



# SB-10056293-5903

## NEMA 14-50 Wall Adapter Upgrade, U.S.

<b>Classification</b>	Recall Bulletin	<b>Section/Group</b>	50 - External Charging Connectors	<b>Country/Region</b>	United States
<b>Year</b>	2012 - 2014	<b>Model</b>	Model S	<b>Version</b>	All

**Bulletin Classification:** This Recall Bulletin must be applied to all vehicle equipment listed below. Recall Bulletins are mandatory service procedures that must be carried out by Tesla-certified Service Centers only. Work must be logged and tracked by Tesla Service. Any work carried out by uncertified technicians on this issue may not be appropriately performed or recorded and could lead to an unsafe condition and/or void warranty provisions.

This Service Bulletin supersedes SB-14-50-002, dated 20-Mar-14. Each content change is marked by a vertical line in the left margin. Discard the previous version and replace it with this one.

### Condition

Factors such as corrosion, physical damage to receptacles, or the inappropriate wiring or installation of electrical outlets might cause higher than normal electrical resistance when charging with the Universal Mobile Connector (UMC) NEMA 14-50 adapter. When charging, higher-than-normal electrical resistance might cause excessive heating of the adapter.

Tesla Motors is recalling all black NEMA 14-50 adapters, which were included with all Model S vehicles that were delivered between September 15, 2012 and January 10, 2014. The new adapters with gray faces are not part of this recall.

**NOTE:** Although the new adapter was originally designed with a thermal fuse to prevent overheating, the production version has strengthened materials and welds that prove to be more effective than the original design.



Figure 1 (Old adapter with black faceplate)



Figure 2 (New adapter with gray faceplate)

### Correction

Ensure that the vehicle has firmware version 5.8.4 or later. If the customer has not yet received the upgraded adapter by mail, provide the customer with an upgraded adapter if one is available in stock.

Required Part(s):	Part Number	Description	Quantity
	1014324-00-E	ADAPTER, UMC to NEMA 14-50	As required
Correction Description	Correction	Time	
Adapter Inspection Only; NEMA 14-50 Wall Adapter Upgrade Not Required, U.S.	S011450002	0.1	
Collect or Exchange NEMA 14-50 Wall Adapter, U.S.	S021450002	0.1	
Supply NEMA 14-50 Wall Adapter Without Exchange, U.S.	S031450002	0.1	

## Protocol

Verify that the vehicle's firmware is version 5.8.4 or later.

All affected customers were mailed a new adapter, and are asked to mail their old adapter back to Tesla. Customers are given postage-paid stickers to attach to the new adapter's packaging for this purpose. Mailing began the week of March 17<sup>th</sup>, 2014. Most customers handled the adapter upgrade entirely by mail; in these cases, no work is required by the Service Center. Therefore, this bulletin does not show up as an outstanding work order in Warp.

Some customers who have already received their new adapter by mail might return their old adapter to the Service Center. In this case, create a Repair Order under the customer's name and use Correction Code S021450002, Collect or Exchange NEMA 14-50 Wall Adapter, U.S.

If a customer comes into the Service Center and wants the upgraded adapter before receiving it in the mail, or says it never came in the mail, follow these rules if a new adapter is available in stock:

- If the customer brings in one or more old adapters, exchange each one for an upgraded adapter.
- If the customer has one adapter but did not bring it, offer the customer one upgraded adapter immediately.
- If the customer has multiple adapters but did not bring any, offer the customer one upgraded adapter immediately. However, the customer must bring in the old adapters in order to receive additional upgraded adapters.

**NOTE:** In all cases, the customer still receives an upgraded adapter by mail.

Record the serial numbers of the old and new adapters on the Repair Order. Pair the serial numbers of the adapters to the VIN numbers, if possible.

Collect the old adapters at the Service Center and ship them back to Tesla once per week via ground using the normal MRB process.

**Affected VIN(s)** This information is for reference purposes only. This list is not intended to be the sole information source for updates.

All NEMA 14-50 adapters received between September 15, 2012 and January 10, 2014.

