		Tesla, Inc. Service Bulletin	Update Vehicle Software to Maintain Compatibility With Tesla Connectivity Network	
SB-20-00-001 February 19, 2020				
Classification		Section/Group		Mobile Service
Campaign Bulletin		00 - Inspection & Service		Can Perform (where permitted)
Model Year	Model	Country/Region		Version
2012-2018	Model S, Model X	All		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.


Condition


Tesla is committed to continuous improvement of the security of its products and advises customers to always install the latest mobile app and vehicle software releases to remain as secure as possible. On approximately May 1, 2020, the Tesla connectivity network is undergoing enhancements for increased security, reliability, and scalability. In order for vehicles to maintain compatibility with and access to features requiring Tesla network connectivity (such as receiving future over-the-air software updates, accessing the mobile app and associated features, utilizing voice commands, receiving streaming media content, etc.), vehicles must be running software version 2019.40.2.3 or newer.

In addition to this Service Bulletin, Tesla will attempt to contact owners of vehicles believed to be running software that is incompatible with the network changes via email and in-vehicle messaging to notify them of the coming network enhancements and their vehicle's pending incompatibility.

Correction

Inspect the vehicle software version; if older than 2019.40.2.3, update to 2019.40.2.3 or newer.

 **NOTE:** If the vehicle fails the software update, additional work and parts might be required. Refer to the applicable Toolbox Article(s) for troubleshooting and repair guidance.

 **NOTE:** If the software update fails due to a damaged or malfunctioning component and the vehicle is no longer covered under warranty, repair or replacement of the malfunctioning component is a customer pay procedure.

Correction Description	Correction	Time
SB-20-00-001 Not Applicable	S012000001	0.00
Update Vehicle Software To Maintain Compatibility With Tesla Connectivity Network	S022000001	0.05
Update Vehicle Software To Maintain Compatibility With Tesla Connectivity Network – Additional Work Required*	S032000001	0.10

*If the vehicle failed the software update and additional work is required, add the necessary correction codes and parts required, if any, to the Repair Order in addition to S032000001.

Procedure

1. Touch the Tesla “T” on the top of the touchscreen to determine which software version the vehicle is running:
 - If the vehicle is running 2019.40.2.3 or newer, close out this bulletin with correction code S012000001.
 - If the vehicle is running a software version older than 2019.40.2.3, continue to the next step of this procedure.
2. Update the vehicle software to version 2019.40.2.3 or newer.
 - If the software update installation is successful, no additional work is required. Close out this bulletin with correction code S022000001.
 - If the software update installation fails, continue to the next step of this procedure.
3. Fix the root cause of the software update failure. Refer to [Toolbox Article #3346](#) for general troubleshooting guidance, however, the following guidance might be helpful in troubleshooting vehicles that exhibit these common conditions:
 - **Software package file transfer issue** (applicable when the issue is related to transferring the software file to the vehicle):
 - If the vehicle is still running a software version older than 2019.40.2.3 after approximately May 1, 2020, software packages may not be able to be transferred to the vehicle wirelessly. Connect a computer with Toolbox to the vehicle and use the “offline update” feature to transfer the software packages.
 - If the vehicle has aftermarket modifications to the runtime software/firmware, file system, electronic controller hardware, etc., the modifications may prevent the ability for the vehicle to receive software updates wirelessly. The preferred route is to ask the customer to have the aftermarket modifications removed. Depending on the nature and extent of the modification, it might be possible to use the “offline update” feature within Toolbox to transfer the software packages.
 - **Software update installation issue** (applicable when the software successfully transfers to the vehicle but the installation does not start or fails):
 - Make sure the vehicle has at least a 10% state of charge before initiating a software update. Vehicles with insufficient charge levels are unable to start software updates until they are sufficiently charged.
 - Vehicles with degraded 12V batteries are not capable of software updates. If an alert is present to replace the 12V battery, the 12V battery must first be replaced in order for the software installation to progress.
 - Vehicle had a software installation failure and/or has a module missing-in-action (MIA) alert: refer to [Toolbox Article #26887](#).
 - Vehicle has an alert pertaining to the SD card: refer to [Toolbox Article #2684](#).
 - If the vehicle has aftermarket modifications to the runtime software/firmware, file system, electronic controller hardware, etc., the modifications may prevent the ability for the vehicle to successfully install software updates. If the modification is preventing a successful installation, inform the owner that in order to update the vehicle, they will first need to have the aftermarket modifications removed.
4. Update the vehicle software to version 2019.40.2.3 or newer.