



# MODEL S MODEL X

ROADSIDE ASSISTANCE  
ASSISTANCE DÉPANNAGE  
ASISTENCIA EN CARETERRA

ロードサイド アシスタンス

긴급출동 서비스

道路救援

路邊援助

# ROADSIDE ASSISTANCE

## Contacting Roadside Assistance Instructions for Transporters

### DOCUMENT APPLICABILITY

Features released in the most recent versions of software may not be described in this document but are described in Release Notes. Display Release Notes on the touchscreen by touching the Tesla “T” at the top center of the touchscreen, then touching the Release Notes link. If information provided in this document conflicts with information in the Release Notes, the Release Notes take precedence.

### ILLUSTRATIONS

The illustrations provided in this document are for demonstration purposes only. Depending on vehicle options, software version and market region, the information displayed on the touchscreen in your vehicle may appear slightly different.

### PRODUCT SPECIFICATIONS

All specifications and descriptions contained in this document are verified to be accurate at the time of printing. However, because continuous improvement is a goal at Tesla, we reserve the right to make product modifications at any time. To communicate any inaccuracies or omissions in this document, please send an email to: [ownersmanualfeedback@tesla.com](mailto:ownersmanualfeedback@tesla.com).

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MODEL S MODEL X  
ROADSTER MODEL 3





# Contacting Roadside Assistance

Tesla Roadside Assistance is available to you 24 hours a day, 365 days a year, for the duration of your warranty period.

The Roadside Assistance phone number is displayed when you touch the Tesla "T" at the top center of the touchscreen. When contacting Roadside Assistance, please provide:

- The Vehicle Identification Number (VIN). The VIN is displayed when you touch the Tesla "T" at the top center of the touchscreen. The VIN can also be seen on the upper dashboard by looking through the driver's side of the windshield.
- Your exact location.
- The nature of the problem.

Tesla Roadside Assistance is also available to speak with roadside service professionals 24/7/365 to answer any questions and explain the proper procedure for transporting your vehicle.

## Regional Phone Number(s)

**Australia:** 1800 64 6952

**Canada:** 1 877 79TESLA (1 877 798 3752)

**中国 (China):** 400 910 0707

**Europe:** Refer to the table below.

**香港 (Hong Kong):** 852 3974 0251

**日本 (Japan):** 0120 975 214

**Jordan:** 0800 22216

**澳門 (Macau):** 0800 306

**Mexico:** 1 800 228 8145

**New Zealand:** 0800 005431

**대한민국 (South Korea):** 080 822 0309

**台灣 (Taiwan):** 080 900 7518

**United States:** 1 877 79TESLA (1 877 798 3752)

**United Arab Emirates (UAE):** 800035704364

Country	Toll	Toll Free	Local
Andorra	+31 13 799 9501	0800 914 590	—
Austria	—	0800 88 0992	07208 80470
Belgium	—	0800 29 027	+03 808 17 82
Bulgaria	013 799 9504	—	024 925 455
Croatia	013 799 9505	—	017 776 417
Cyprus	+31 13 799 9506	08007 7318	022 030915
Czech Republic	+31 13 799 9507	080008 4048	0228 882 612
Denmark	+31 13 799 9508	80 71 1024	898 869 84
Estonia	013 799 9509	—	0880 3141
Finland	+31 13 799 9510	0880 055 2084	075 3263818



## Use a Flatbed

Always transport your vehicle with all four tires off the ground. A flatbed truck or comparable transport vehicle is recommended. A wheel lift and dolly can be used only when transporting your vehicle for a very short distance to reposition the vehicle for loading onto a flatbed truck or comparable transport vehicle (for example, the vehicle is located in a low-clearance garage) or if otherwise specified by Tesla. When transporting, whether on a flatbed truck or using a wheel lift and dolly, your vehicle can face either direction.

Do not transport your vehicle using any other method unless specified by Tesla. Follow the steps provided and observe all warnings and cautions. Damage caused by transporting your vehicle is not covered by the warranty.

**Warning:** Your Tesla vehicle is equipped with high voltage components. Before transporting as a result of an event (such as a collision) that may have compromised a high voltage component, it is important to assume that these components are energized. Always follow high voltage safety precautions (wearing personal protective equipment, etc.) until emergency response professionals have evaluated the vehicle and can accurately confirm that all high voltage systems are no longer energized. Failure to do so may result in serious injury or death.

