



Replace Key Batteries and Update Key Firmware

Classification Campaign Bulletin **Section/Group** 17 - Electrical **Country/Region** United States

Year 2016 **Model** Model X **Version** All

Bulletin Classification: This campaign bulletin addresses a known non-safety-related condition and 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 electrical component 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.

Condition

An early version of key firmware might have caused the key battery to drain more quickly than normal.

Correction

Replace the key batteries and update the firmware on the keys.

Correction Description	Correction	Time
Replace 1 Key Battery And Update Key Firmware	S011617008	0.2
Replace 2 Key Batteries And Update Key Firmware	S021617008	0.3

Required Part(s):	Part Number	Description	Quantity
	1061712-00-A	MODEL X KEY FOB BATTERY CR2354	2

These part numbers were current at the time of publication. Use the revisions listed or later, unless otherwise specified in the Parts Manual.

Special Tool(s):	1082355-00-A	MX BLE DONGLE
	1086799-00-A	KEY FOB TOOL

Procedure

1. Replace both key batteries.
2. Install the Bluetooth low energy (BLE) drivers onto a laptop. Refer to Toolbox article 26985.
3. Connect the laptop to the vehicle.

4. Insert the BLE dongle into the laptop's USB port (Figure 1).



Figure 1

NOTE: The keys interact with Toolbox via Bluetooth. Ensure that both keys are within a few feet of the BLE dongle.

5. In Toolbox, navigate to the **Model X Keys Diagnostics** panel.
6. In the “BCCEN Info” field, click the **Refresh** icon (Figure 2).

NOTE: It might take up to 30 seconds for Toolbox to recognize the keys.

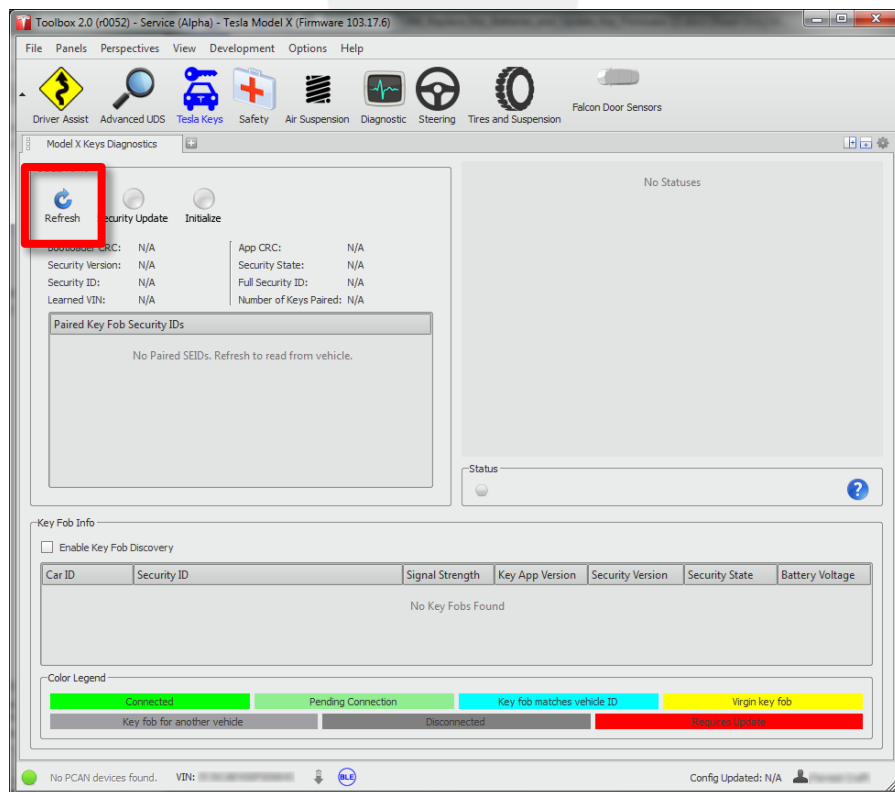


Figure 2

7. Press the brake to turn the vehicle on.

NOTE: The vehicle must be on for the remainder of this procedure.

