



Model X Quick Guide for Tow Providers

Tesla Motors | Roadside Assistance Team

Tesla Technical Support Team is available 24/7 to provide support

510-249-4082

Contents – 7 Simple Steps



Contents in this Training Guide	Page
Overview & Equipment	4 - 5
Step 1: Manual Release of Front Hood (if vehicle is unresponsive)	6
Step 2: Locating the Tow Hook	7
Step 2a: Attaching the Tow Hook (if available)	8
Step 2b: Attaching straps to the control arms (if tow hook is unavailable)	9
Step 3: Charging the 12V battery (if vehicle is unresponsive)	10
Step 4: Air Suspension and Jack Mode (if vehicle is equipped with Air Suspension)	11
Step 5: Disengaging the Parking Brake (Tow Mode)	12
Step 5b: Reengaging the Parking Brake (Disable Tow Mode)	13
Step 6: Load carefully	14
Step 7: Strap down over the tires (8-point tie down method)	15
Vehicle Jack Points	16
First Responders	17
Contact Tesla	18

Tesla Mission

Our goal is to accelerate the advent of sustainable transport by bringing compelling mass market electric cars to market as soon as possible.



You play a critical role in helping us achieve this mission by accommodating our customers with the highest level of service possible. Our roadside network is world-wide, which means you are joining a global team working relentlessly to accomplish this mission – together we will revolutionize the automotive industry.



Model X Profile



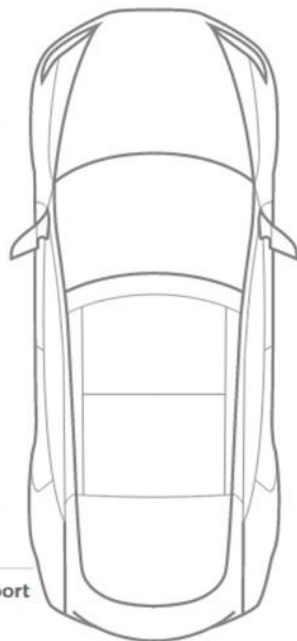
- All Wheel Drive options are available only
- No spare tire
- Electronic Parking Brake: No manual release
- Traditional 12V Battery: Spill-proof Lead Acid (VRLA) battery
- Curb weight: 5,334 pounds
- Weight distribution (% front/rear): 49/51
- No steering column lock



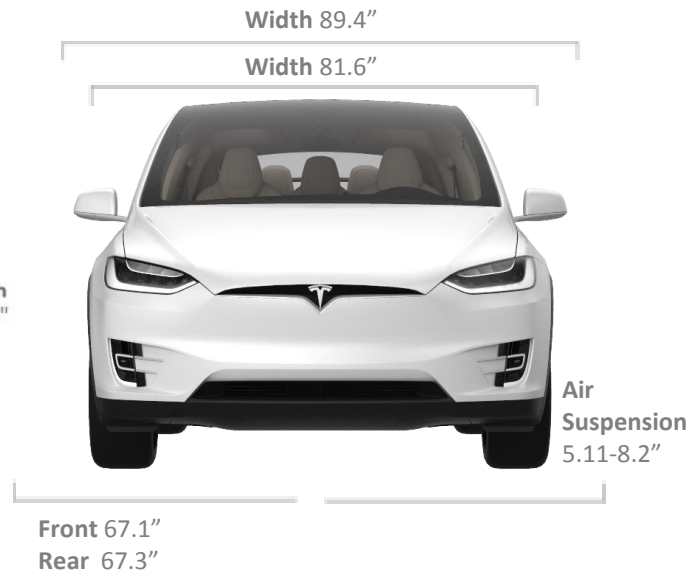
AWD

Wheelbase
116.7"

Charge port



Length
198.6"



Equipment Required



Flat-bed truck

In certain cases, a wheel lift and dolly is appropriate (example: car immobilized in a low clearance garage)

Nylon axle straps (Endless Loops also work great)

Tire skates

Go-Jacks

Under-carriage protection barrier (example: rubber pad)

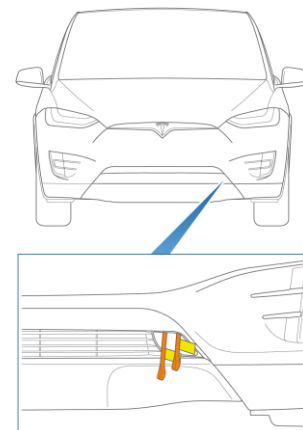
Portable battery jump kit (for the 12V battery)/Jumper cables

