

		Tesla, Inc. Service Bulletin		<i>Reseal Liftgate Assembly to Prevent Water Ingress</i>	
SB-23-10-003 November 22, 2023		R4			
Classification		Section/Group	Mobile Service	Configuration	
Repair Bulletin		10 - Body	Cannot Perform	All	
Model Year	Model	Country/Region	Build Location		
2020 - 2023	Model Y	All	Fremont, Giga Austin, Giga Berlin		
The model(s) and model year(s) listed are a general approximation 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.					

Repair Bulletin: This repair bulletin provides instructions on addressing a noted condition or possible customer concern regarding the operation of Tesla vehicles. These instructions should only be performed by trained professionals.

This Service Document supersedes SB-23-10-003 R3, dated 17-Oct-23. This new revision, R4, updates the build locations. 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 some Model Y vehicles, water may have leaked inside the rear trunk area through the liftgate assembly.

Correction

Inspect inside the trunk area for signs of water leaks that came through the liftgate assembly. If this symptom is present, reseal the liftgate assembly.

 **Tip:** Click [here](#) to watch a video that shows an overview of this procedure. Although the video shows this procedure being performed on a Model 3, Model Y is similar.

Correction Description	Correction	Time
SB-23-10-003 Not Applicable	S012310003	0.0
Reseal Liftgate Assembly To Prevent Water Ingress	S022310003	1.8

 **NOTE:** If the liftgate seal is replaced, add correction code 11702002.

	Part Number	Description	Quantity
Parts Required	1453383-00-A	LIFTGATE LAMP DOUBLE-ENDED STUD GASKET	2
	1453384-00-A	LIFTGATE LAMP CONNECTOR GASKET	2
	These parts are available through Grainger/McMaster-Carr/MAVOM (EMEA) eProcurement:		
	1031124-00-A	LOCTITE 5510 ELASTIC ADH 300mL (except EMEA)	1
	1031124-01-A	TEROSON MS 660 (EMEA)	1
	1939249-00-A	CAULK GUN 10OZ-13OZ CARTIDGE	1
	1939250-00-A	3M URETHANE PRIMER DAUBERS	1
If Necessary	1497681-00-B	LIFTGATE SEAL	1
	These part numbers were current at the time of publication. Use the revisions listed or later, unless otherwise specified in the Parts Catalog .		
Special Tools	1460222-00-B	SKT, BUMP STOP, MDL3	
Shop Supplies	Isopropyl Alcohol (IPA) wipes		

 **NOTE:** This procedure addresses water ingress through the liftgate assembly and not due to water entering the vehicle while the liftgate was opened in the rain.

 **NOTE:** Although the figures in this procedure highlight one side of the liftgate assembly, this procedure **must** be performed on both sides (LH and RH) of the liftgate assembly.

Procedure

1. Remove the liftgate upper trim (refer to Service Manual procedure [15111002](#)).
2. Remove the liftgate lower trim (refer to Service Manual procedure [15111302](#)).
3. Remove the LH and RH rear fog/reverse lights (refer to Service Manual procedure [17402701](#)).
4. Remove and discard the factory foams (x2) (Figures 1–4) located under the LH and RH lamp can panels inside the liftgate assembly.

 **CAUTION:** Wear appropriate eye safety glasses and protective earplugs as Personal Protection Equipment (PPE).



Figure 1



Figure 2 – LH factory foam inside liftgate assembly;
RH similar



Figure 3 – LH factory foam removed from the liftgate
assembly; RH similar



Figure 4 – Detailed view of a factory foams removed from the liftgate assembly

5. Prepare the caulking gun (1939249-00-A) with the 5510 white sealant (1939248-00-A) (Figure 5). Cut an approximately 4 mm wide opening on the sealant dispensing tube (Figure 6) using a retractable blade knife.



Figure 5



Figure 6

6. Apply the sealant on top of the LH and RH lamp can panels located inside the liftgate assembly (Figures 7–10), and then spread the sealant bead with your finger (Figures 11 and 12) while wearing a nitrile glove. Apply several sealant beads as needed.

⚠ CAUTION: Use nitrile gloves as PPE for the remainder of this procedure.

📋 NOTE: Make sure to apply the sealant between the panels (Figure 12).