8. Click the **Enable Key Fob Discovery** checkbox (Figure 3).

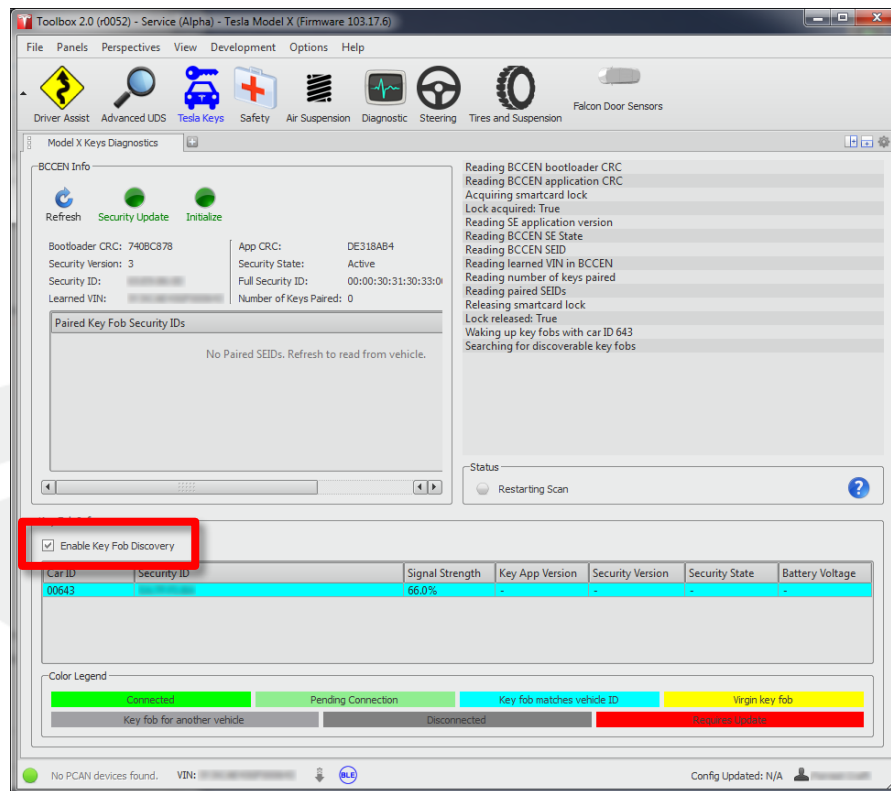


Figure 3

9. Right click the first key and select **Connect To Device** (Figure 4).

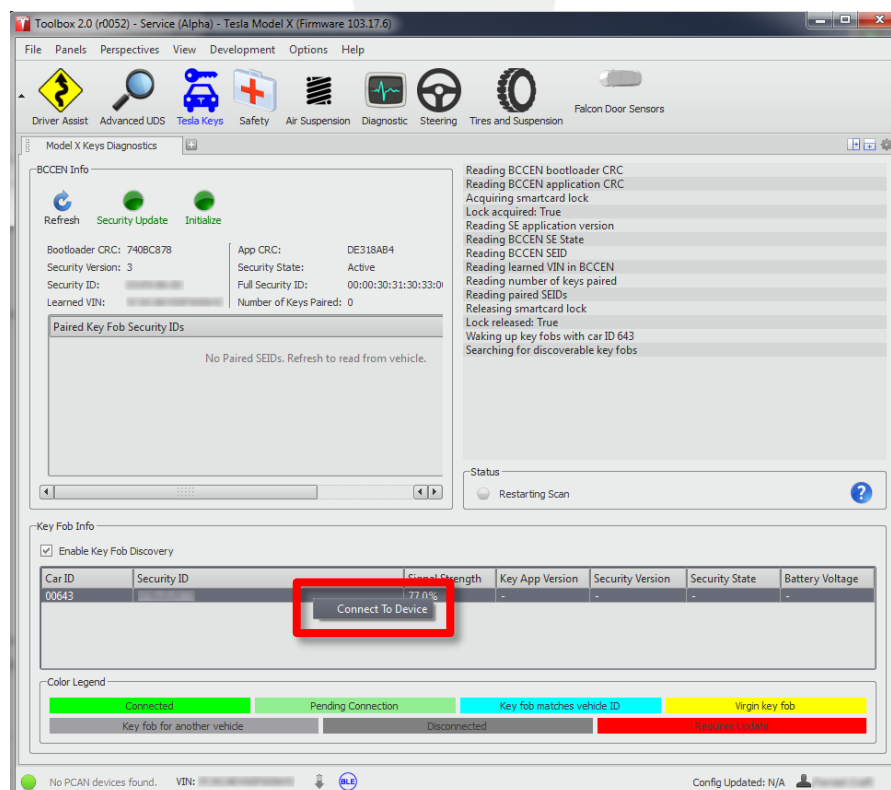


Figure 4

10. Right click the key and select **Refresh Data** (Figure 5).

