



MODEL 3

ROADSIDE ASSISTANCE
ASSISTANCE DÉPANNAGE
ASISTENCIA EN CARETERRA
道路救援



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.

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TESLA TESLA MOTORS TESLA

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



When Transporting Model 3

Always transport Model 3 with all four tires off the ground. A flatbed truck or comparable transport vehicle is recommended. A wheel lift and dollies can be used only when transporting Model 3 for a maximum of 35 miles (55 km), not to exceed the manufacturer speed rating of the dollies. When transporting, whether on a flatbed truck or using a wheel lift and dolly, Model 3 can face either direction.

Do not transport Model 3 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.

Note: The following illustrations are for demonstration purposes only.



Never tow Model 3 with the tires in a position where they can spin, such as in contact with the ground, even for short distances. Doing so can cause significant damage. In addition, before pulling Model 3 onto a flatbed truck, you must use the touchscreen to enable Transport Mode. Transport Mode keeps the parking brake disengaged and monitors the vehicle for conditions (explained later) that could result in damage and automatically applies the parking brake if a condition is detected. Do not attempt to use Transport Mode to tow Model 3 with the tires on the ground. If you are unable to activate Transport Mode, you must use self-loading dollies or tire skates to prevent the tires from turning as you pull Model 3 onto a flatbed truck.

Warning: TOWING MODEL 3 WITH THE TIRES CONTACTING THE GROUND CAN CAUSE OVERHEATING AND DAMAGE TO THE REAR MOTOR.

Warning: To prevent damage and overheating of the rear motor when rolling or winching Model 3 onto a flatbed truck, you must either enable Transport Mode or use self-loading dollies or tire skates. Do not allow the tires to turn without Transport Mode enabled.

Note: Tesla is not responsible for any damage caused by transporting Model 3, including personal or property damage caused by using self-loading dollies or tire skates.

Warning: Model 3 is equipped with high voltage components. Before transporting Model 3 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.

Activate Transport Mode

Transport Mode is intended to keep the parking brake disengaged while winching Model 3 onto a flatbed truck. When active, Transport Mode monitors Model 3 for conditions that could result in damage to the vehicle (rolling speed exceeds 5 mph (8 km/h) or if 12V power is low). This applies the parking brake if a condition is detected. The following are required to enable Transport Mode:

- 12V power is required. You are unable to use the touchscreen to activate Transport Mode if Model 3 has no 12V power. See Jump Starting the 12V Battery on page 6 for instructions on how to jump start the 12V battery.
- Model 3 must detect a valid key (authenticated smartphone, key card, or key fob). If a key is not detected, the Transport Mode button on the touchscreen is grayed out. Refer to the Owners Manual (**Controls > Service > Owner's Manual**) for more information.

To activate Transport Mode:

1. Shift into Park.



2. Chock the tires or otherwise ensure Model 3 is stable.
3. Press and hold the brake pedal, then on the touchscreen touch **Controls** > **Service** > **Towing**. A message displays reminding you of how to properly transport Model 3.
4. Hold the **Transport Mode** button until it turns blue. Model 3 is now free-rolling and can be rolled or winched at very low speeds.

To cancel Transport Mode, shift Model 3 into Park.

- ⚠ Caution:** Transport Mode automatically cancels and the parking brake is applied if Model 3 is rolled faster than 5 mph (8 km/h) or 12V power is low. Model 3 sounds its horn to warn you that Transport Mode is about to cancel.

Pull onto the Flatbed Truck

Note: If Model 3 has no 12V power, you need an external 12V power supply to open the hood or use the touchscreen. See If Model 3 Has No Power on page 6.

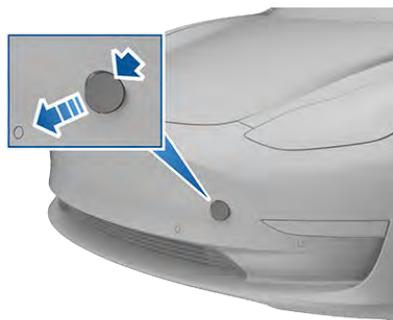
- ⚠ Caution:** To avoid damage, only pull the vehicle onto a flatbed truck using a properly-installed tow eye. Using the chassis, frame, or suspension components to pull the vehicle can result in damage.