Tie-down straps (8-point tie-down method)

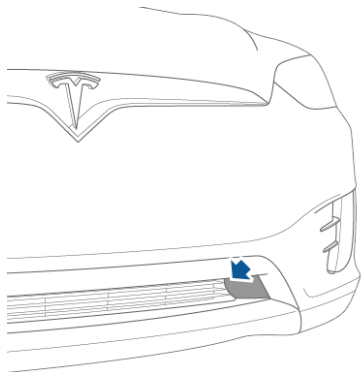
Chocks

Step 1: Manual Release of Front Hood (If 12 volt has no charge)

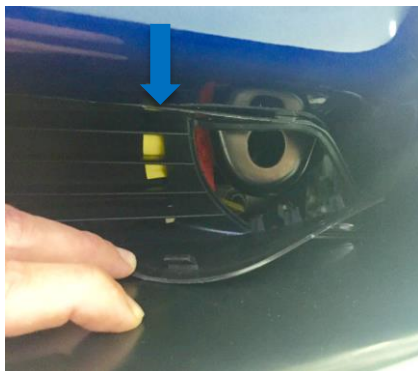
1. Pull back the small plastic cover from the corner of the bumper beam on the driver side by carefully pulling on the top right corner of the cover as shown below.
2. Once the cover has been pulled back, you will see red nylon straps with bright yellow tags located to the left of the tow hook insert. Pull the straps out using your fingers. If it is difficult to access them you may use a "pen" to pull them out. There are two straps: One labeled 'A' and one labeled 'B'.
3. First, firmly tug on the 'A' strap until you hear the first lock release.
4. Second, firmly tug on the 'B' strap until you hear the second lock release. *Note that both straps must be pulled until you hear both locks release in order for the hood to safely open.
5. Front hood should easily open by pulling the hood up. If it is difficult to open, please repeat steps 3-4 to confirm that locks have been released.



1



2



3

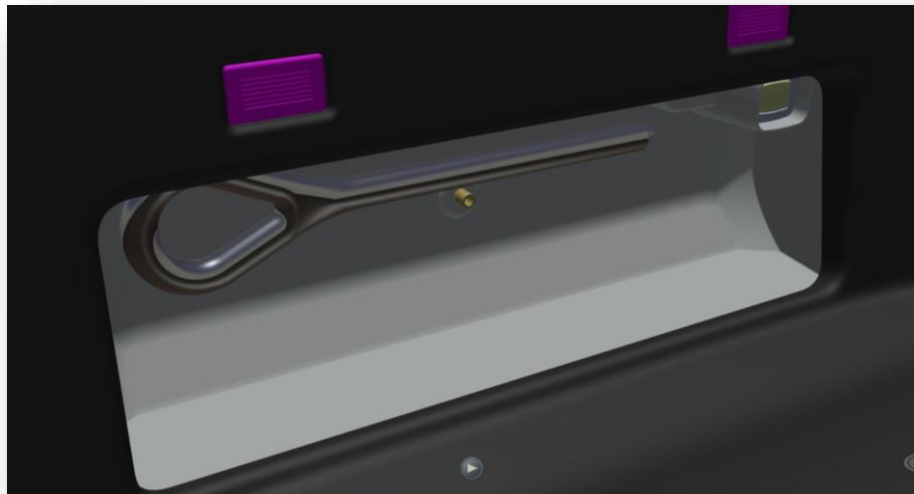
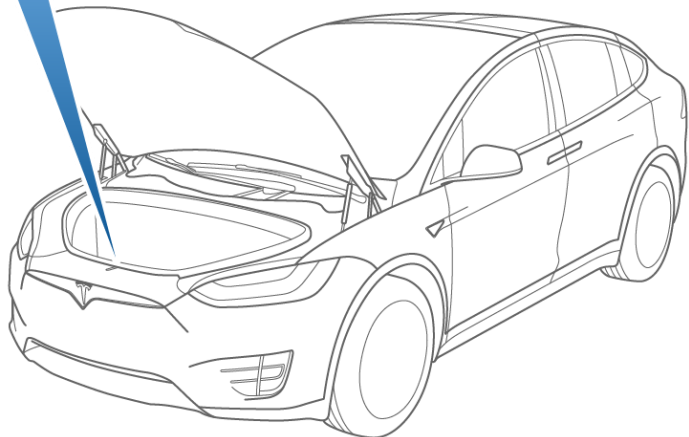
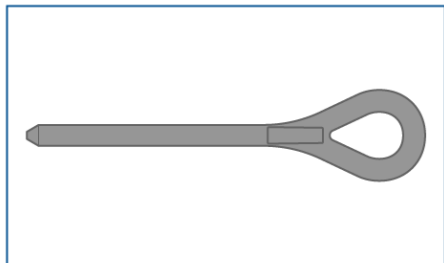