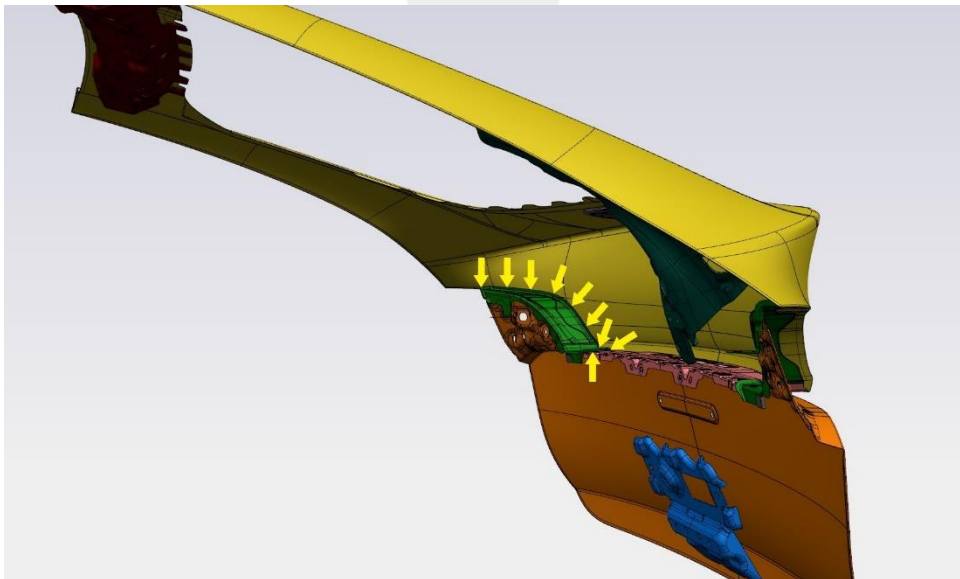


Figure 7 – RH lamp can panel shown, LH similar



Figure 8



Figure 9



Figure 10



Figure 11



Figure 12

7. Apply the sealant on the sides and the back side of the LH and RH lamp can panels located inside the liftgate assembly (Figures 13–16). Spread the sealant bead with your finger while wearing a nitrile glove. Apply several sealant beads as needed.



NOTE: Use the dauber (1939250-00-A) in tight spaces (Figure 15).



NOTE: Make sure to apply the sealant between the panels (Figure 16).