NOTE: Information about the keys is displayed under “Key Fob Info” once Toolbox has established a connection with the keys.

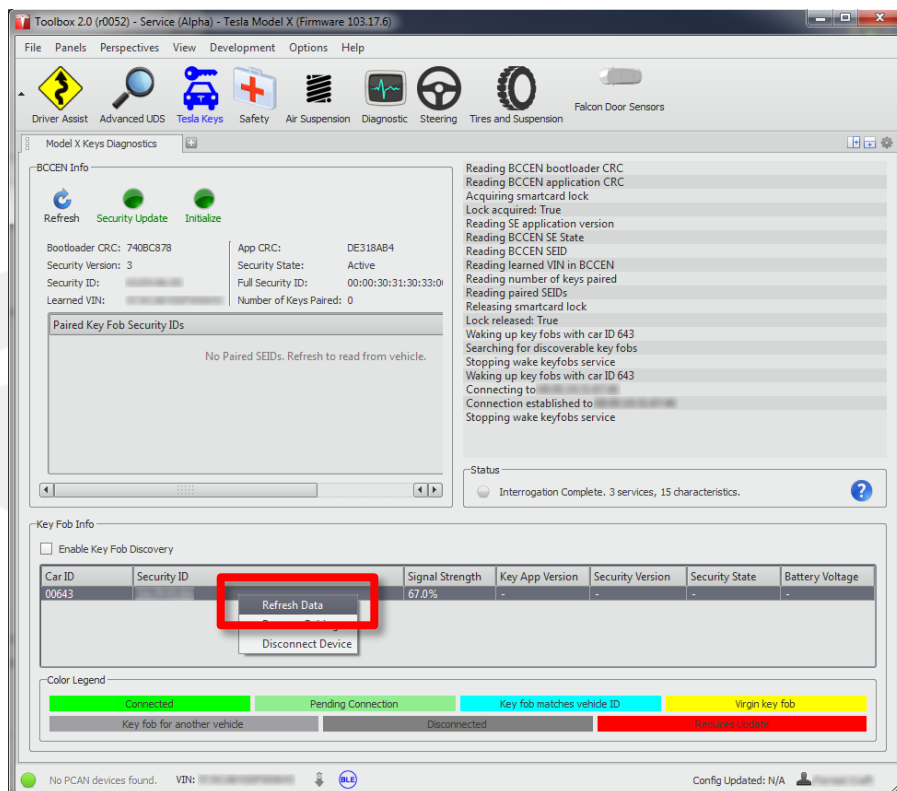


Figure 5

11. Click outside of the “Key Fob Info” section to deselect the key.

12. Check the color displayed below “Key App Version”:

- If the color is green, skip to step 17.
- If the color is red (Figure 6), continue to the next step.