4



Step 2: Locating the Tow Hook

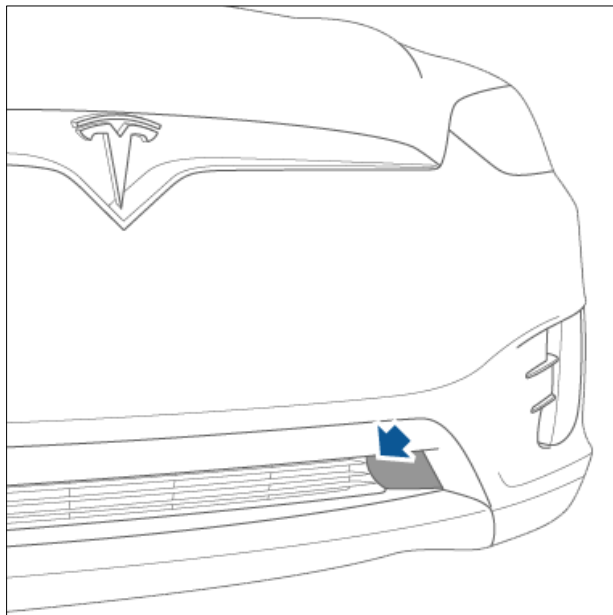
The tow hook is located under the hood in a recessed compartment toward the front side of the vehicle. Be sure to return the tow hook to this location after the vehicle is delivered to its destination. Do not leave the hook in the insert location.



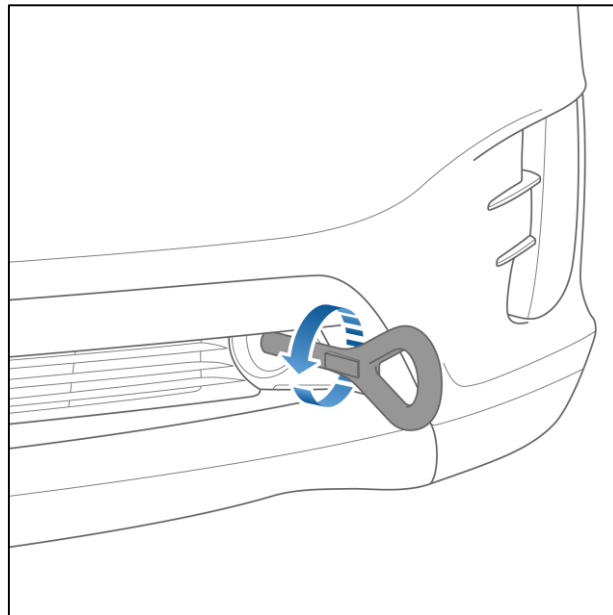
Step 2a: Attaching the Tow Hook

1. The insert for the tow hook is located on the driver front side of the bumper beam.
2. Secure the tow hook by turning counter-clockwise until it is firmly set.

