Tesla, Inc.
Service Bulletin

Replace Charge Port Insulator Pins

Classification	Campaign Bulletin	**Section/Group**	44 - High Voltage System	**Country/Region**	United States, Canada
Year	All	**Model**	Model 3	**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 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 Document supersedes SB-18-44-010, dated 7-Dec-18. Each content change is marked by a vertical line in the left margin. Discard the previous version and replace it with this one.

Condition

On certain Model 3 vehicles, the charge port power terminals have insulator pins that might become dislodged from the terminals, causing the charge handle to not fully connect to the vehicle and therefore preventing the High Voltage (HV) battery from charging.

Correction

Replace the charge port insulator pins with updated parts.

Correction Description	Correction	Time
SB-18-44-010 Not Applicable	S011844010	0.00
Replace Charge Port Insulator Pins With Updated Parts	S021844010	0.20

Required Part(s):

Part Number	Description	Quantity
1470434-00-C	DEADFRONT,PIN,CP,M3,SERVICE	2

Shop supplies:
HV insulating gloves and leather protectors
Safety glasses

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):

1076921-00-A	Insulation Multimeter, Fluke 1507
1130480-00-A	Test Probes, Slim, Fluke TP38

WARNING: Proper personal protective equipment (PPE) and HV insulating gloves with a minimum rating of class 0 (1000V) must be worn any time high voltage might be present. Refer to TN-15-92-003, "High Voltage Awareness Care Points" for additional safety information.

WARNING: Proper personal protective equipment (PPE) is required to perform this procedure:

- High voltage insulating gloves
- Leather glove protectors
- High voltage glove tester
- Safety glasses
- Electrical hazard rated safety shoes

WARNING: Make sure that the HV gloves are not expired. HV gloves can be used up to 12 months after the testing date printed on the glove, but only 6 months after first use even if the gloves are still within the 12-month period.

WARNING: A glove inflator is the only recommended way to test HV gloves. Both HV gloves must pass testing before beginning this procedure. If either glove does not pass the air check, discard the pair.

Procedure

1. Disconnect 12V power (refer to Service Manual procedure 17010200).
2. Physically open the charge port door by hand.
3. Put on the safety glasses, HV insulating gloves, and leather glove protectors.

4. Use a multimeter with slim test probes to check voltages at the charge port terminals:

   - Charge port terminals B+ and B- (Figure 1)
   - Charge port terminal B+ and ground (Figure 2)
   - Charge port terminal B- and ground (Figure 3)

NOTE: Clip the multimeter ground connector to the LH rear door latch striker when checking for voltage at the charge port terminals and ground (Figure 4).

WARNING: If the voltage reading is greater than 10V, the HV battery contactors are closed or welded. Stop this procedure and escalate a Toolbox session, as appropriate.

Figure 1

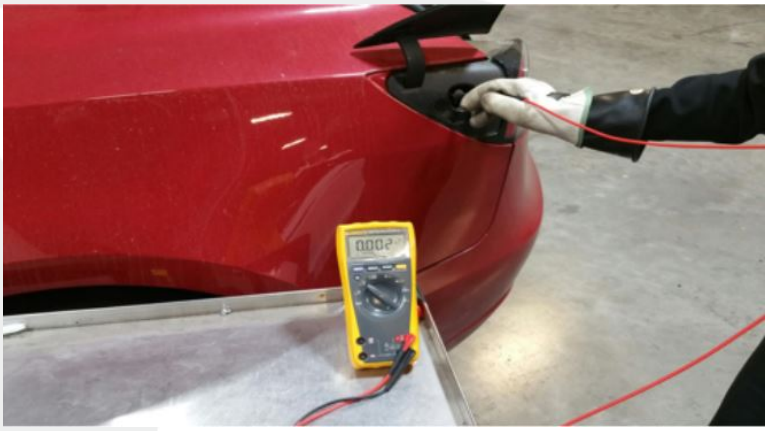

Figure 2

Figure 3

Figure 4

5. Inspect the charge port for any broken or dislodged insulator pins and remove them with needle nose pliers (Figure 5).

Figure 5 (Dislodged charge port insulator pin at lower right)

6. Remove the front and rear charge port insulator pins from the charge port assembly by carefully grabbing each insulator pin with needle nose pliers, and then pull each insulator pin to remove it from the charge port assembly (Figure 6).

Figure 6

7. Clean any leftover insulator pin debris from the charge port assembly with an ESD-safe vacuum.

8. Insert the new charge port insulator pins onto a 3 mm hex bit socket, and then use a socket extension to push the insulator pins into the charge port assembly power terminals until they are seated (Figure 7).

CAUTION: Make sure that the new charge port insulator pins are fully seated in the terminals of the charge port assembly.

Figure 7

9. Reconnect 12V power (refer to Service Manual procedure 17010200).

10. Verify that the vehicle charges normally.

Affected VIN(s)	Affected Model 3 vehicles built before approximately November 6, 2018. **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.

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