



## CONGRATULATIONS AND **WELCOME TO THE TESLA FAMILY!**

By purchasing a Tesla, you've become part of a mission to accelerate the world's transition to sustainable transport. Your Tesla offers uncompromised performance with zero emissions and redefines the driving experience.

This resource packet will guide you through Tesla ownership and help you prepare for easy home charging in advance of delivery.

### INCLUDED IN THIS PACKAGE

- Your Next Steps Before Delivery
- Frequently Asked Questions and Important Contacts
- Leasing Highlights
- Next Steps for your Trade-In
- My Tesla Guide
- Charging at Home
- 240v Outlet Installation Guide
- Charging on the Go
- Mobile App Guide

Sincerely,

The Tesla Motors Team



## NEXT STEPS **BEFORE DELIVERY**

**1. You will have one week from the date you placed your order (\_\_\_/\_\_\_/\_\_\_) to make any changes to your configuration. At the end of this one-week period, your order will be automatically finalized and passed on to our production team, after which no changes can be made. Your one-week deadline is: \_\_\_/\_\_\_/\_\_\_**

**2. If you would like to make changes to your vehicle configuration:**

To modify your order within the one-week period, login to My Tesla to access your configuration. You can also contact your Owner Advisor if you have questions about your configuration. Additionally, you may call 888.518.3752 to speak with a Tesla Owner Advisor at headquarters prior to your order being finalized.

**3. Shortly after your order is confirmed, your Delivery Experience Specialist will contact you to schedule your delivery and answer any further questions you have about purchasing your Tesla.**

If you would like to finance your Tesla or if you have a trade-in vehicle, you may discuss these options with your Owner Advisor, your Delivery Experience Specialist or contact our Auto Finance team by e-mailing [AutoFinance@teslamotors.com](mailto:AutoFinance@teslamotors.com).

**4. Want to learn more about local incentives?**

Visit [www.teslamotors.com/incentives/US](http://www.teslamotors.com/incentives/US) and select the state in which you will register your vehicle to find out which incentives may be available and how to apply.

**5. Work with a licensed electrician to install the appropriate charging solution.**

Included in this packet are the 240 Volt Outlet for Mobile Connector Guide and an overview of the Wall Connector Guide for your electrician. The full Wall Connector Installation Guide is included with the device.

The most convenient time to charge is often at night, when your car is parked at home. Simply plug in when you arrive home. Your vehicle will charge immediately or at the time you've scheduled using the Touchscreen or the Tesla app on your smartphone. Long before morning, your vehicle will be charged and ready for the next journey. The documents included in this packet will outline the steps needed to charge your vehicle at home.

Visit [www.teslamotors.com/support/find-electrician](http://www.teslamotors.com/support/find-electrician) for assistance finding an electrician familiar with installing outlets and Wall Connectors.



## IMPORTANT CONTACTS

Auto Finance Team  
650-681-6789  
AutoFinance@teslamotors.com

Headquarters Delivery Team  
888-771-2505 Option 2

Service  
877-79-TESLA (83752)  
ServiceHelpNA@teslamotors.com

## FREQUENTLY ASKED QUESTIONS

### **Where do I take delivery of my Tesla?**

Your Delivery Experience Specialist will help you schedule a delivery pick-up appointment at your nearest Tesla Service Center. Our expert staff performs a pre-delivery inspection and verifies that your car is detailed and charged before your delivery appointment.

### **When will my vehicle arrive?**

Your Delivery Experience Specialist will contact you shortly after you confirm your order to provide an estimated delivery time frame. Please be aware that delivery dates are subject to change until confirmed by your Delivery Experience Specialist. Dates are subject to change even in the week leading up to your appointment. Your Delivery Experience Specialist will always be able to provide the most accurate update.

### **Can I use a credit card for the down payment or balance?**

We do not accept credit cards for final payment. Approved methods of payment are ACH (e-check), wire transfer or a physical check. In some states, your down payment must be made prior to your delivery appointment. Your Delivery Experience Specialist will review your local options for payment with you closer to delivery date.