1



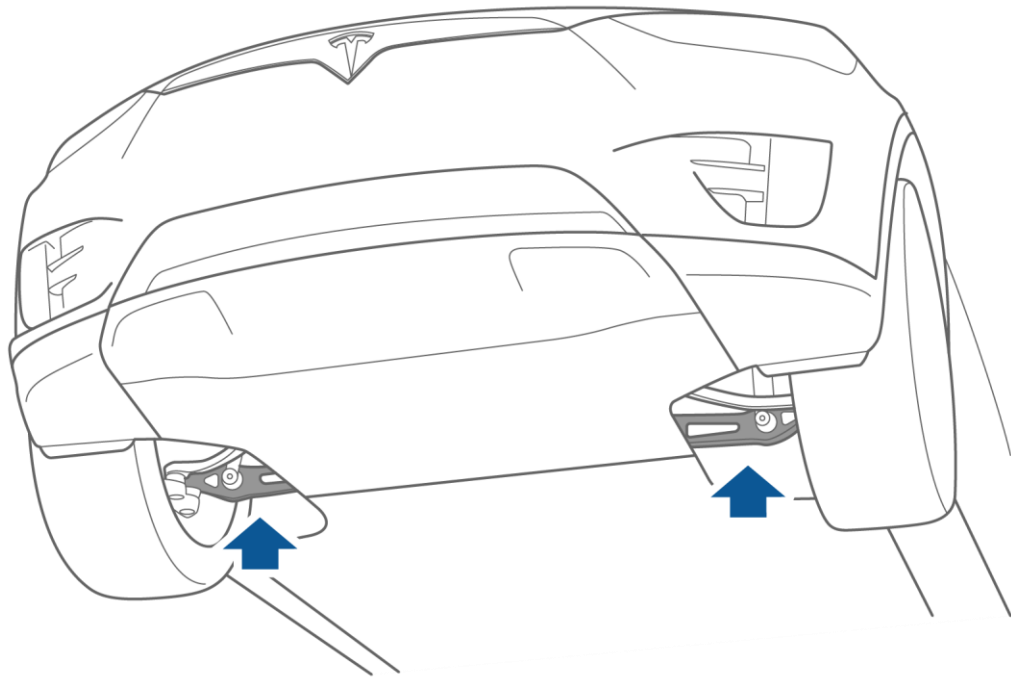
2



Step 2b: Hooking up a Model X (No Tow Hook)

This method should only be used if a tow hook is unavailable.

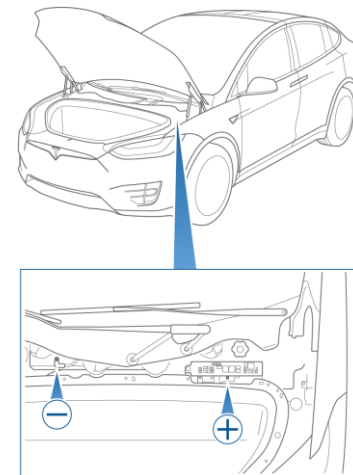
1. Attach nylon axle straps (or Endless Loops) to the rearmost lower suspension arm slots, located underneath the front of the vehicle.
2. Place a protection barrier (rubber pad, for example) between the straps and underbody and adjust the position to protect the underbody.



Step 3: Charging the 12V Battery

If the car does not turn on, jump the 12V battery. This will provide enough power to access "Tow Mode". There is no manual release for the parking brake. Jump Points are located in the front trunk.

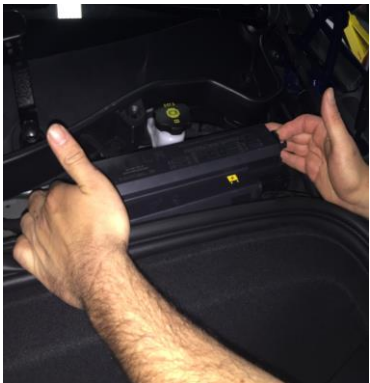
1. Pull back the plastic cover located in the back of the front trunk compartment.
2. Carefully pull back the plastic cover of the fuse box which you will find to the far right. Use both hands as shown in the image below.
3. The positive terminal is located in front of the fuse box compartment.
4. The ground post is a bolt located on the passenger side of the compartment.
5. Attach your red positive lead to the positive terminal found in step 3. Attach your black negative lead to the ground post found in step 4.



