CORDED MOBILE CONNECTOR
USER GUIDE
THIS MANUAL IS OF THE HIGHEST IMPORTANCE
Approved Markets: North America
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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.

This device complies with Part 15 of the FCC rules and Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

Important: Changes or modifications to this product not authorized by Tesla could void the FCC compliance.

Product Specifications

All specifications and descriptions contained in this documentation are verified to be accurate at the time of printing. However, because continuous improvement is a goal at Tesla, we reserve the right to make product modifications at any time.

Errors or Omissions

To communicate any inaccuracies or omissions in this manual, please send an email to: ownersmanualfeedback@teslamotors.com

Copyrights and Trademarks

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![Tesla Trademarks]

All other trademarks contained in this document are the property of their respective owners and their use herein does not imply sponsorship or endorsement of their products or services. The unauthorized use of any trademark displayed in this document or on the vehicle is strictly prohibited.
Important Safety Instructions

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

Warnings

⚠️ Warning: Read all the instructions before using this product. 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.

⚠️ Warning: This device should be supervised when used around children.

⚠️ Warning: Use the Corded Mobile Connector only within the specified operating parameters.

⚠️ Warning: The Corded Mobile Connector is designed only for charging a Tesla vehicle (excluding a Tesla Roadster). Do not use it for any other purpose or with any other vehicle or object. The Corded Mobile Connector is intended only for vehicles that do not require ventilation during charging.

⚠️ Warning: Stop using and do not use the Corded Mobile Connector if it is defective, appears cracked, frayed, broken, or otherwise damaged, or fails to operate.

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

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

⚠️ Warning: Do not disconnect the Corded Mobile Connector from the wall outlet while the vehicle is charging.

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

⚠️ Warning: Incorrect installation and testing of the Corded Mobile Connector could potentially damage either the vehicle’s Battery and/or the Corded Mobile Connector itself. Any resulting damage may not be repairable. You may not be covered under your Tesla warranty if you use the Corded Mobile Connector and damage occurs.

⚠️ Warning: Do not plug the Corded Mobile Connector into a damaged, loose or worn power outlet. Ensure the Corded Mobile Connector’s wall plug’s prongs fit snugly into the outlet.

⚠️ Warning: Do not connect the Corded Mobile Connector into a wall outlet that is not properly grounded.

⚠️ Warning: Do not touch the Corded Mobile Connector’s end terminals with fingers or sharp metallic objects, such as wire, tools, or needles.

⚠️ Warning: Do not forcefully fold or apply pressure to any part of the Corded Mobile Connector or damage it with sharp objects.

⚠️ Warning: Do not insert foreign objects into any part of the Corded Mobile Connector.

⚠️ Warning: Use of the Corded 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 your electronic device manufacturer concerning the effects that charging may have on such electronic devices before using the Corded Mobile Connector.

Cautions

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

⚠️ Caution: Incorrect installation and testing of the Corded Mobile Connector could potentially damage either the vehicle’s Battery and/or the Corded Mobile Connector itself. Any resulting damage may not be repairable. You may not be covered under your Tesla warranty if you use the Corded Mobile Connector and damage occurs.
damage is excluded from the New Vehicle Limited Warranty and the Charging Equipment Limited Warranty.

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

Notes

Note: Ensure that the Corded Mobile Connector’s charging cable is positioned so it will not be stepped on, driven over, tripped on, or subjected to damage or stress.

Note: Do not use cleaning solvents to clean any of the Corded Mobile Connector’s components. The outside of the Corded Mobile Connector, the charging cable, and the connector end of the charging cable should be periodically wiped with a clean, dry cloth to remove accumulation of dirt and dust.
Specifications

Use only a properly grounded outlet and a dedicated receptacle with a single socket. If the receptacle has two sockets, do not plug any other items into the other socket.

The Corded Mobile Connector is 20 ft (6 m) in length. Use an existing outlet or a new outlet within approximately 13 ft (4 m) of the vehicle's charge port. The charge port is located in the rear tail light on the driver's side of the vehicle.

Charging Times

Charging times vary based on the voltage and current available from the power outlet, subject to varying conditions. Charge time also depends on ambient temperature and the vehicle's battery temperature. If the battery is not within 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 http://www.teslamotors.com/
Plugging In

1. Plug the Corded Mobile Connector into the power outlet.
2. With your vehicle unlocked, press the button on the top of the Corded Mobile Connector. The charge port door opens.
   
   Note: Your vehicle is unlocked when the key is nearby. You can also open the charge port door using any of these methods:
   
   • Touch Controls > Charge Port on the touchscreen.
   • Touch the battery icon at the top of the touchscreen to display the Charging screen, then touch Open Charge Port.
   • Hold down the rear trunk button on the key for 1-2 seconds.

3. Plug in your Tesla vehicle.
4. When you plug the Corded Mobile Connector into your vehicle, a light around the charge port pulses green during charging and the instrument panel displays charging information. The light turns off soon after the vehicle is locked.

Note: The Mobile Connector is designed to stop supplying power in situations where excessive strain is being applied to the charging cable.