### **How do I apply for a Tesla Loan?**

Tesla offers an innovative loan program that combines the benefits of leasing and ownership. Tesla Loans are currently available in many states and you can apply online from your My Tesla account. Visit our Finance website for more information: [www.teslamotors.com/support/leasing-and-lending](http://www.teslamotors.com/support/leasing-and-lending). After submitting an application, the Tesla Auto Finance team will contact you within 24 to 48 hours. If you have questions, you may contact them directly at AutoFinance@teslamotors.com.

### **How do I apply for a Tesla Lease?**

Tesla also offers a lease program for Tesla vehicles that offers the low initial cash outlay and low monthly payments that have made leasing so popular. Tesla Leases are currently available in the majority of states in the U.S. and provinces in Canada. Visit our Finance website for more information: <http://www.teslamotors.com/support/leasing-and-lending>. After submitting an application, the Tesla Auto Finance team will contact you within 24 to 48 hours. If you have questions, you may contact them directly at AutoFinance@teslamotors.com.

### **Can I trade-in a vehicle?**

Yes. Tesla is happy to help facilitate the trade-in of any vehicle you may own toward your Tesla purchase. Please contact your Owner Advisor or Delivery Experience Specialist to inquire about trading in your current vehicle. They will collect the necessary information and provide you with a trade-in estimate. If you wish to move forward with your trade-in, your Owner Advisor or Delivery Experience Specialist will take you through the steps to complete the transaction.

### **Can Tesla set aside my Tesla if I am out of town?**

Our Service Centers have limited space and are unable to store vehicles. Deliveries must occur within a week of the arrival of your new Tesla. If you have any long-term vacations planned around your delivery time, please notify your Owner Advisor or Delivery Experience Specialist so Tesla can plan accordingly.



## TESLA LEASING HIGHLIGHTS

### OVERVIEW

The Tesla Lease brings the ease, simplicity and lower upfront cash outlay and monthly payments of leasing to Tesla customers. In particular, it is designed to be user friendly at every step beginning with being able to clearly see an estimated monthly lease payment as the Tesla vehicle is being configured on our website, continuing with low monthly payments, and concluding with a lease agreement that is displayed on the vehicle's touchscreen and executed with just the tap of a finger.

### FOR INFORMATION ONLY

The below is presented for information only. The terms and conditions of the actual lease agreement, including any state-specific disclosures, limitations and requirements applicable to the specific lease transaction, shall prevail. This information is subject to change without notice. Leases are subject to credit approval and not everyone will qualify.

### KEY TERMS

Term	36 Months
Residual Value	52 - 63% depending on model/equipment/mileage (industry standard residuals +\$7,500)
Money Factor	0.001700 (this may not measure the overall cost of financing this lease)
Mileage Allowance	High Mileage: 15,000 per year / 45,000 total Standard Mileage: 12,000 per year / 36,000 total Low Mileage: 10,000 per year / 30,000 total
Acquisition Fee	\$695 payable at lease signing
Security Deposit	No security deposit is required

### OTHER FINANCIAL TERMS

Minimum Down Payment	\$5,000 total (inclusive of \$2,500 deposit)
Disposition Fee	\$395 if vehicle is returned at scheduled end of lease
Purchase Fee	\$350 in addition to purchase option cost if vehicle is purchased at scheduled end of lease
Purchase Option	Vehicle can be purchased at scheduled lease end for residual value (plus purchase fee, any additional applicable fees, taxes, amounts still due under the lease, etc.)
Excess Mileage Charge	\$0.25 per mile in excess of mileage allowance
Late Payment Charge	\$25
Returned Payment Charge	\$20
Federal Tax Credit	Goes to lessor; added to residual which reduces payments by \$7,500 over lease term
State EV Incentive	Most states allow local EV incentives to be claimed by the lessee

### INSURANCE

Minimum Coverage	\$50,000 for property damage (unless subject to different state-specific terms) \$300,000 for bodily injury to any one person \$500,000 for any one accident Physical damage insurance for full value of vehicle
Minimum Deductible	\$500

