



NEMA 14-30, 10-30, and 6-50 Adapter Recall

Classification	Recall Bulletin	Section/Group	50 - External Charging Connectors	Country/Region	United States, Canada
Year	N/A	Model	N/A	Version	N/A

Bulletin Classification: *This Recall bulletin must be applied to all accessories 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

Some NEMA 14-30, 10-30, and 6-50 adapters may contain ultrasonically welded connections of insufficient quality. This may lead to increased electrical resistance, which in turn could lead to overheating.

Correction

Customers will receive a new adapter by mail. Customers are encouraged to return the recalled adapter in the pre-paid return envelope that is included with the new adapter. If a customer returns their recalled adapter to a Service Center, follow the instructions in the "Customer Returns to Service Center" section of this document.

Overview




Tesla Motors is recalling all NEMA 14-30, 10-30, and 6-50 adapters with black faceplates (Figure 1). Newer adapters with gray faceplates (including NEMA 14-30 adapter 1018243-00-C) are not included in this recall (Figure 2).



Figure 1 (Recalled adapter with black faceplate)



Figure 2 (New adapter with gray faceplate)

Adapter	Affected Part Numbers
 NEMA 6-50	1016021-00-A 1016021-00-B
 NEMA 10-30	1016174-00-B
 NEMA 14-30	1018243-00-A 1018243-00-B

In-Stock Adapters

Create inventory MRB for each affected adapter in stock. Send adapters to Field MRB as soon as possible, following the standard inventory MRB process.

Customer Returns to Service Center

Replacement adapters will be shipped directly to customers. Encourage customers to return the recalled adapter in the pre-paid return packaging that is included with the new adapter.

If a customer returns their recalled adapter to a Service Center rather than using the pre-paid return packaging, perform this procedure to make sure that the customer's information is accurately recorded.

1. Fill out SC-16-50-001, "Information Form for NEMA 14-30, 10-30, and 6-50 Adapter Recall" and print a copy of the completed form.

NOTE: Fill out one form per customer.

2. Put the completed copy of SC-16-50-001 in a clear sealable bag with all of the customer's adapter(s) to prevent the form and adapter(s) from being separated (Figure 3).

NOTE: Do not combine adapters from multiple customers in one bag. Each bag must contain only one customer's adapter(s).



Figure 3

3. Collect the recalled adapters in their sealed bags and ship them back to the address below once every other week via ground shipping. MRB process is not required; do not create inventory MRB.

Tesla Field MRB Fremont
West Ramp
45500 Fremont Blvd.
Fremont, CA 94538
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