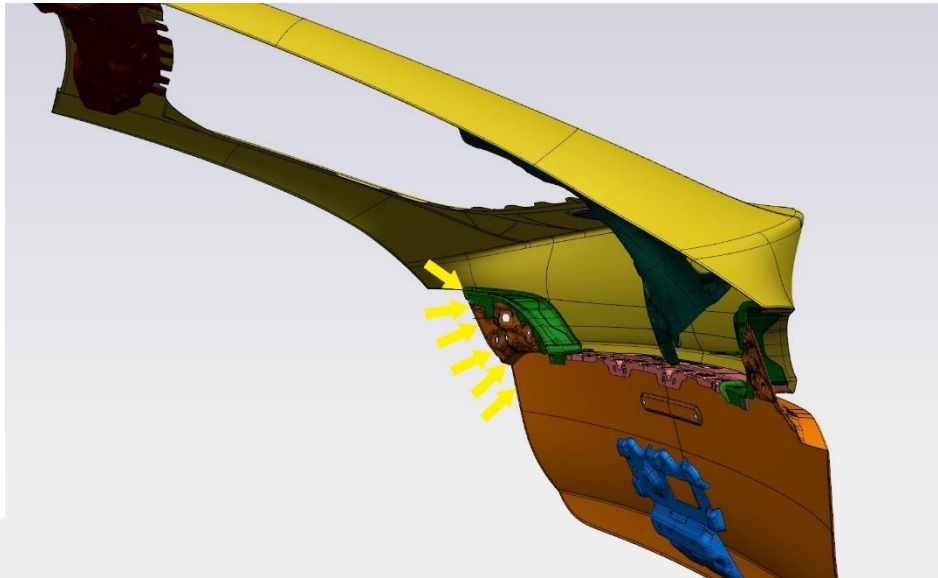


Figure 13

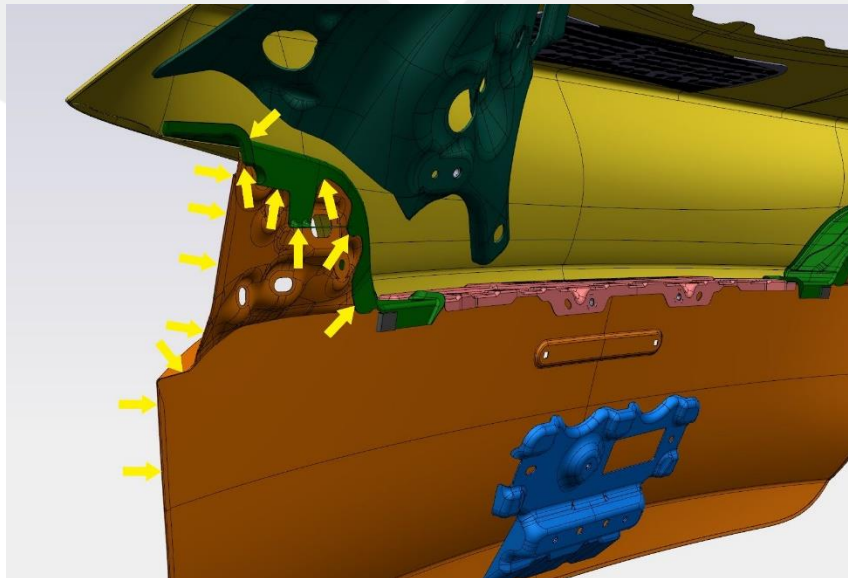


Figure 14



Figure 15



Figure 16

8. Apply the sealant on the bottom side of the LH and RH lamp can panels located inside the liftgate assembly (Figures 16–20). Apply several sealant beads as needed.

