



**Tesla, Inc.**  
Service Bulletin

# Install Trailer Hitch Ball Neck

**SB-21-12-006 R1**  
January 13, 2022

Classification		Section/Group	Mobile Service
Campaign Bulletin		12 - Exterior Fittings	Can Perform (where permitted)
Model Year	Model	Country/Region	Version
2021	Model 3	Europe	All

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.

Campaign Bulletin: This campaign bulletin addresses a known non-safety-related condition and provides recommended technical diagnosis and repair procedures. Apply this procedure to all vehicles in the affected VIN list.


*This Service Document supersedes SB-21-12-006, dated 31-Dec-2021. Each content change is marked by a vertical line in the left margin. Discard the previous version and replace it with this one.*

## Condition

Certain Model 3 vehicles built at Giga Shanghai were delivered to Service Centers with the trailer hitch ball neck removed.

## Correction

Provide the customer with a trailer hitch ball neck, and confirm it fits correctly. If you find one that does not fit correctly, try another trailer hitch ball neck.


 **NOTE:** Trailer hitch assembly replacement is not required.

Correction Description	Correction	Time
SB-21-12-006 Not Applicable	S012112006	0.00
Install Trailer Hitch Ball Neck And Confirm Proper Fitting	S022112006	0.05

Part Number	Description	Quantity
<b>Parts Required</b> 1492820-00-A	ASSEMBLY, M3 BALL NECK AND CASE	1

These part numbers were current at the time of publication. Use the revisions listed or later, unless otherwise specified in the [Parts Catalog](#).

 **NOTE:** To account for the fact that not every ball neck may correctly fit to the trailer hitch assembly, make sure to have up to approximately 4 parts available.

 **NOTE:** Part number 1492820-00-A (ASSEMBLY, M3 BALL NECK AND CASE) contains the following parts:

- 1133030-00-C HITCH BALL NECK - ECE
- 1492826-00-A. HITCH CASE - ECE

## Procedure

1. Remove the clips (x2) that attach the tow hitch cover to the rear fascia, and then remove the cover (Figure 1).



**Figure 1**

2. Remove the protective cap from the tow hitch assembly (Figure 2).



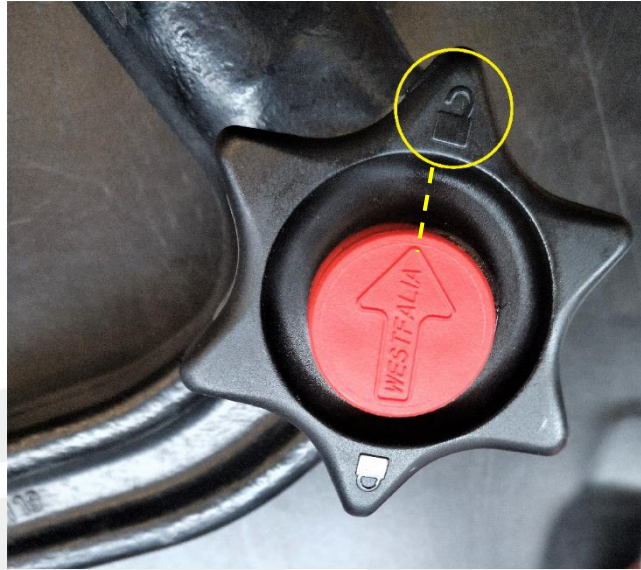
**Figure 2**

3. Remove the trailer hitch ball neck and one of the keys from the hitch case (Figure 3).



**Figure 3**

4. Insert the key into the lock of the trailer hitch ball neck and turn the key so that the arrow on the key points towards the 'Unlock' symbol (Figure 4).



**Figure 4**

5. Pull the lock knob outwards (Figure 5), and then turn the lock knob clockwise until the knob lock engages in the unlocked position (Figure 6).



**Figure 5**



**Figure 6**

6. Install the trailer hitch ball neck into the trailer hitch assembly (Figure 7).



**Figure 7**

7. Confirm the correct seating of the trailer hitch ball neck:

- a. When the trailer hitch ball neck **is** securely seated into the trailer hitch assembly:
- the lock knob springs to the 'locked' position,
  - the green tab on the lock knob aligns with the green marking on the trailer hitch ball neck,
  - there is no gap between the trailer hitch ball neck and the lock knob (Figure 8).

Continue to the next step.

- b. When the trailer hitch ball neck **is not** securely seated into the trailer hitch assembly:
- the lock knob does not or only partially springs to the 'locked' position,
  - the green tab on the lock knob does not fully align with the green marking on the trailer hitch ball neck,
  - a gap (approximately 0.5 cm) remains visible between the trailer hitch ball neck and the lock knob (Figure 9).

In this case, repeat the procedure from step 3 onwards, using another new trailer hitch ball neck.



✓ **Figure 8 – Trailer hitch ball neck securely seated**



✗ **Figure 9 – Trailer hitch ball neck not securely seated**

**NOTE:** If a certain trailer hitch ball neck cannot be securely installed on a trailer hitch assembly, this does not imply that the trailer hitch ball neck should be regarded as a bad part. As a result of dimension tolerances between the trailer hitch ball neck and the trailer hitch assembly, the part may fit perfectly on another trailer hitch assembly.

8. Uninstall the trailer hitch ball neck from the trailer hitch assembly:
  - a. Partially turn the lock knob clockwise until the trailer hitch ball neck becomes loose from the trailer hitch assembly
  - b. Remove the trailer hitch ball neck from the trailer hitch assembly (Figure 10).



**Figure 10**

9. Install the protective cap onto the trailer hitch assembly (Figure 11).



**Figure 11**

10. Install the clips (x2) that attach the tow hitch cover to the rear fascia (Figure 12).



**Figure 12**

11. Put the trailer hitch ball neck and the key into the trailer hitch case, and then put the case in the front trunk of the vehicle (Figure 13).



**Figure 13**