replacement may be made with parts of like kind and quality, including non-original manufacturer's parts or remanufactured parts, as necessary.

In no event shall liability for any defect under this Connector Limited Warranty exceed the fair market value of the Mobile Connector at the time immediately preceding the discovery of the defect. In addition, the sum of all benefits payable under this Connector Limited Warranty shall not exceed the price you paid for the Mobile Connector.

Tesla does not authorize any person or entity to create for it any other obligations or liability in connection with this Connector Limited Warranty. The decision of whether to repair or replace a part or to use a new or remanufactured part will be made by Tesla, in its sole discretion.

Tesla hereby disclaims any and all indirect, incidental, special and consequential damages arising out of or relating to the Mobile Connector, including, but not limited to, transportation to and from a Tesla Authorized Service Center, loss of Mobile Connector or vehicle value, loss of time, loss of income, loss of use, loss of personal or commercial property, inconvenience or aggravation, emotional distress or harm, commercial loss (including but not limited to lost profits or earnings), towing charges, bus fares, vehicle rental, service call charges, gasoline expenses, lodging expenses, damage to tow vehicle, and incidental charges such as telephone calls, facsimile transmissions, and mailing expenses.

The above limitations and exclusions shall apply whether your claim is in contract, tort (including negligence and gross negligence), breach of warranty or condition, misrepresentation (whether negligent or otherwise) or otherwise at law or in equity, even if Tesla is advised of the possibility of such damages or such damages are reasonably foreseeable.

## WARRANTY ENFORCEMENT LAWS AND DISPUTE RESOLUTION

To the fullest extent allowed by the law of your jurisdiction, Tesla requires that you first provide Tesla, during the applicable period specified in this Connector Limited Warranty, with notification of any manufacturing defect within a reasonable time to allow Tesla an opportunity to make any needed repairs, before you submit to our dispute settlement program. Please send your written notification to:

Tesla Motors, Inc.  
3500 Deer Creek Road  
Palo Alto, California 94304  
Attention: Vehicle Service

Please include the following information:

- Mobile Connector and Invoice Date;
- your name and contact information;
- name and location of the Tesla Store and/or Tesla Service Center nearest you;
- Description of the defect; and
- History of the attempts you have made with Tesla to resolve the concern, or of any repairs or services that were not performed by Tesla.

In the event any disputes, differences or controversies arise between you and Tesla related to this Connector Limited Warranty, Tesla will explore all possibilities for an amicable settlement. In case an amicable settlement



is not reached, Tesla requires you to submit to our dispute settlement program through:

NATIONAL CENTER FOR DISPUTE SETTLEMENT (“NCDS”)  
P.O. Box 526  
Mt. Clemens, MI 48046  
1-866-629-3204

Tesla requires that you submit your dispute to our dispute settlement program and wait for a decision to be issued prior to pursuing any remedy under federal or state laws (including 15 U.S.C. Section 2310 or California Civil Code Section 1793.22(b)), although you may be entitled to pursue a remedy without submitting under certain state laws or if you pursue any rights or remedies not created by these laws. This dispute settlement program administered by NCDS is free of charge to you and is conducted by local NCDS professionals who are trained and experienced in mediation and arbitration.

NCDS resolves disputes involving this Connector Limited Warranty which arise during the applicable extended service period specified in this Connector Limited Warranty. You must file a request for arbitration with NCDS within 60 days (or 6 months in certain jurisdictions) of the expiration of the applicable extended service period, provided you notified Tesla of the alleged defect was brought to the attention of Tesla during the applicable extended service period.

To initiate arbitration, you must contact NCDS at 1-866-629-3204 or P.O. Box 526, Mt. Clemens, MI 48046, and complete an NCDS customer claim form and mail it to NCDS. Please also provide a copy of your written notification sent to Tesla and/or all information required in such notification specified above, your desired resolution, and all receipts if requesting reimbursement. Upon receipt of your request, NCDS will contact you regarding the status of your case and provide you with additional details about the program.

When NCDS receives your request, it will be forwarded to Tesla for response. After analyzing all information pertaining to your case, NCDS will schedule a technical evaluation if applicable. If you request it, an oral hearing will be held prior to a decision being rendered. At this hearing, all

evidence is admissible. After considering all testimony and documents, the arbitrator will review the applicable legal standards and render a decision. A settlement satisfactory to all parties may be negotiated at any time, including prior to or after the arbitrator’s decision.

NCDS’s decision is binding on Tesla but not on you. If you accept NCDS’s decision, Tesla will comply with the decision in a reasonable time not to exceed 30 days after Tesla receives notice of your acceptance. Remedies include but are not limited to repairs; reimbursement for repairs and incidental expenses, such as transporting costs; and repurchase or replacement of the Mobile Connector. NCDS decisions do not include attorney fees or punitive, multiple, or consequential damages, except incidental damages as required by applicable law. NCDS findings and decisions are admissible as evidence in any legal proceedings concerning the Mobile Connector.

The description provided above is only a brief summary of the dispute settlement program administered by NCDS. The dispute settlement program may be changed at any time without prior notice. Contact NCDS at the above listed address or phone number for the most current information concerning the dispute settlement program.

**TESLA**

3500 Deer Creek Road  
Palo Alto, CA 94304