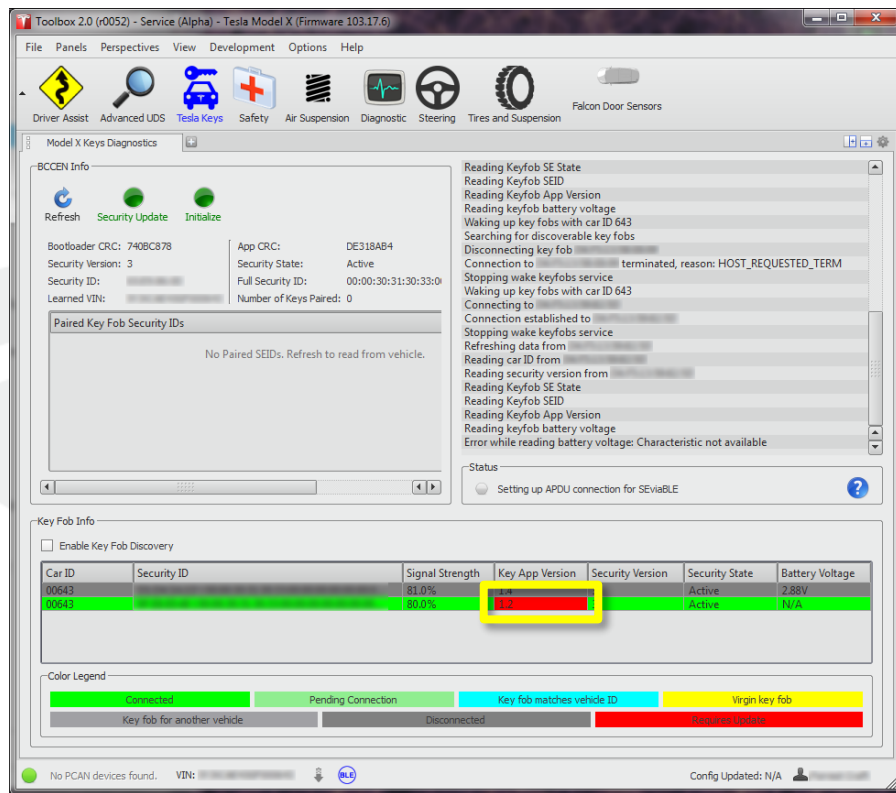


Figure 6

13. Right click the key and select **Update Key App**.

NOTE: It might take up to 1 minute for the **Verify Provisioning** selection to appear.