### EXCESS WEAR PROVISION

We have based the Monthly Payment on the assumption that you will not subject the Vehicle to excess wear and use. You agree not to expose the Vehicle to excess wear and use. If you do so and if you do not purchase the Vehicle at the scheduled end of the Lease Term, you agree to pay us the amount that it would cost to make all repairs to the Vehicle that are not the result of normal wear whether or not we, in our sole discretion, actually make the repairs. Any excess wear and use assessed at scheduled termination of this Lease will be based upon an estimate of the repair cost unless we actually make the repairs.

Excess wear and use includes, but is not limited to, the amount it would cost to repair: (1) inoperative mechanical parts, including power accessories; (2) dented, scratched, chipped or rusted areas on the body; (3) mismatched paint or any special identification mark; (4) cracked, scratched, pitted or chipped windows, broken or discolored windows or inoperative window mechanisms; (5) broken headlight lenses or sealed beams; (6) scratches more than two inches long through the chrome on bumpers or bumper dents; (7) broken grills or dents in the grille; (8) single dents or a series of dents on other trim parts, including headlight and tail light bezels; (9) electronic malfunctions; (10) seats, seat belts, headlining, dashboards, door panels or carpeting which is torn or damaged beyond ordinary wear and tear or is burned; (11) major fluid leaks; (12) damage from flood, water, hail or sand; (13) damage which makes the Vehicle either unsafe or unlawful to operate; (14) all damage which would be covered by the required comprehensive, collision and upset insurance whether or not such insurance actually is in force; and (15) the Vehicle to restore any original equipment or accessories which were removed or altered during the Lease Term.

Excess wear and use also includes, but is not limited to, the amount it would cost to replace: (i) any tire not part of a matching set of four tires; (ii) any tires with less than 1/8 inch of tread remaining at the shallowest point; (iii) any tire with gouged, cut, torn or plugged sidewalls; (iv) any missing or dented parts, and accessories, including the mobile connector and adapters; or (v) any parts which are not original manufacturer equipment or of equal quality and design.

### AMOUNT DUE AT SIGNING

- Down Payment
- Acquisition Fee
- First Monthly Payment
- Title, Registration, License and other Fees and Taxes



## NEXT STEPS FOR **YOUR TRADE-IN**

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**You must provide the title in order for Tesla Motors to accept your trade-in vehicle.** If a lien that is listed on the title has been satisfied, the original lien release letter must be surrendered before Tesla Motors can accept your vehicle.

**If there is a lien on the vehicle,** we will contact your lien-holder to obtain a 10-day payoff quote. We will need:

- Lien-holder name and phone number
- Name(s) on the account
- Account number and social security number of account holder(s)

**Negative Equity:** If you owe more than the vehicle is worth, the difference must be paid in the form of certified funds (cashier's check or Money Order) to Tesla Motors, if you trade your vehicle prior to delivery. In some cases, negative equity may be included in the amount you are financing at the time of delivery.

**Positive Equity:** If you owe less than the vehicle is worth, you may apply this value to the cost of your Tesla, or receive these funds in the form of a check from Tesla Motors. In certain states, this will reduce the amount of sales tax that may be offset on your vehicle purchase. Please note: payments are sent 10 business days after we receive the title, depending on your financial situation.

**Leased Vehicles:** Confirmation of the payoff amount is required before we can purchase your vehicle. Please note: Some leasing companies do not permit you to break the lease agreement before the lease expires.

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## VALID ID OF ALL INDIVIDUALS LISTED ON THE TITLE

All individuals listed on the title must be available to sign the release forms for the vehicle. A valid state ID is required for all individuals listed on the registration. **Please notify your Tesla Motors representative if all titleholders cannot be present or if the vehicle is registered to a company.** In these cases, a power of attorney can often be used to allow someone else to sign on the titleholder's behalf.

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## CURRENT REGISTRATION

We generally cannot accept vehicles that are **not** currently registered.