## Disable Self-Leveling (air suspension vehicles only)

If your vehicle is equipped with Smart Air Suspension, it automatically self-levels, even when power is off. To prevent damage, you must activate Jack mode to disable self-leveling:

1. Touch **Controls** > **Suspension** on the touchscreen.
2. Press the brake pedal, then touch **Very High** to maximize height.
3. Touch **Jack**.



When Jack mode is active, your vehicle displays this indicator light on the instrument panel, along with a message telling you that active suspension is disabled.

**Note:** Jack mode cancels when driving speed exceeds 4 mph (7 km/h).

**Warning:** Failure to activate Jack mode on a vehicle equipped with Smart Air Suspension can result in the vehicle becoming loose during transport, which may cause significant damage.

## Activate Tow Mode

Your vehicle may automatically shift into Park when it detects the driver leaving the vehicle, even if it has previously been shifted into Neutral. To keep your vehicle in Neutral (which disengages the parking brake), you must use the touchscreen to activate Tow mode:

1. Shift into Park.
2. Chock the tires or otherwise ensure that your vehicle is stable.
3. Press and hold the brake pedal, then on the touchscreen touch **Controls** > **Service** > **Tow Mode**.



When Tow Mode is active, your vehicle's instrument panel displays this indicator light, along with a message telling you that the vehicle can roll freely.

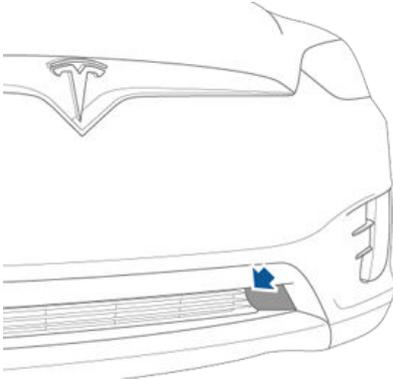
**Note:** To cancel Tow mode, shift your vehicle into Park.

**Caution:** If the electrical system is not working, and you therefore cannot release the electric parking brake, attempt to jump start the 12V battery. For instructions, call Tesla Roadside Assistance. If a situation occurs where you cannot disengage the parking brake, use a self-loading dolly or tire skates. Before doing so, always check the manufacturer's specifications and recommended load capacity.

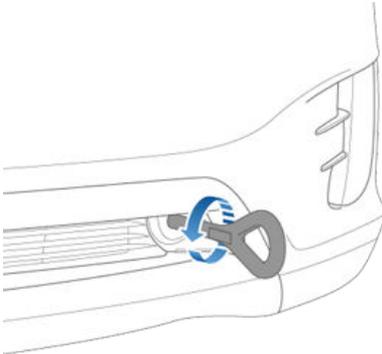


## Pull Onto Truck - With Tow Eye

1. Locate the tow eye.
2. Remove the tow eye cover by inserting a small flat screwdriver into the slot along the top of the cover, then prying gently to release the cover from the top snap.



3. Fully insert the tow eye, then turn it counter-clockwise until securely fastened.



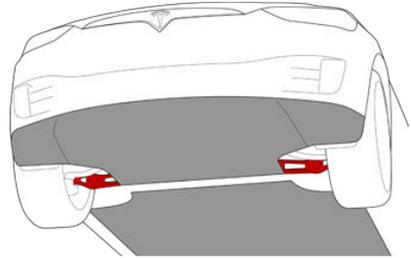
4. Attach the winch cable to the tow eye.
5. Pull the vehicle slowly onto the truck.
6. Shift the vehicle into Park by pressing the button on the end of the gear selector.

**⚠ Caution:** Before pulling, make sure the tow eye is securely tightened.

## Pull Onto Truck - Without Tow Eye

It is strongly recommended that you connect the winch to your vehicle's tow eye, as described previously. However, if a situation arises in which the tow eye is not available (lost, misplaced, etc.), the instructions below describe how to attach tow straps.

1. Attach the tow straps to the large hole on each of the rearmost lower suspension arms underneath the front of the vehicle.



2. To protect the underbody from any damage, place a protective barrier (such as a piece of wood) between the tow strap and the underbody.
3. Pull the vehicle slowly onto the truck.
4. Shift the vehicle into Park by pressing the button on the end of the gear selector.

## Secure the Tires

The vehicle's tires must be secured onto the truck using the eight-point tie-down method.

- Ensure any metal parts on the tie-down straps do not contact painted surfaces or the face of the wheels.
- Do not place tie-down straps over body panels or through the wheels.



**⚠ Caution:** Attaching tie-down straps to the chassis, suspension or other parts of the vehicle's body may cause damage.