



## NEMA 14-50 Wall Adapter Upgrade, United States

|                       |                 |                      |                                   |                       |               |
|-----------------------|-----------------|----------------------|-----------------------------------|-----------------------|---------------|
| <b>Classification</b> | Recall Bulletin | <b>Section/Group</b> | 50 - External Charging Connectors | <b>Country/Region</b> | United States |
| <b>Year</b>           | All             | <b>Model</b>         | Model S                           | <b>Version</b>        | All           |

**Bulletin Classification:** *This Recall Bulletin must be applied to all vehicle equipment listed below. Recall Bulletins are mandatory service procedures that must be carried out by Tesla-certified Service Centers only. Work must be logged and tracked by Tesla Service. Any work carried out by uncertified technicians on this issue may not be appropriately performed or recorded and could lead to an unsafe condition and/or void warranty provisions.*

### Condition

Factors such as corrosion, physical damage to receptacles, or the inappropriate wiring or installation of electrical outlets might cause higher than normal electrical resistance when charging with the Universal Mobile Connector (UMC) NEMA 14-50 adapter. When charging, higher-than-normal electrical resistance might cause excessive heating of the adapter.

Tesla Motors is recalling all black NEMA 14-50 adapters, which were included with all Model S vehicles that were delivered between September 15, 2012 and January 10, 2014. The new adapters with gray faces are not part of this recall.

**NOTE:** Although the new adapter was originally designed with a thermal fuse to prevent overheating, the production version has strengthened materials and welds that prove to be more effective than the original design.



Figure 1 (Old adapter with black faceplate)



Figure 2 (New adapter with gray faceplate)

### Correction

Ensure that the vehicle has firmware version 5.8.4 or later. If the customer has not yet received the upgraded adapter by mail, provide the customer with an upgraded adapter if one is available in stock.

| Required Part(s):   | Part Number  | Description                | Quantity |
|---|--------------|----------------------------|----------|
|   | 1014324-00-E | ADAPTER, UMC to NEMA 14-50 | A/N      |
| Correction Description  |              | Correction                 | Time     |
| Adapter Inspection Only; NEMA 14-50 Wall Adapter Upgrade Not Required, U.S. |              | S011450002                 | 0.1      |
| Exchange NEMA 14-50 Wall Adapter, U.S.                                      |              | S021450002                 | 0.1      |
| Supply NEMA 14-50 Wall Adapter Without Exchange, U.S.                       |              | S031450002                 | 0.1      |

## Protocol

Verify that the vehicle's firmware is version 5.8.4 or later.

All affected customers will be mailed a new adapter, and are asked to mail their old adapter back to Tesla. Customers are given postage-paid stickers to attach to the new adapter's packaging for this purpose. Mailing begins the week of March 17<sup>th</sup>, 2014. Most customers will handle the adapter upgrade entirely by mail; in these cases, no work is required by the service center. Therefore, this bulletin does not show up as an outstanding work order in Warp.

However, if a customer comes into the service center and wants the upgraded adapter before receiving it in the mail, or says it never came in the mail, follow these rules if a new adapter is available in stock:

- If the customer brings in one or more old adapters, exchange each one for an upgraded adapter.
- If the customer has one adapter but did not bring it, offer the customer one upgraded adapter immediately.
- If the customer has multiple adapters but did not bring any, offer the customer one upgraded adapter immediately. However, the customer must bring in the old adapters in order to receive additional upgraded adapters.

**NOTE:** In all cases, the customer still receives an upgraded adapter by mail.

Record the serial numbers of the old and new adapters on the repair order. Pair the serial numbers of the adapters to the VIN numbers, if possible.

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**Affected VIN(s)** This information is for reference purposes only. This list is not intended to be the sole information source for updates.

All NEMA 14-50 adapters received between September 15, 2012 and January 10, 2014

For feedback on the accuracy of this document, email [ServiceBulletinFeedback@teslamotors.com](mailto:ServiceBulletinFeedback@teslamotors.com).