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## ALL KEYS, REMOTES, & EQUIPMENT PRESENT ON THE VEHICLE AT TIME OF INSPECTION

- If you do not have all original keys, remotes, or original vehicle equipment is missing, we may deduct the cost of replacing these items from the Trade-In offer.
  - If you remove any of then equipment after the inspection, the offer may be voided.
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**Tesla Motors reserves the right to revise or cancel the Trade-In Offer** if the vehicle is not in the same condition as it was at the time of inspection.

*Tesla Motors will inspect and confirm the identity of every vehicle it received on trade. In some instances, we may capture the Vehicle Identification Number (VIN) and reference it against data from AutoCheck, Carfax, National Lien Registry, and/or other state agencies or databases. Tesla Motors reports any stolen vehicles to the appropriate authorities and may pursue its legal remedies against any person that intentionally sells or trades a stolen, altered, or undisclosed lien vehicle.*



## MY TESLA: YOUR ONLINE PORTAL FOR DELIVERY AND OWNERSHIP INFORMATION

Your My Tesla account will be home to all your important information during the delivery process and for the duration of your ownership. Here's what you need to know.

**1. Logging in to My Tesla:** To access My Tesla, visit [www.teslamotors.com/mytesla](http://www.teslamotors.com/mytesla). Enter the username and password you created when you designed your Tesla. There is a link to reset your password if you can't remember it.

**2. My Dashboard:** Once you're logged in you will be directed to your dashboard. You'll see your Tesla vehicle, along with any additional vehicles you may own or have on order.

**3. My Profile:** At the top of your dashboard, you can choose to view your profile. Here you can update all of your personal information and make changes to your profile. Please make sure all this information is correct. To make sure you receive notifications about our events and new product launches, make sure your email preferences are correctly set.

**4. Accepting Terms and Conditions:** Before taking delivery of your Tesla, you'll need to accept terms and conditions for your order. You will see a red button in your My Tesla dashboard if you have not completed this task. Simply click the button to accept.

**5. Registration Information:** It is very important that you fill out all fields as soon as possible. Please make sure all information is accurate, as it will directly affect the creation of your final paperwork. Please check all names and addresses for proper punctuation and spelling – these details will be directly reflected on your documents.

**6. Delivery Information:** You can select the Tesla Service Center where you'd like to pick up your Tesla and view the most current timeline for your delivery.

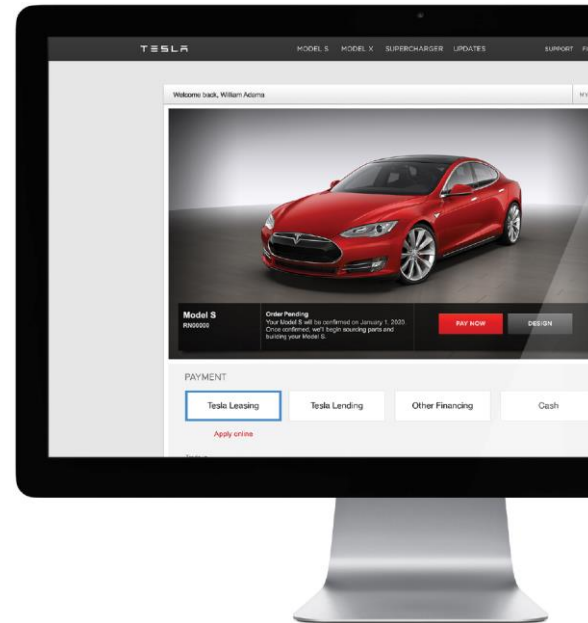
**7. Estimated Delivery:** Once you have confirmed your Tesla order, you will see your estimated delivery date. Please be aware that this timing is subject to change and will shift to provide the most accurate estimate. This timeframe is not a guarantee and is always based on current production schedules and option availability. Your Delivery Experience Specialist will confirm a delivery appointment with you once your vehicle has finished production.

