



# CORDED MOBILE CONNECTOR OWNER'S MANUAL



North America



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# About this Manual

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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.

### Illustrations

Illustrations are provided for demonstration purposes only. Depending on region and date of purchase, your product may appear slightly different.

### Errors or Inaccuracies

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## 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:** 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 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).
-  **CAUTION:** If possible, use a dedicated receptacle with a single socket. If the receptacle has two sockets, do not plug any other items into the other socket.



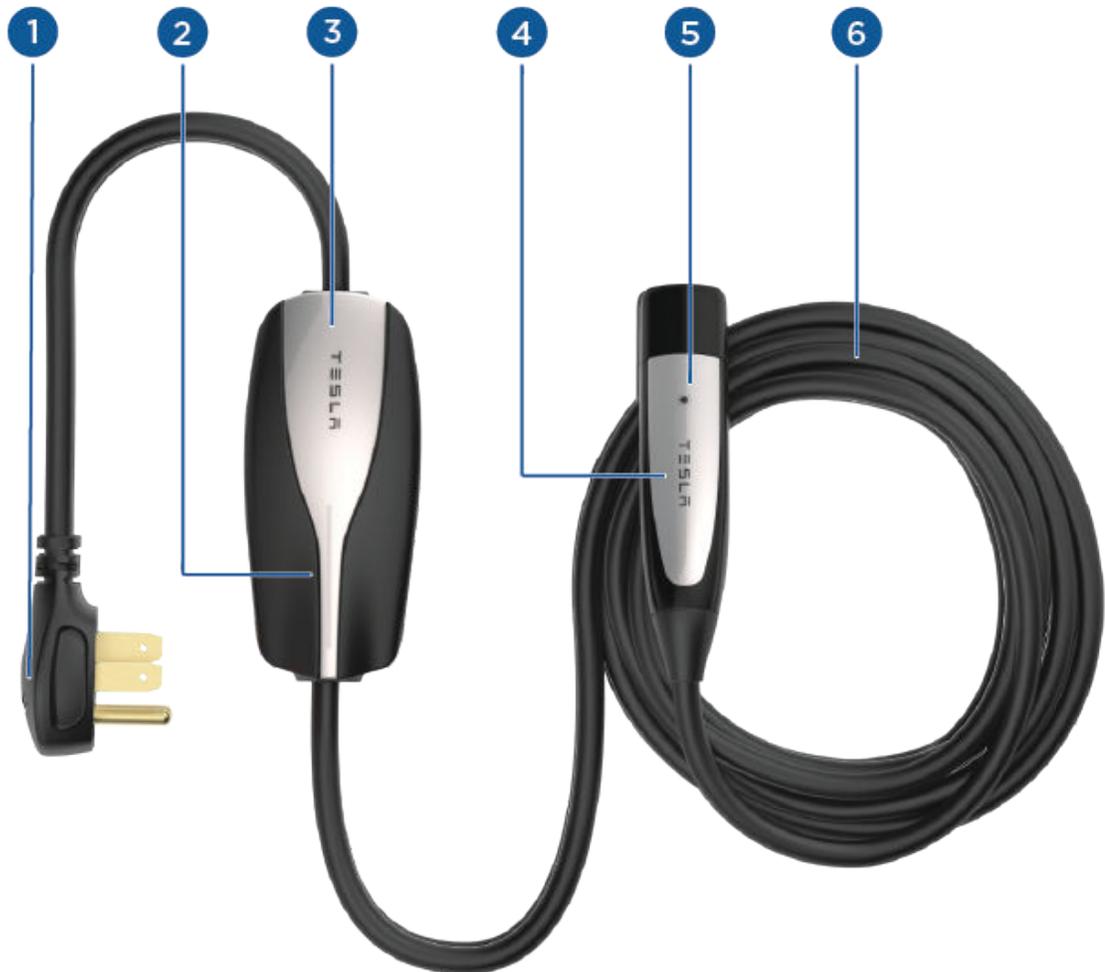
## Notes

**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.



## Mobile Connector Component Overview



1. Wall plug
2. Status lights
3. Corded Mobile Connector controller
4. Handle
5. Button on handle
6. Cable

## Specifications

The Corded Mobile Connector is 20 feet (6 meters) long. Use an existing outlet or install a new outlet within approximately 13 feet (4 meters) of the vehicle's charge port and at least 18 inches (45 cm) above the ground. The charge port is located on the left side of the vehicle, behind a door that is near the rear tail light assembly.

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



## Specifications Reference

Description	Specifications
Voltage	100-240 volt AC single-phase
Maximum Current Output	40A
Cable Length	20 ft (6 m)
Corded Mobile Connector Controller Dimensions	Height: 7.1 in (179.8 mm) Width: 3.2 in (81.7 mm) Depth: 1.9 in (47.3 mm)
Weight	5.2 lbs (2.4 kg)
Operating Temperature	-22°F to +122°F (-30°C to +50°C)
Enclosure Type	4X
Ventilation	Not Required

## 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 heats or cools the Battery before or during charging.

To estimate the total time it takes to recharge the Battery in hours (from near zero percent to near one hundred percent), divide the battery size (kWh) by power (kW). Different adapters provide different current and power outputs.