1



2



3



4



5



Step 4: Air Suspension and Jack Mode

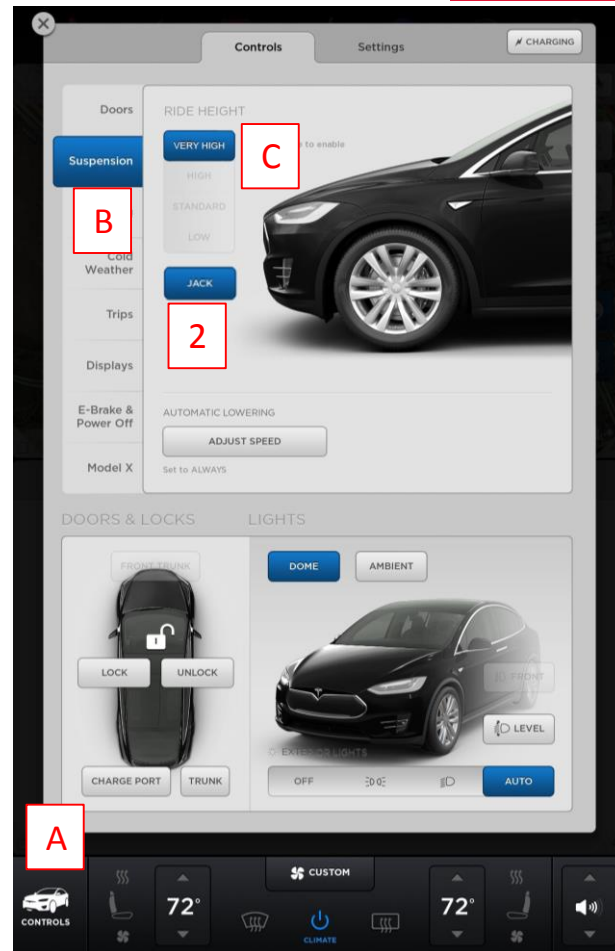
If the Model X is equipped with Active Air Suspension:

1. Adjust the vehicle height for better clearance. On the main touch screen, press:

- A. Controls
- B. Suspension
- C. VERY HIGH

2. After raising the suspension to “Very High”, press the “**Jack**” button to disable the suspension from self-leveling.

Note: If the Model X does not have air suspension, skip these steps above and proceed to “Tow Mode”.

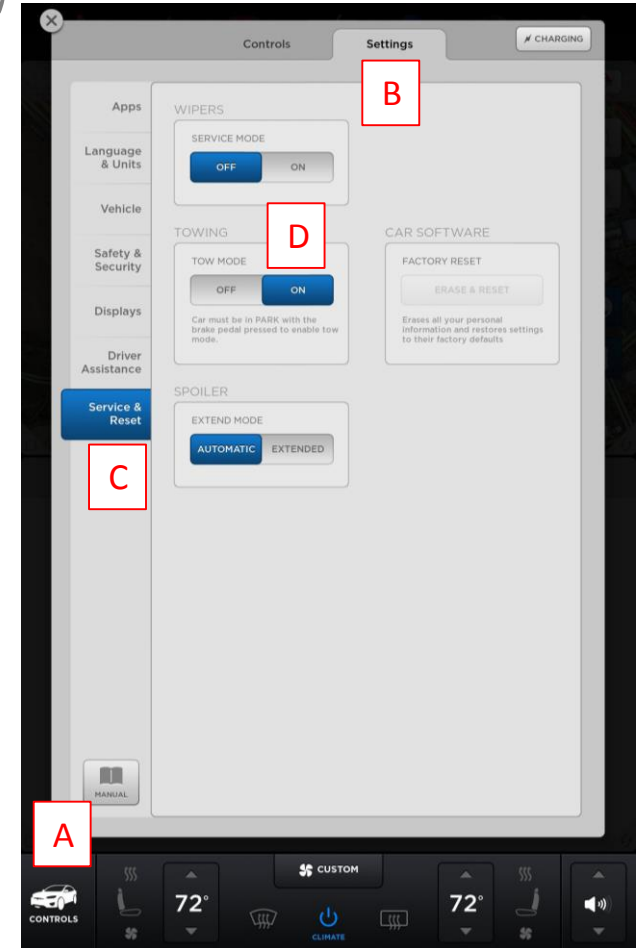


Step 5: Disengage Parking Brake (Tow Mode)

1. After you have secured the vehicle to the winch, press the brake pedal to power on the vehicle.
2. Activate "Tow Mode" by pressing the following buttons on the touch screen:
 - A. Controls
 - B. Settings
 - C. Service & Reset
 - D. Tow Mode (switch to "ON")