**8. Services Sign Up:** Click this red button to purchase pre-paid service plans (if available in your state).

**9. Documents:** In the documents hub you can view software updates, the Tesla owner's manual, charging installation guides, any documents generated for your purchase (as they become available), as well as your terms and conditions and order agreement.

**10. My Documents Tab:** Within the document hub, the "My Documents" tab is very important. When you click on this tab you will see a field for you to upload your driver's license and insurance. Both of these documents are necessary before delivery.

**11. Helpful Links:** Toward the bottom of your dashboard you will find links to the Tesla Financing Application and information about trading in a current vehicle.





## CHARGING AT HOME

The best place to recharge is at home, overnight. One of the many conveniences of ownership is waking up every morning to a full charge. Tesla recommends installing a NEMA 14-50 outlet or Wall Connector near your parking spot to prepare for home charging. Find an electrician at [www.teslamotors.com/support/find-electrician](http://www.teslamotors.com/support/find-electrician).



### MOBILE CONNECTOR

Every Tesla vehicle includes a Mobile Connector charging bundle. This bundle comes with a 20 foot long cable and interchangeable adapters. These adapters allow you to plug into a 120 volt (NEMA 5-15) or 240 volt (NEMA 14-50) receptacle for charging at home.

The recommended home charging equipment installation is a 240 volt NEMA 14-50 receptacle. This installation will provide a recharge rate of about 25 miles per hour with the Mobile Connector cable.



### WALL CONNECTOR

Available for purchase online or at a Tesla Service Center, the Wall Connector is the fastest and most convenient home charging solution available for Tesla vehicles. Permanently mounted to a wall or post, the Wall Connector has a dedicated cable that plugs directly into your Tesla.

Customizable to different operating currents (amps), this equipment offers the fastest charging when installed with a 100-amp circuit breaker. The Wall Connector also has the option of being installed with an 80, 50, 40, 30, 20 or 15-amp circuit breaker, allowing a custom fit to almost any power supply.

The Wall Connector is beneficial for customers who:

- 1) Are interested in faster home charging (install with a 100 or 80 Amp circuit breaker)  
Please note, Model S must be equipped with Dual Chargers to accept faster home charging. Contact Tesla Service to discuss Dual Charger installation.
- 2) Have a limited power supply or enjoy the aesthetics of the Wall Connector and want to keep the Mobile Connector in the vehicle at all times (install with a 15, 20, 30, 40 or 50-amp circuit breaker)

Have an electrician review the electrical load of your home prior to installation. Some homes may require an electrical panel upgrade to support faster charging.



## INSTALLING YOUR 240 VOLT OUTLET

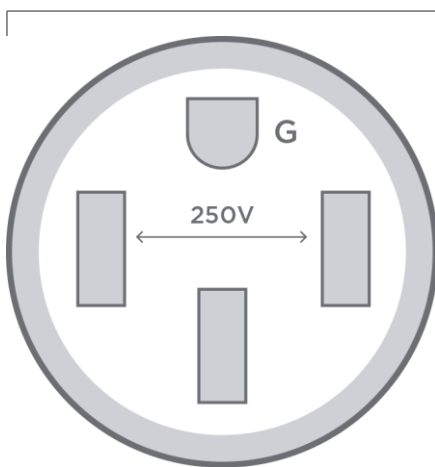
The recommended home charging installation for Tesla vehicles is a 240 volt NEMA 14-50 outlet. This outlet is commonly used for electric ranges and large recreational vehicles. Installed with a 50 amp circuit breaker, this outlet enables a recharge rate of about 25 miles per hour.

Consult a licensed electrician to review the electrical load of your home prior to installation. They will design your charging system and obtain a permit for a general purpose NEMA 14-50 outlet from your local building department. After installation, the electrician will schedule an inspection to approve the new electrical circuit and design.

This guide provides reference for specifications to install this outlet. Since each installation is custom to the home, all hardware for the NEMA 14-50 outlet will be provided by your electrician.