14. Right click the key and select **Verify Provisioning**.

15. Right click the key and select **Refresh Data** (Figure 7).

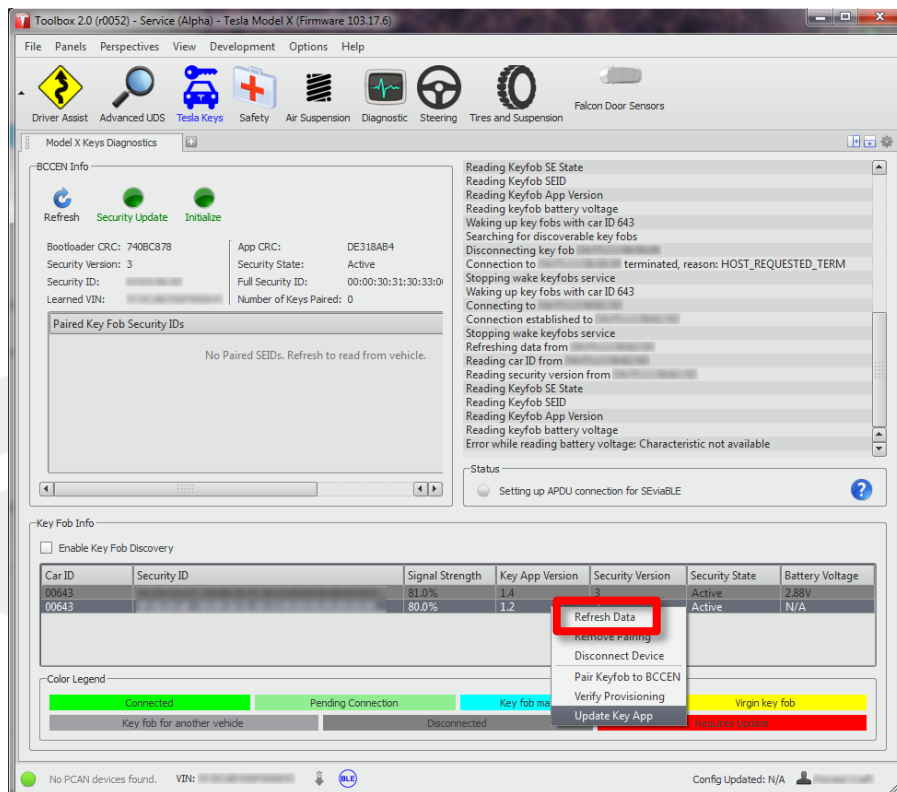


Figure 7

16. Click outside of the “Key Fob Info” section to deselect the key.

NOTE: Ensure that the color displayed under “Key App Version” is green. If the color is still red, perform steps 13-16 again. Escalate a Toolbox session, as appropriate, if the color is still red after a second attempt.

17. Ensure that the key displays “Paired” below the “Security State” field (Figure 8).

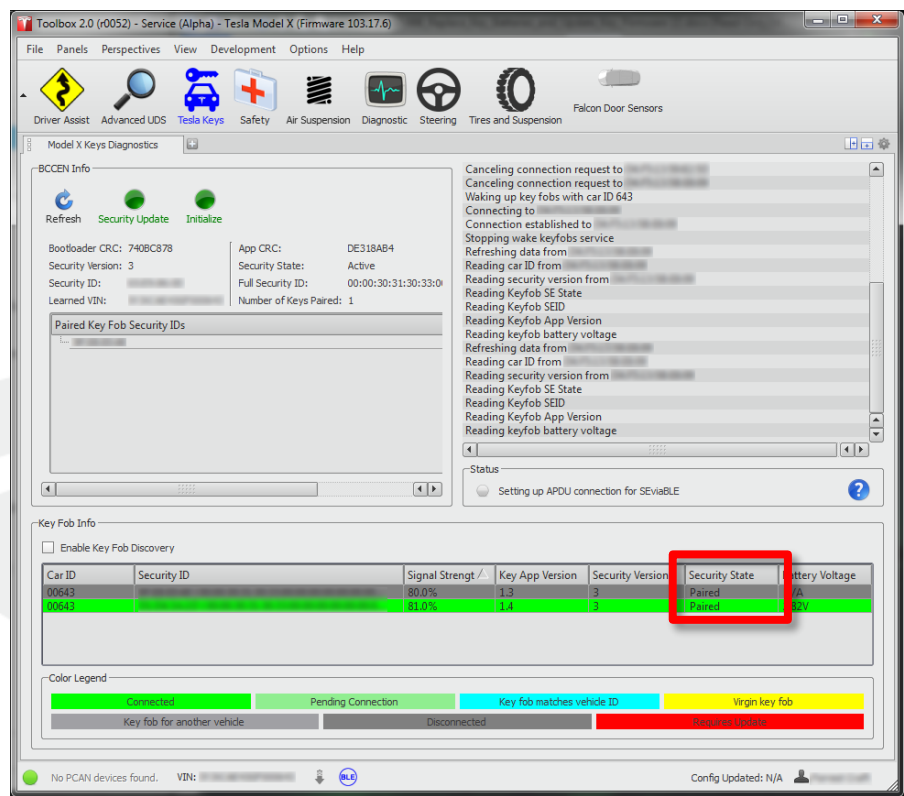


Figure 8

18. Perform steps 9-17 on the 2nd key.

NOTE: If the 2nd key is not present, use correction code S011617008 and discontinue this procedure. Remind the customer to always bring both keys for service appointments so that Service can update the firmware on the keys to improve battery life and replace key fob batteries, if necessary.

19. Verify proper operation of both keys.

20. Disconnect the BLE dongle from the laptop.

21. Disconnect the laptop from the vehicle.

Affected VIN(s) Affected keys that were delivered with Model X vehicles built before approximately May 20, 2016.

NOTE: This is a simplified summary of the affected VIN list. Refer to the VIN/Bulletin Tracker or Customer/Vehicle profile to determine applicability of this bulletin for a particular vehicle.

For feedback on the accuracy of this document, email ServiceBulletinFeedback@tesla.com.