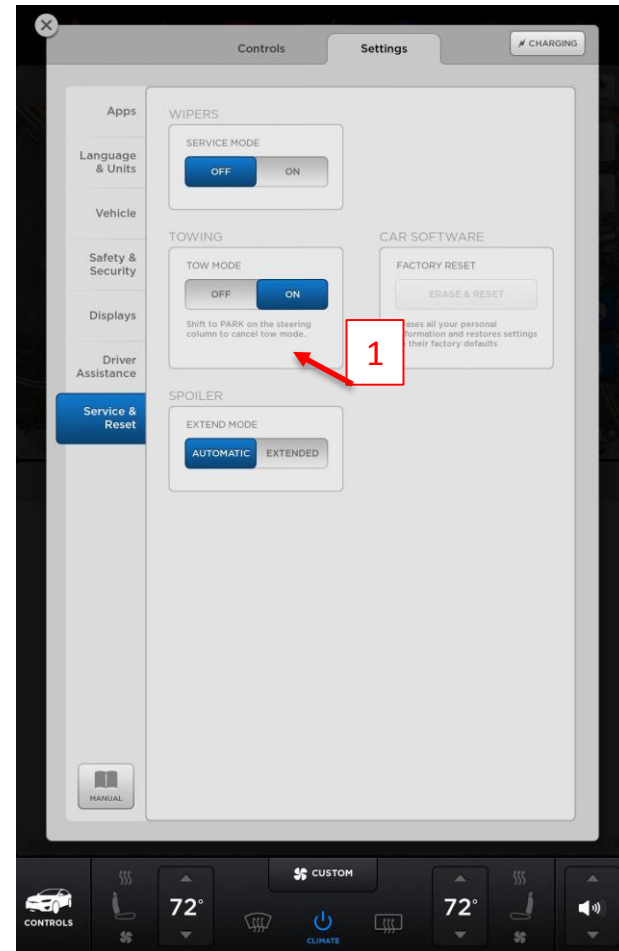
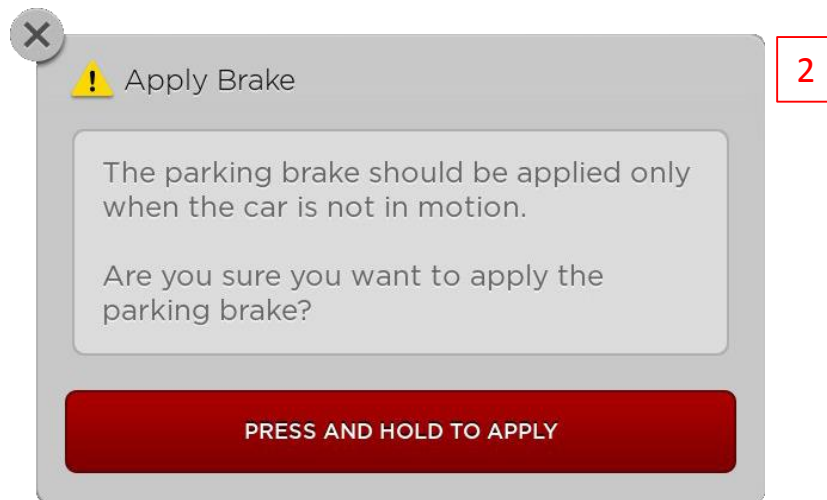
This setting will disengage the parking brake and keep the car in Neutral.

Note: The car must be in Park with the brake pedal pressed before Tow Mode can be activated.



Step 5b: Reengage Parking Brake (Disable Tow Mode)

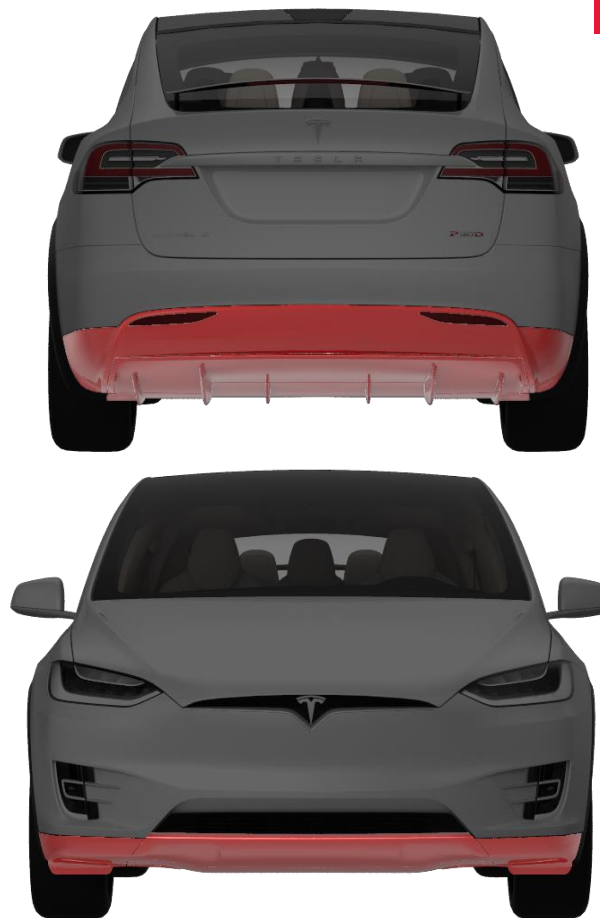
1. The text displayed under Tow Mode in the Towing section advises you to: *"Shift to PARK on the steering column to cancel tow mode."*
2. Once the vehicle has been placed in park, a pop-up window will appear. It will instruct you to:
 1. Apply the Brake
 2. Press and hold the red button to reapply the parking brake