 **NOTE:** Use the dauber in tight spaces (Figure 15).

 **NOTE:** Make sure to apply the sealant between the panels (Figure 20).

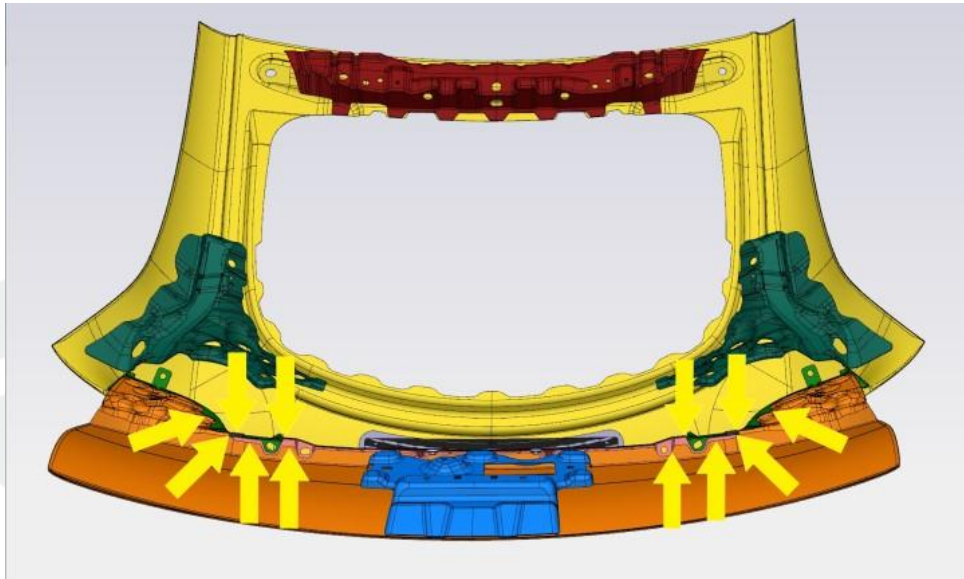


Figure 17

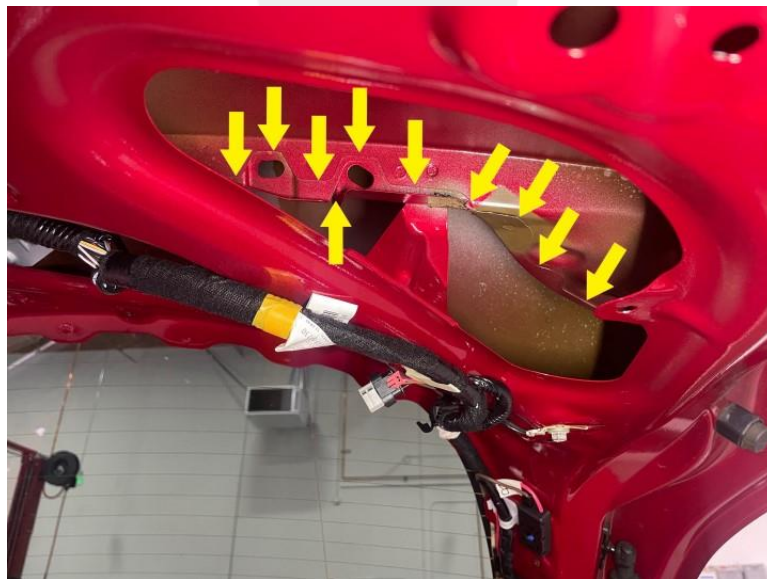


Figure 18



Figure 19



Figure 20

9. Inspect the liftgate assembly seams: Locate openings and pin holes in the highlighted areas (Figures 21–25).

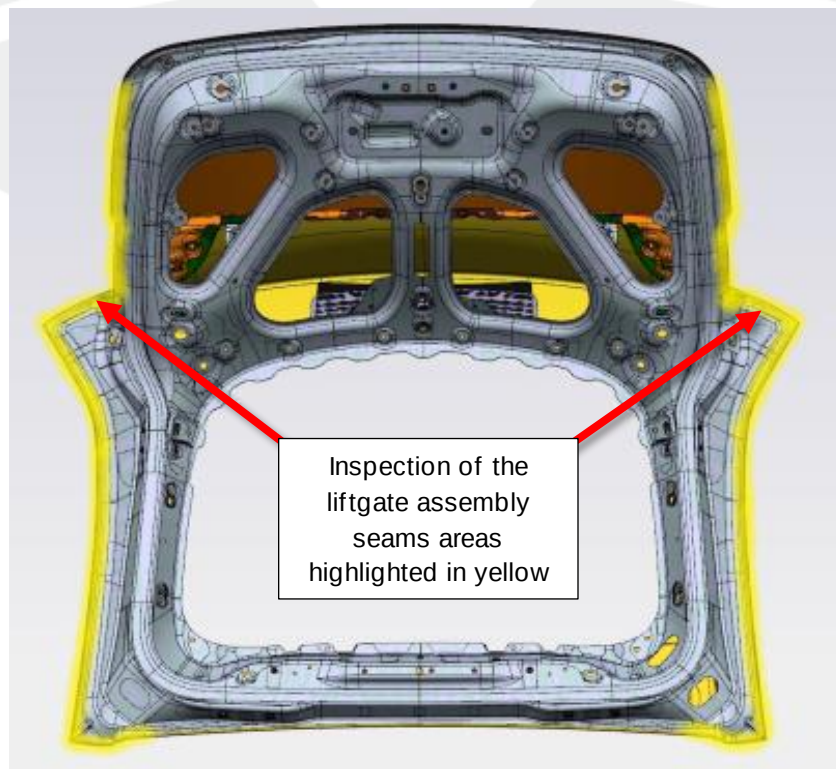


Figure 21



Figure 22



Figure 23 – Example of liftgate assembly seam



Figure 24 – Example of liftgate assembly seam



Figure 25 – Example of pin hole on the liftgate assembly

10. Use a plastic trim tool to remove any previously applied **non-factory** sealants in the highlighted areas, if present (Figures 26–29).

⚠ CAUTION: Do **NOT** remove factory sealant. To differentiate between factory sealant and non-factory sealant, factory sealant is painted over and is harder to remove, and non-factory sealant is usually clear and easier to remove than factory sealant.

📋 NOTE: Use adhesive remover, as needed.



Figure 26



Figure 27



Figure 28



Figure 29

11. Clean the liftgate assembly seams areas with Isopropyl Alcohol (IPA) wipes (Figures 21 and 22).
12. Apply sealant **ONLY** on the openings and pin holes found during the inspection (Figures 30 and 31).

⚠ CAUTION: Do **NOT** apply sealant to the entire liftgate assembly.



Figure 30

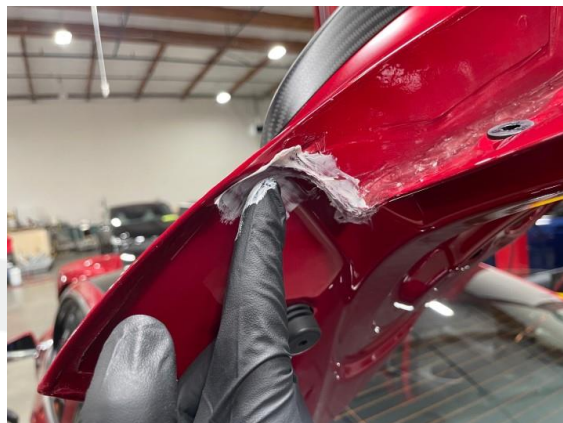


Figure 31

13. Remove excess sealant with a clean, dry microfiber cloth. Allow 1 hour for the sealant to fully cure (Figures 32–35).

⚠ CAUTION: Do not use chemicals to remove excess sealant.

📋 NOTE: The sealant must be allowed to cure for 1 hour because touch-up paint will be applied onto it later in this procedure.



