

# ROADSIDE ASSISTANCE

Tesla Roadside Assistance is available to you, 24 hours a day, 365 days a year, throughout the United States and Canada for the duration of your warranty period. To contact Roadside Assistance, call **1-877-79TESLA (1-877-798-3752)**.

Advise the representative of the vehicle identification number (VIN), license plate number, mileage, your location, and the nature of the problem. The VIN is on the upper dashboard on the driver's side of your vehicle and is visible through the windshield.

For a complete description of the terms and conditions of the Tesla Roadside Assistance Program, refer to the policy that was provided to you by Tesla when you purchased Model S.

It is your responsibility to provide vehicle transporters with instructions on how to transport Model S.

## INSTRUCTIONS FOR TRANSPORTERS

### Use a Flatbed Only

Use a flatbed trailer only, unless otherwise specified by Tesla. Do not transport Model S with the tires directly on the ground. To transport Model S, follow the instructions exactly as described. Damage caused by transporting Model S is not covered by the warranty.



### Disable Self-Leveling (air suspension vehicles only)

If Model S is equipped with Active Air Suspension, it automatically self-levels, even when power is off. To prevent damage, you must use the touchscreen to activate Jack mode, which disables self-leveling:

1. Touch **CONTROLS** on the bottom left of the touchscreen.
2. Press the brake pedal, then touch **Controls > Driving > Very High** to maximize height.
3. Touch **Jack**.



When Jack mode is active, Model S displays this indicator light on the instrument panel, along with a message telling you that active suspension is disabled.

NOTE: Jack mode cancels when Model S is driven over 4.5 mph (7 km/h).



**CAUTION:** Failure to activate Jack mode on a Model S equipped with active air suspension can result in the vehicle becoming loose during transport, which may cause significant damage.

### Activate Tow Mode

Model S may automatically shift into Park when it detects the driver leaving the vehicle, even if it has previously been shifted into Neutral. To keep Model S in Neutral (which disengages the parking brake), you must use the touchscreen to activate Tow mode:

1. Shift into Park.
2. Press the brake pedal, then on the touchscreen, touch **Controls > E-Brake & Power Off > Tow Mode**.



When Tow mode is active, Model S displays this indicator light on the instrument panel, along with a message telling you that Model S is free-rolling.

NOTE: Tow mode cancels when Model S is shifted into Park.



**CAUTION:** If the electrical system is not working, and you therefore cannot release the electric parking brake, attempt to quick start the 12V battery. For instructions, call the number noted on the previous page. If a situation occurs where you cannot disengage the parking brake, use tire skids or transport Model S for the shortest possible distance using wheeled dollies. Before doing so, always check the dolly manufacturer's specifications and recommended load capacity.

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# ROADSIDE ASSISTANCE

## INSTRUCTIONS FOR TRANSPORTERS CONTINUED

### Connect the Tow Chain

The method used to connect the tow chain depends on whether Model S is equipped with a towing eye.

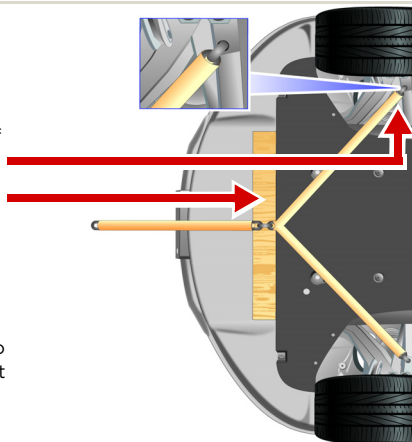
#### Lower Suspension Arms

Attach the tow chains using the large hole on each of the rearmost lower suspension arms.

Place a 2" x 4" piece of wood between the tow chains and the underbody.



**CAUTION:** Before pulling, position the wood between the tow chain and the underbody to protect the underbody from any damage that could be caused by the tow chain.



#### Towing Eye (if equipped)

Remove the nose cone by inserting a plastic pry tool into the top right corner, then gently prying the nose cone toward you. When the clip releases, pull the nose cone toward you, without twisting or bending it, to release the three remaining clips.



**CAUTION:** Do not use a metal object (such as a screwdriver). Doing so can damage the nose cone and the surrounding area.

Fully insert the towing eye (found in the front trunk) into the opening on the right side, then turn it counter-clockwise until securely fastened. When secure, attach the tow chain to the towing eye.



**CAUTION:** Before pulling, make sure the towing eye is securely tightened.



Available 24 hours every day

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## INSTRUCTIONS FOR TRANSPORTERS CONTINUED

### Pull Onto the Trailer and Secure the Wheels

Secure wheels using chocks and tie-down straps. Ensure any metal parts on the tie-down straps do not contact painted surfaces or the face of the wheels.

Do not place straps over body panels or through the wheels.



**CAUTION:** Attaching straps to the chassis, suspension or other parts of the vehicle body may cause damage.



**CAUTION:** To prevent damage, do not transport Model S with the tires directly on the ground.