1. Activate Transport Mode.
2. Locate the tow eye. The tow eye is located under the carpet in the front trunk.



3. Release the tow eye cover by pressing firmly on the top right perimeter of the cover until it pivots inward, then gently pulling the raised section toward you.

Note: The tow eye cover is connected to the vehicle's red positive (+) terminal.



4. Fully insert the tow eye into the opening, then turn it **counter-clockwise** until securely fastened.



5. Attach the winch cable to the tow eye.

⚠ Caution: Before pulling, make sure the tow eye is securely tightened.
6. Pull Model 3 slowly onto the flatbed truck.
7. Shift Model 3 into Park by pressing the button on the end of the gear selector.
8. Remove the tow eye and return it to its storage location in the front trunk.

Note: The tow eye is required to pull Model 3 onto a flatbed truck. When not being used, always keep the tow eye in its storage location in the front trunk. If you lose the tow eye, contact Tesla.



9. Replace the tow eye cover by inserting the wires into the tow eye opening and aligning the tow eye cover into position and turning it into place.



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.

If Model 3 Has No Power

If Model 3 has no 12V power, perform the following steps to open the hood or jump start the auxiliary 12V battery.

Opening the Hood

1. Locate an external 12V power supply (such as a portable jump starter).
2. Release the tow eye cover by pressing firmly on the top right perimeter of the cover until it pivots inward, then gently pulling the raised section toward you.
Note: The tow eye cover is connected to the vehicle's red positive (+) terminal.
3. Pull the two wires out of the tow eye opening to expose both terminals.
4. Connect the 12V power supply's red positive (+) cable to the red positive (+) terminal.
5. Connect the 12V power supply's black negative (-) cable to the black negative (-) terminal.

Note: Applying external 12V power to these terminals only releases the hood latches. You cannot charge the 12V battery using these terminals.

6. Turn on the external power supply (refer to the manufacturer's instructions). The hood latches are immediately released and you can now open the hood to access the front trunk area.
7. Disconnect both cables, beginning with the black negative (-) cable.
8. If pulling Model 3 onto a flatbed truck, do not replace the tow eye cover yet. Otherwise, replace the tow eye cover by inserting the wires into the tow eye opening and aligning the tow eye cover into position and turning it into place.

Jump Starting the 12V Battery

- ⚠ Caution:** Model 3 cannot be used to jump start another vehicle. Doing so can result in damage.

Note: If jump starting Model 3 using another vehicle, refer to that vehicle manufacturer's instructions. The following instructions assume an external 12V power supply (such as a portable jump starter) is used.



⚠ Caution: Avoid short circuits when jump starting Model 3. Connecting cables to the wrong terminals, touching leads together, etc. can result in damage to Model 3.

1. Open the hood (see Opening the Hood on page 6).
2. Remove the maintenance panel by pulling it upwards to release the trim clips that hold it in place.
3. Remove the cabin intake trim panel by pulling it upwards to release the trim clips that hold it in place.
4. Connect the 12V power supply's red positive (+) cable to the red positive (+) terminal on the 12V battery.

⚠ Caution: To avoid damaging Model 3, do not allow the positive cable to contact other metal components, such as the battery tie-down bracket.

5. Connect the 12V power supply's black negative (-) cable to the black negative (-) terminal on the 12V battery.
6. Turn on the external power supply (refer to the manufacturer's instructions). Touch the touchscreen to wake it up.

Note: It may take several minutes to receive enough power to wake up the touchscreen.

7. When external 12V power is no longer required, disconnect both cables from the terminals on the 12V battery, beginning with the black negative (-) cable.
8. Replace the cabin intake trim panel by placing it back in its original location and pressing down until it is secure.
9. Replace the maintenance panel by placing it back in its original location and pressing down until it is secure.
10. Close the hood.