Unplugging

When charging is complete, the light around the charge port stops pulsing and the light is solid green.

1. With the vehicle unlocked, press and hold the button on the Corded Mobile Connector, wait for the latch to retract, then pull the Corded Mobile Connector out of the charge port.

   Note: To prevent unauthorized unplugging of the charge cable, the vehicle must be unlocked or able to recognize a key nearby before you can disconnect the charge cable.

   Note: Instead of holding the button on the Corded Mobile Connector, you can display the charging screen on the touchscreen (touch the battery icon at the top of the touchscreen), and then touch Stop Charging, then Unlock.

   Note: When the latch in the your Tesla vehicle’s charge port retracts, the Corded Mobile Connector stops supplying power and you can safely unplug it from the car.

2. Unplug the Corded Mobile Connector from the wall outlet.
3. Push the charge port door closed.

   Note: If your vehicle is equipped with a motorized charge port door, it automatically closes when you remove the charge cable.
4. Store the Corded Mobile Connector in an appropriate location.

For More Information

For more detailed information on how to charge your vehicle (adjust charge settings, view charging status, etc.), refer to the charging section in your vehicle’s owners manual.
Status Lights and Reset Button

Under normal conditions when charging is in progress, the Corded Mobile Connector’s green lights flow continuously and the red light is off. Identify problems by paying close attention to these lights when plugging in.

In some cases, you might need to press the RESET button located on the back.

Resolving Faults

Use the following table to resolve a fault.

<table>
<thead>
<tr>
<th>Green Lights</th>
<th>Red Light</th>
<th>What it Means</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top light on</td>
<td>Off</td>
<td>Power on. The Corded Mobile Connector is powered and in standby but not charging.</td>
<td>Nothing.</td>
</tr>
<tr>
<td>Streaming lights</td>
<td>Off</td>
<td>Charging. The Corded Mobile Connector is charging.</td>
<td>Nothing.</td>
</tr>
<tr>
<td>Off</td>
<td>1 flash</td>
<td>Ground fault: Current is leaking through unsafe path. Second neutral ground fault.</td>
<td>Nothing. The unit automatically resets after 15 minutes. If the problem persists, ensure no one is touching the vehicle and press the Reset button.</td>
</tr>
<tr>
<td>Off</td>
<td>2 flashes</td>
<td>Ground fault: Self-test failure.</td>
<td>Disconnect the Corded Mobile Connector, press the RESET button, and then reconnect the Corded Mobile Connector. If the problem persists, disconnect the Corded Mobile Connector.</td>
</tr>
<tr>
<td>Green Lights</td>
<td>Red Light</td>
<td>What it Means</td>
<td>What to Do</td>
</tr>
<tr>
<td>--------------</td>
<td>-----------</td>
<td>---------------</td>
<td>------------</td>
</tr>
<tr>
<td>Off</td>
<td>3 flashes</td>
<td>Contactor failure.</td>
<td>Disconnect the Corded Mobile Connector from the vehicle. If the Corded Mobile Connector clears itself, then there is an issue with the vehicle. If it does not clear itself, replace the Corded Mobile Connector.</td>
</tr>
<tr>
<td>Off</td>
<td>4 flashes</td>
<td>Over/under voltage protection.</td>
<td>Consult your electrician for proper voltage on the circuit breaker servicing the Corded Mobile Connector.</td>
</tr>
<tr>
<td>Off</td>
<td>5 flashes</td>
<td>Plug thermal fault.</td>
<td>Unplug the Corded Mobile Connector. If the plug is getting hot, replace the Corded Mobile Connector. If the socket is getting hot, consult an electrician to investigate the problem.</td>
</tr>
<tr>
<td>Off</td>
<td>6 flashes</td>
<td>Thermal fault: The Corded Mobile Connector is getting hot internally.</td>
<td>Move the vehicle to a cooler location and plug into the Corded Mobile Connector.</td>
</tr>
<tr>
<td>Off</td>
<td>7 flashes</td>
<td>Pilot A fault: The pilot level is incorrect.</td>
<td>The Corded Mobile Connector might have water damage if it was used outdoors.</td>
</tr>
<tr>
<td>Off</td>
<td>8 flashes</td>
<td>Pilot B fault: The pilot level is incorrect.</td>
<td>The Corded Mobile Connector might have water damage if it was used outdoors.</td>
</tr>
<tr>
<td>Off</td>
<td>9 flashes</td>
<td>Pilot C fault: The pilot level is incorrect.</td>
<td>The Corded Mobile Connector might have water damage if it was used outdoors.</td>
</tr>
<tr>
<td>Off</td>
<td>10 flashes</td>
<td>Pilot F fault: The pilot level is incorrect.</td>
<td>The Corded Mobile Connector might have water damage if it was used outdoors.</td>
</tr>
<tr>
<td>Off</td>
<td>11 flashes</td>
<td>12V rail problem: The 12v rail is incorrect.</td>
<td>Replace the Corded Mobile Connector.</td>
</tr>
<tr>
<td>Off</td>
<td>12 flashes</td>
<td>Short fault detected on the plug thermal sensor.</td>
<td>Replace the Corded Mobile Connector.</td>
</tr>
<tr>
<td>Off</td>
<td>13 flashes</td>
<td>Open fault detected on the plug temperature sensor.</td>
<td>Replace the Corded Mobile Connector.</td>
</tr>
<tr>
<td>Off</td>
<td>14 flashes</td>
<td>Firmware mismatch: The program on the Corded Mobile Connector is corrupt.</td>
<td>Power cycle the Corded Mobile Connector. If the problem persists, replace the Corded Mobile Connector.</td>
</tr>
</tbody>
</table>
## Troubleshooting