While you are charging your vehicle, you can also touch the **Charging** icon to review the charging status information; it displays the time remaining until fully charged at the currently selected charge level.

For more information on how long it takes to charge your Tesla vehicle, go to [www.tesla.com/support](http://www.tesla.com/support).



## Plugging In

1. Plug the Corded Mobile Connector into the power outlet. The adapter should be inserted completely into the power outlet.
2. With your vehicle unlocked, press the button on the top of the Corded Mobile Connector handle. The charge port door opens.



**NOTE:** Your vehicle is unlocked when the key is nearby and automatic unlocking is enabled. You can also open the charge port door using any of these methods:

- If equipped with a motorized charge port door, press the charge port door when the vehicle is unlocked or a recognized key is nearby.
  - Hold down the rear trunk button on the key fob for 1-2 seconds.
  - Use the touchscreen to open the Charging menu, and then touch **Open Charge Port**.
  - Use the Tesla mobile app.
3. Plug the Corded Mobile Connector handle into your vehicle's charge port.
  4. When you plug the Corded Mobile Connector into your vehicle, the charge port indicator light pulses green during charging, and the vehicle displays charging information. The display turns off after you close all doors, and the charge port indicator light stops pulsing shortly after you lock the vehicle.

## Unplugging

When charging is complete, the light stops pulsing and turns solid green.

1. With the vehicle unlocked, press and hold the button on the Corded Mobile Connector handle, wait for the charge port indicator light to turn white, and then pull the Corded Mobile Connector out of the charge port.

**NOTE:** To prevent unauthorized unplugging, the vehicle must be unlocked or able to recognize a key nearby before you can disconnect the Corded Mobile Connector handle.

**NOTE:** When the latch in the charge port retracts, the Corded Mobile Connector stops supplying power and you can safely unplug it from the vehicle.

2. The charge port door automatically closes after you remove the charge cable.

**NOTE:** If your vehicle is not equipped with a motorized charge port door, you may need to push the charge port door closed.

Tesla recommends leaving the Corded Mobile Connector plugged into the wall outlet to reduce wear and tear from day-to-day use. If you do not plan to use the Corded Mobile Connector for a while (such as when you leave for vacation), unplug it, and store it in an appropriate location.



## How to Charge

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### 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 Owner's 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.



## Light Codes

Use the following table to troubleshoot light codes:

Green Lights	Red Light	What it Means	What to Do
Top light on	Off	Power on. The Corded Mobile Connector is powered and in standby but not charging.	Nothing.
Streaming lights	Off	Charging. The Corded Mobile Connector is charging.	Nothing.



# Troubleshooting

Green Lights	Red Light	What it Means	What to Do
Off	1 flash	Ground: Current is leaking through unsafe path. Second neutral ground error.	Nothing. The unit automatically resets after 15 minutes. If the problem persists, ensure no one is touching the vehicle and press the Reset button.
Off	2 flashes	Ground: Self-test error.	Press the RESET button. If the problem persists, unplug the Corded Mobile Connector from vehicle and outlet and attempt plugging into a different outlet.
Off	3 flashes	Contactors error.	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.
Off	4 flashes	Over/under voltage protection.	Consult your electrician for proper voltage on the circuit breaker servicing the Corded Mobile Connector.
Off	5 flashes	Plug thermal error.	The wall plug temperature is too warm and charging is stopped. The outlet should be inspected by your electrician for properly-connected and properly-sized wiring, as well as any other signs of wear or damage. In the meantime, connect to another outlet, if possible.
Off	6 flashes	Thermal error: The Corded Mobile Connector is getting hot internally.	Move the vehicle to a cooler location and plug into the Corded Mobile Connector.
Off	7 flashes	Pilot A error: The pilot level is incorrect.	The Corded Mobile Connector might have water damage if it was used outdoors.
Off	8 flashes	Pilot B error: The pilot level is incorrect.	The Corded Mobile Connector might have water damage if it was used outdoors.
Off	9 flashes	Pilot C error: The pilot level is incorrect.	The Corded Mobile Connector might have water damage if it was used outdoors.
Off	10 flashes	Pilot F error: The pilot level is incorrect.	The Corded Mobile Connector might have water damage if it was used outdoors.
Off	11 flashes	12V rail problem: The 12v rail is incorrect.	Replace the Corded Mobile Connector.
Off	12 flashes	Short detected on the plug thermal sensor.	Replace the Corded Mobile Connector.
Off	13 flashes	Open error detected on the plug temperature sensor.	Replace the Corded Mobile Connector.
Off	14 flashes	Firmware mismatch: The program on the Corded Mobile Connector is corrupt.	Power cycle the Corded Mobile Connector. If the problem persists, replace the Corded Mobile Connector.
Off	15 flashes	Vref error: The voltage reference on the Corded Mobile Connector failed.	Power cycle the Corded Mobile Connector. If the problem persists, replace the Corded Mobile Connector.

## Questions?

If you have any questions, go to <http://tesla.com/support>.

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Publication Date: November 20, 2020