Figure 32

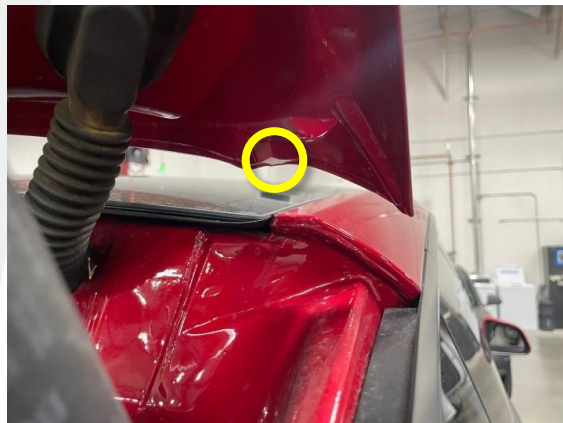


Figure 33



Figure 34



Figure 35

14. Apply sealant on the upper and lower panel mating surfaces for the LH and RH sides (Figures 36–39). Allow 1 hour for the sealant to fully cure.

 **NOTE:** Apply sealant with your finger while wearing a nitrile glove, and then work sealant onto the factory sealant.

 **NOTE:** Make sure to apply the sealant between the panel mating surfaces (Figure 39).

 **NOTE:** The sealant must be allowed to cure for 1 hour because touch-up paint will be applied onto it later in this procedure.



Figure 36



Figure 37



Figure 38



Figure 39
TESLA

15. Remove excess sealant from the upper and lower panel mating surfaces with a clean, dry microfiber cloth (Figure 40). Allow 1 hour for the sealant to fully cure.

⚠ CAUTION: Do not use chemicals to remove excess sealant.

📋 NOTE: The sealant must be allowed to cure for 1 hour because touch-up paint will be applied onto it later in this procedure.



Figure 40

16. Apply touch-up paint onto newly sealed areas (Figure 41–44).

📋 NOTE: Make sure sealant is dry to the touch before touch-up paint is applied.



Figure 41



Figure 42



Figure 43

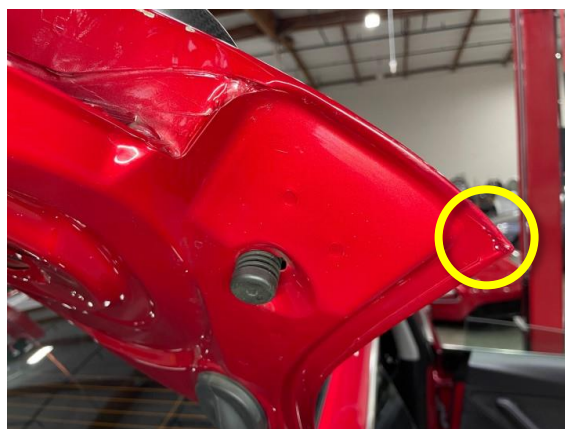


Figure 44

17. Inspect the overall condition of the liftgate seal. If the liftgate seal is compromised (Figure 45), replace the seal (refer to Service Manual procedure [11702002](#)).



 **Figure 45**

18. Put the RH rear fog/reverse light upside down on a padded surface (Figure 46).



Figure 46

19. Remove and discard the gaskets for the RH light connector (Figure 47) and mounting stud (Figure 48), and then replace them with new ones (Figures 49 and 50).



Figure 47



Figure 48

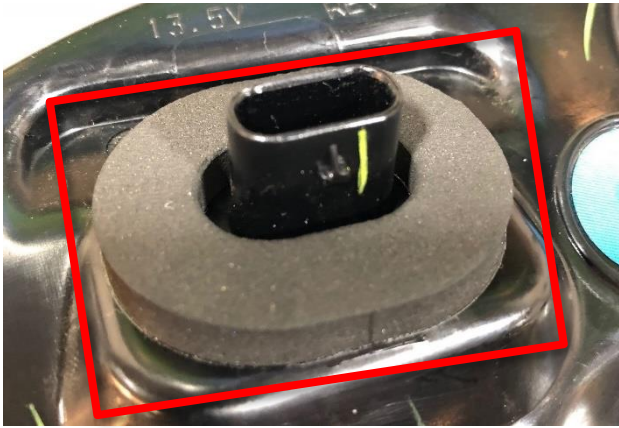


Figure 49



Figure 50

20. Repeat steps 18 and 19 for the LH rear fog/reverse light.
21. Install the LH and RH rear fog/reverse lights (refer to Service Manual procedure [17402702](#)).
22. Install the liftgate lower trim (refer to Service Manual procedure [15111302](#)).
23. Install the liftgate upper trim (refer to Service Manual procedure [15111002](#)).