



Revised Service Bulletin Format

Classification: Information Bulletin **Section/Group:** All **Country/Region:** All
Year: All **Model:** All **Version:** All

Bulletin Classification: This bulletin is released for informational purposes only. It is issued to assist in the correct operation and proper diagnosis & repair of Tesla vehicles. Topics include customer satisfaction issues, warranty, vendor, and general product information.

Note: The following illustration example, demonstrates and describes the revised format that will be used for all service bulletins going forward. For a detailed description of each annotated field, refer to the corresponding paragraph(s) numbered on the following pages.

The diagram illustrates the layout of a service bulletin page with 21 numbered callouts:

- 1: SB-12-40-001
- 2: R1
- 3: January 1, 2012
- 4: Tesla Motors, Inc. Service Bulletin
- 5: (Insert Title)
- 6: Classification
- 7: Section/Group
- 8: Country/Region
- 9: Year
- 10: Model
- 11: Version
- 12: Double vertical lines indicating a superseding bulletin
- 13: Text of the superseding notice
- 14: Bulletin Classification
- 15: Condition
- 16: Correction
- 17: Procedure
- 18: Warranty/DMS Coding table
- 19: SB-12-40-001 (Page 1 of 2)
- 20: TESLA logo
- 21: Page 1 of 2

Classification Repair Bulletin - Level II **Section/Group** 40 - Motor **Country/Region** Global
Year 2009 - 2011 **Model** Roadster **Version** 2.0 / 2.5

|| This Repair Bulletin – Level II supersedes SVC-11-46-XXX dated 17-Nov-11; the content changes are identified with double vertical lines. Please discard the previous Service Bulletin and replace with this one. ||

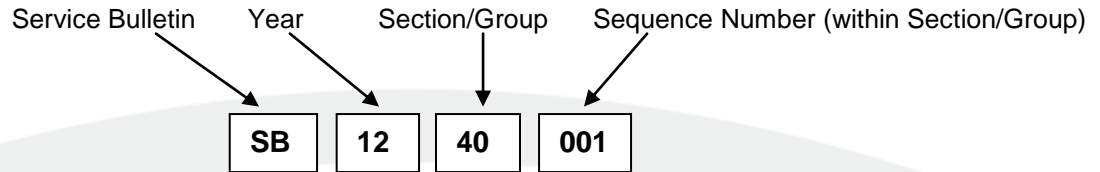
Bulletin Classification:
Condition:
Correction:
Procedure:

Warranty/DMS Coding:			
Description	Complaint	Cause	Correction

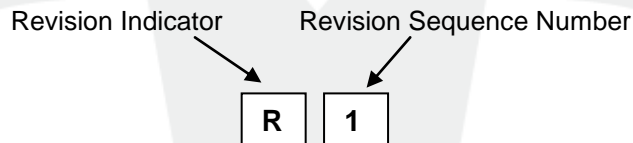
1. Service Bulletin Identification Format: Example SB-12-40-001

- Service Bulletin designation: SB
- Year: Release year of the Service Bulletin: 2012
- Section / Group: 40 – Motor
- Sequence Number: 001 is the order of bulletin published within the designated Section/Group

Note: This would be the first Service Bulletin issued in the Section 40 – Motor Group released in 2012.



2. Revision order in sequence of changes, updates, and modifications. In this example, R1 indicates first revision of the original document. This may include complete process revisions and procedure addendums.



3. Service Bulletin Release Date: Date indicates final version release.

4. Tesla Motors Inc: Tesla Logo identifying a Service Bulletin.

5. Title of Service Bulletin: Brief description of main topic of issued Service Bulletin.

6. Classification: Indicates the type of Service Bulletin released.

- Information Bulletin
- Parts Bulletin
- Recall Bulletin
- Repair Bulletin – Level I
- Repair Bulletin – Level II

7. Section Number and Group Name: Corresponds with the listed categories as in the Service Manual, FRT, and Parts Catalog. Examples include 10 – Body, 11 – Glazing, 12 – Exterior Fittings and so on. Refer to the Tesla Service Manual (Online) tabs for complete updated listing on all vehicle models.

8. Territory Location: Range of geographic area indicated by Global, Europe, Asia Pacific, and North America. When applicable areas will be more specific; example: North America – US only.

9. Year: Calendar date range of affected vehicles.

10. Model: Identification of specific vehicle.

11. Version: Identification of specific series.

12. Supersession and Revision: Changes within the Service Bulletin will be identified by double vertical lines in body of text. These changes can be revisions, updates and modifications to previously released information.

13. Bulletin Classification: Brief description of the Service Bulletin type.

- **Information Bulletin:** *This bulletin is released for informational purposes only. It is issued to assist in the correct operation and proper diagnosis & repair of Tesla vehicles. Topics may include customer satisfaction issues, warranty, vendor, and general product information.*
- **Parts Bulletin:** *This bulletin is issued to address various parts related topics regarding the operation of Tesla vehicles that include part changes, supersession, and authorized modifications.*
- **Recall Bulletin:** *This bulletin should be applied to all vehicles in affected VIN range identified in Service Bulletin. A Recall Bulletin is issued to address safety or non-safety type related concerns as determined by the National Highway Traffic Safety Administration (NHSTA).*
- **Repair Bulletin – Level I:** *This bulletin is released as instructions and guidelines to perform for a noted condition or based on customer concerns. The information provided can address a broad range of service related known or perceived issues with the operation of Tesla vehicles. The bulletin may not be VIN specific.*
- **Repair Bulletin – Level II:** *This bulletin is issued to address a known condition and provide recommended technical diagnosis and repair procedures. This information is VIN specific. Apply this procedure to all vehicles in the affected VIN range listed.*

14. Condition: Summary describing overall reason for creating bulletin.

15. Correction: Summary describing corrective action.

16. Procedure: Summary describing overall process and procedures to follow.

17. Watermark: Tesla watermark symbol for brand identity.

18. Additional Details: Listing affected parts, VIN range, system information, labor codes and warranty details. Document information may be separated by tables or bolded lines.

19. Service Bulletin Number: Displayed in footer area of each page.

20. Tesla Logo: Displayed in footer area of each page.

21. Page Numbering: Sequence total displayed in footer area of each page.