Step 6: Load Carefully

Position the bed at a shallow angle. Use wooden boards or a ramp to avoid scraping the front of the vehicle.

Load carefully and take extra caution to ensure the diffuser on the rear of the vehicle does not scrape against the ground.



Step 7: Strap down over the tires

Use the 8-point tie-down method to strap down **OVER** the tires.

- 1) Strap the vehicle securely to the bed using tie-down straps **over the tires** so that no equipment scratches the wheel surface or body panels.
- 2) To prevent damage to paint or wheel surfaces:
 - Do NOT place straps over body panels or through the wheels.
 - Avoid metal-on-metal contact.

The example to the right demonstrates a **WRONG** way of strapping; in this case, the wheel was damaged due to metal-on-metal contact (red arrows).

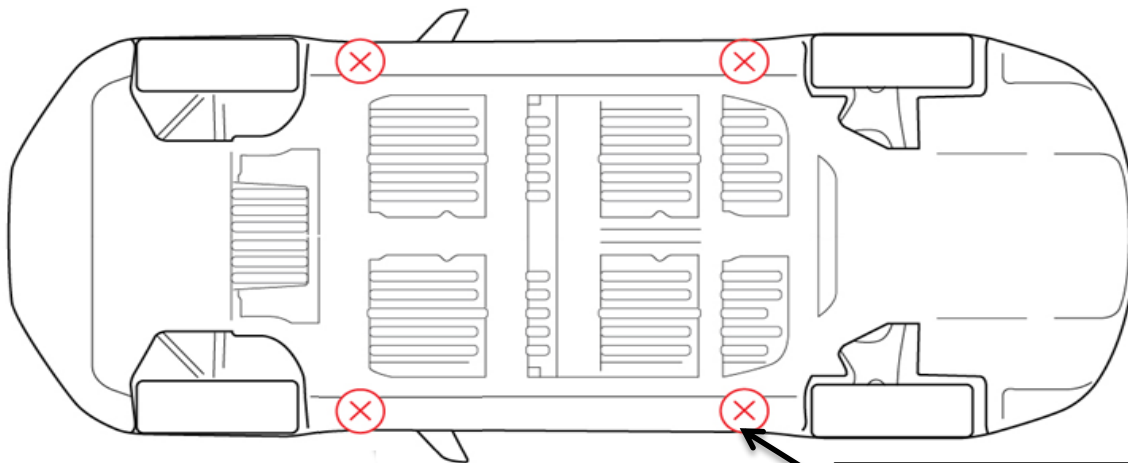
Your company is responsible for damage caused to wheels or body panels.



Vehicle Jacking Points

Jacking Procedures:

1. Before lifting the vehicle, activate **Jack mode** on the touch screen (see Page 11). Jack mode will prevent the air suspension from self leveling while the vehicle is lifted.
 - *Note: if the vehicle is not equipped with active air suspension, skip this step.*
2. The jack points are the **four red circles** marked below:



When applying the jack, do not damage the **plastic strip** between the battery pack and the body rail .

Jack points



First Responder Guides are available at our website:

<http://www.teslamotors.com/firstresponders>

We are committed to helping first responders safely handle emergency situations involving Tesla Model X, Tesla Model S and Roadsters. Emergency disconnects are available for disabling the vehicle when extrication is necessary to rescue passengers. Please visit the website listed above for first responder procedures.



Contact Tesla for assistance. Our Technical Support Team is available 24/7 at:

510-249-4082

If you have any questions specific to these training slides, please contact Lisa Cahillane at 510-897-0620 or lcahillane@teslamotors.com.