<table>
<thead>
<tr>
<th>Green Lights</th>
<th>Red Light</th>
<th>What it Means</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>15 flashes</td>
<td>Vref fault: The voltage reference on the Corded Mobile Connector failed.</td>
<td>Power cycle the Corded Mobile Connector. If the problem persists, replace the Corded Mobile Connector.</td>
</tr>
</tbody>
</table>

Questions?

Contact Tesla at 1-877-79-TESLA.
General Terms

Subject to the exclusions and limitations described below, the Charging Equipment Limited Warranty covers the refund, repair or replacement necessary to remedy any manufacturing defects in Tesla manufactured and supplied Wall Connector, Mobile Connector or charging adapter that occur under normal use for a period of 12 months from the date of invoice to the customer. Any Tesla connector or adapter included in the initial purchase and delivery of a Tesla vehicle by Tesla is covered under the Basic Vehicle Limited Warranty section of the New Vehicle Limited Warranty for 4 years or 50,000 miles (80,000 km), whichever comes first, subject to the terms and conditions of the New Vehicle Limited Warranty.

This Charging Equipment 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 published in the documentation supplied with your Tesla connector or adapter;
- External factors, including but not limited to, objects striking the Tesla connector or adapter, faulty or damaged electrical wiring, junction boxes, circuit breakers, receptacles or 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 Charging Equipment Limited Warranty;
- Any repair, alteration or modification to the Tesla connector or adapter 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 Charging Equipment 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 Tesla connectors and adapters and, in certain cases, may employ the only persons, or be the only facilities authorized or certified to work on Tesla connectors and adapters. 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 Charging Equipment Limited Warranty.

Limits of Liability

This Charging Equipment Limited Warranty is the only express warranty made in connection with your Tesla connector or adapter. Implied and express warranties and conditions arising under applicable local laws, 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 your local law, or limited in duration to the term of this Charging Equipment Limited Warranty. To the fullest extent allowable by your local law, the performance of necessary repairs and/or replacement of new, reconditioned, or remanufactured parts by Tesla for the covered defects is the exclusive remedy under this Charging Equipment Limited Warranty or any implied warranties. To the maximum extent permissible under your local law, liability is limited to the reasonable price for repair or replacement of the applicable Tesla connector or adapter, 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 reconditioned or remanufactured parts, as necessary.

Tesla shall not be liable for any defects under this Charging Equipment Limited Warranty that exceed the fair market value of the applicable Tesla connector or adapter at the time immediately preceding the discovery of the defect. In addition, the sum of all benefits payable under this Charging Equipment Limited Warranty shall not exceed the price you paid for the applicable Tesla connector or adapter.

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

To the maximum extent permissible under local law, Tesla hereby disclaims any and all indirect, incidental, special and consequential damages arising out of, or relating to, the Tesla connector or adapter, including, but not limited to, transportation to and from a Tesla Authorized Service Center, loss of the Tesla connector or adapter, loss of 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.

Nothing in this Charging Equipment Limited Warranty shall exclude, or in any way limit, Tesla’s liability, for death or personal injury solely and directly caused by Tesla’s negligence or that of its employees, agents or sub-contractors (as applicable), fraud or fraudulent misrepresentation, or any other liability to the extent the same is proven in a court of competent jurisdiction in a final nonappealable judgment and may not be excluded or limited as a matter of local law.

Warranty Enforcement Laws and Dispute Resolution

To the fullest extent allowed by local law, Tesla requires that you first provide written notification of any manufacturing defect within a reasonable time, and within the applicable coverage period specified in this Charging Equipment Limited Warranty, and allow Tesla an opportunity to make any needed repairs before submitting a dispute to our dispute settlement program (described below). Please send written notification on dispute resolution to the following address:

United States:
Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Telephone: 1-877-798-3752

Canada:
Tesla Motors Canada ULC
1325 Lawrence Avenue East
Toronto, ON M3A 1C6
Telephone: 1-877-798-3752

Please include the following information:

- Tesla connector or adapter 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 Charging Equipment Limited Warranty, Tesla will explore all possibilities for an amicable settlement. In case an amicable settlement is not reached, Tesla offers a 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 Charging Equipment Limited Warranty which arise during the applicable warranty period specified in this Charging Equipment 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 warranty period, provided you sent written notice to Tesla of the alleged defect was brought to the attention of Tesla during the applicable warranty 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 applicable Tesla connector or adapter. 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 applicable Tesla connector or adapter.

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.
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