For feedback on the accuracy of this document, email [ServiceBulletinFeedback@teslamotors.com](mailto:ServiceBulletinFeedback@teslamotors.com).



## NEMA 14-50 Wall Adapter Upgrade, Canada

<b>Classification</b>	Campaign Bulletin	<b>Section/Group</b>	50 - External Charging Connectors	<b>Country/Region</b>	Canada
<b>Year</b>	2012 - 2014	<b>Model</b>	Model S	<b>Version</b>	All

**Bulletin Classification:** This campaign bulletin provides recommended technical diagnosis and repair procedures. Apply this procedure to all vehicles in the affected VIN range listed. These instructions assume knowledge of motor vehicle and high voltage electricity repairs, and should only be executed by trained professionals. Tesla Motors assumes no liability for injury or property damage due to a failure to properly follow these instructions or repairs attempted by unqualified individuals.

This Service Bulletin supersedes SB-14-50-003, dated 1-Apr-14. Each content change is marked by a vertical line in the left margin. Discard the previous version and replace it with this one.

### Condition

Factors such as corrosion, physical damage to receptacles, or the inappropriate wiring or installation of electrical outlets might cause higher than normal electrical resistance when charging with the Universal Mobile Connector (UMC) NEMA 14-50 adapter. When charging, higher-than-normal electrical resistance might cause excessive heating of the adapter.

Tesla Motors is proactively replacing all black NEMA 14-50 adapters, which were included with all Model S vehicles that were delivered between September 15, 2012 and January 10, 2014.

**NOTE:** Although the new adapter was originally designed with a thermal fuse to prevent overheating, the production version has strengthened materials and welds that prove to be more effective than the original design.



Figure 1 (Old adapter with black faceplate)



Figure 2 (New adapter with gray faceplate)

### Correction

Ensure that the vehicle has firmware version 5.8.4 or later. If the customer has not yet received the upgraded adapter by mail, provide the customer with an upgraded adapter if one is available in stock.

Required Part(s):	Part Number	Description	Quantity
	1014324-00-E	ADAPTER, UMC to NEMA 14-50	As required
Correction Description		Correction	Time
Adapter Inspection Only; NEMA 14-50 Wall Adapter Upgrade Not Required, Canada		S011450003	0.1
Collect or Exchange NEMA 14-50 Wall Adapter, Canada		S021450003	0.1
Supply NEMA 14-50 Wall Adapter Without Exchange, Canada		S031450003	0.1

## Protocol

Verify that the vehicle's firmware is version 5.8.4 or later.

All affected customers were mailed a new adapter, and are asked to mail their old adapter back to Tesla. Customers are given postage-paid stickers to attach to the new adapter's packaging for this purpose. Most customers handled the adapter upgrade entirely by mail; in these cases, no work is required by the Service Center. Therefore, this bulletin does not show up as an outstanding work order in Warp.

Some customers who have already received their new adapter by mail might return their old adapter to the Service Center. In this case, create a Repair Order under the customer's name and use Correction Code S021450003, Collect or Exchange NEMA 14-50 Wall Adapter, Canada.

If a customer comes into the Service Center and wants the upgraded adapter before receiving it in the mail, or says it never came in the mail, follow these rules if a new adapter is available in stock:

- If the customer brings in one or more old adapters, exchange each one for an upgraded adapter.
- If the customer has one adapter but did not bring it, offer the customer one upgraded adapter immediately.
- If the customer has multiple adapters but did not bring any, offer the customer one upgraded adapter immediately. However, the customer must bring in the old adapters in order to receive additional upgraded adapters.

**NOTE:** In all cases, the customer still receives an upgraded adapter by mail.

Record the serial numbers of the old and new adapters on the Repair Order. Pair the serial numbers of the adapters to the VIN numbers, if possible. Collect the old NEMA 14-50 adapters that customers bring in and send them to the Toronto Service Center where they will be mailed to the U.S. in bulk.

**Affected VIN(s)** This information is for reference purposes only. This list is not intended to be the sole information source for updates.

All NEMA 14-50 adapters received between September 15, 2012 and January 10, 2014.

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