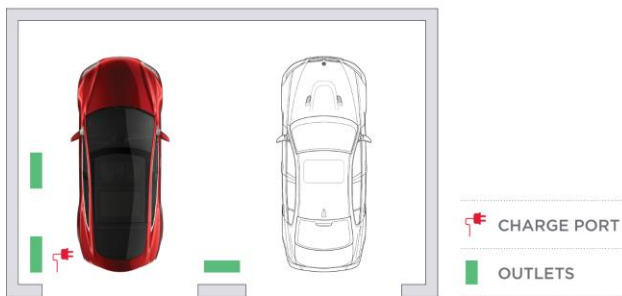
GROUND TO TOP



### NEMA 14-50 DETAILS

- **Voltage:** Single phase, 208-250 volt AC supply, 60 hertz
- **Circuit Breaker:** 50 amp (125% overcurrent protection)
- **Operating Current:** 40 amp (maximum continuous current)
- **Conductors:** 6 AWG, Copper Wire Only. Upsize wiring for installations over 150 feet
- **Ground Fault Circuit Interrupter:** Not required
- **Service Disconnect:** Not required
- **Receptacle Recommendation:** High quality, industrial grade receptacle
- **Ventilation:** Not required
- **Outdoors:** Install with NEMA 3R rainproof enclosure

## RECOMMENDED OUTLET LOCATIONS



Install near vehicle charge port, maximum 15' away, minimum 18" above ground

## FOR YOUR RECORDS

ELECTRICAL COMPANY

PHONE NUMBER

EMAIL ADDRESS

PERMIT NUMBER

INSTALLATION DATE





## CHARGING ON THE GO

Planning a road trip has never been easier. Utilizing Tesla's growing network of Superchargers, Destination Charging partners, and public charging locations enables travel anywhere, anytime.



### PUBLIC CHARGING STATIONS

**What do I need?** Every Tesla vehicle includes a J1772 adapter as standard. Since most public charging stations utilize the J1772, simply connect your adapter to the public charging cable. Another type of public charging is CHAdeMO, which provides DC fast charging. CHAdeMO adapters are available for purchase at your local Tesla Service Center or our online store.

**Where to find?** There are many resources for locating public charging stations, for example PlugShare and ChargePoint are two commonly used websites. An access card or account may be required to utilize public stations.

**How fast will I charge?** Recharge speeds depend on the power available at each public station. Most J1772 stations provide a recharge rate of 17 miles per hour. CHAdeMO stations provide DC fast charging, enabling recharge rates ranging from 60 to 150 miles per hour.

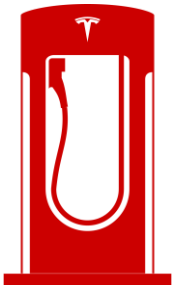


### DESTINATION CHARGING

**What do I need?** Destination Charging locations host Tesla Wall Connectors for customer use, so you don't need to bring anything. Except maybe a request for a room reservation or an appetite.

**Where to find?** Destination Charging partners are most commonly hotels, resorts and restaurants across the United States and Canada. For your convenience, Tesla lists these businesses on our Find Us page and in the onboard navigation ([www.teslamotors.com/findus](http://www.teslamotors.com/findus)).

**How fast will I charge?** Since Destination Charging partners utilize the same technology used at home, a Tesla owner can expect between 25 and 50 miles of charge per hour.



### TESLA SUPERCHARGERS

**What do I need?** Superchargers have their own cable; simply pull up and plug in when you're on a road trip! Supercharging is free and included with all new Tesla vehicles.

**Where to find?** Superchargers are strategically placed to minimize stops during long distance travel and are conveniently located near restaurants, shopping centers, and WiFi hot spots. Each station contains multiple Superchargers to help you get back on the road quickly. Superchargers are listed in the on-board Navigation for your convenience.

**How fast will I charge?** Superchargers can provide up to 170 miles of range in as little as 30 minutes. When using Trip Planner, Model S will tell you when it has enough range to comfortably reach your next destination.



## WALL CONNECTOR

The Wall Connector is the fastest and easiest home charging solution available for Tesla vehicles. This hardware can be customized to the power supply of almost any home, offering installation options ranging from a 100 amp to a 15 amp circuit breaker. The Wall Connector can be purchased from a Tesla Service Center or our online store.

A detailed installation guide is included with the Wall Connector. Have an electrician review the electrical load of your home prior to installation. Some homes may require an electrical panel upgrade to support faster charging.

### DETAILS

- **Voltage:** Single phase, 208-250 volt AC supply, 60 hertz
- **Wiring Recommendation:** 3 or 2 American Wire Gauge for 100 amp circuit breakers, no neutral wire required. Copper conductors only
- **Cable Length:** Connector cable is 25 feet long
- **Electric Code Compliance:** Installing electrician will source permit and inspection as required by local municipal building department
- **Overcurrent Protection:** Circuit breakers supplying electric vehicle charging equipment are considered continuous duty and must be rated at 125% of the Operating Current
- **Disconnect:** A readily accessible disconnect switch may be required for installations with an 80 or 100 amp circuit breaker

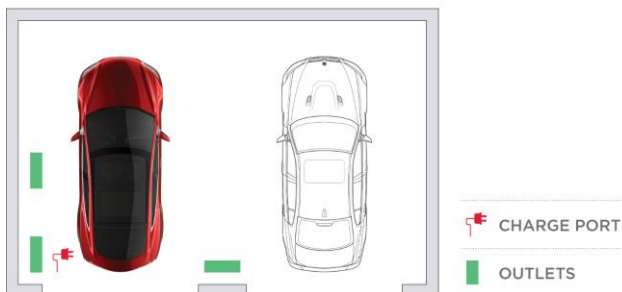
Circuit Breaker (Amperage)	Model S Miles of Range Per Hour of Charge	Model X Miles of Range Per Hour of Charge
100	58*	45**
80	47*	40**
50	28	25
40	23	20
30	17	15
20	11	10
15	6	6

\*Model S must be equipped with Dual Chargers to utilize higher amperage installations

\*\*Model X must be equipped with High Amperage Charger Upgrade to utilize higher amperage installations



### RECOMMENDED LOCATIONS



Install near vehicle charge port, maximum 20' away

### FOR YOUR RECORDS

ELECTRICAL COMPANY

PHONE NUMBER

EMAIL ADDRESS

PERMIT NUMBER

INSTALLATION DATE



## MOBILE APPLICATIONS

To assist you in finding charging locations, we've collected a list of mobile applications that many Tesla owners have found useful. The Tesla app allows you to connect your Tesla vehicle to your mobile phone and control when and where you charge, along with activating climate control, flashing the lights, honking the horn, and many other features. PlugShare and ChargePoint can then help you find charging stations anywhere in the country.



### TESLA APP

The Tesla App puts you in direct communication with your Tesla vehicle anytime, anywhere. With this app, you can:

- Check charging progress in real-time and start or stop charging
- Heat or cool your Tesla vehicle before driving – even if it's in a garage
- Locate your Tesla vehicle with directions, or track its movement across a map
- Flash the lights or honk the horn to find your Tesla vehicle when parked
- Vent or close the panoramic roof (Model S only)
- Lock or unlock your Tesla vehicle
- Start your Tesla vehicle from anywhere you have an internet connection
- Available for iPhone and Android and can be downloaded on the iTunes App Store or Google Play



### PLUGSHARE [www.plugshare.com](http://www.plugshare.com)

PlugShare is an electric vehicle community. Find nearby charging stations, plan trips, share photos, and stay connected with news from PluginCars.com and the PlugShare community.

- Share tips and photos with other drivers
- Save locations for trip planning
- Search by plug type and charge network
- See when chargers are in use, available, or offline (when data is available)



### CHARGEPOINT [www.chargepoint.com/join](http://www.chargepoint.com/join) | Membership option and Mobile app

With the ChargePoint App, electric vehicle drivers can find and use charging stations within the ChargePoint network. ChargePoint gives drivers access to thousands of public charging stations, an updated 'list view' to see exactly how far you are from your destination, convenient payment options, 24/7 driver support, and driver services.