



Contacting Tesla Roadside Assistance

Tesla Roadside Assistance is available to you 24 hours a day, 365 days a year, for the duration of your warranty period. Tesla Roadside Assistance is also available to speak with roadside service professionals to answer any questions and explain the proper procedure for transporting your vehicle.

When contacting Tesla Roadside Assistance, please provide:

- The Vehicle Identification Number (VIN). The VIN is displayed when you touch the Tesla "T" at the top of the touchscreen. The VIN can also be seen on the upper dashboard by looking through the driver's side of the windshield.
- Your exact location.
- The nature of the problem.

If available in your region, you can also expedite your request, by choosing the Roadside Assistance option in the Tesla mobile app.

NOTE: For a detailed description of Tesla's Roadside Assistance policy, go to the support page on the Tesla web site for your region.

Regional Phone Number(s)

Mexico: [1-800-228-8145](tel:1-800-228-8145)

United States and Canada: [1-877-79TESLA](tel:1-877-79TESLA) ([1-877-798-3752](tel:1-877-798-3752))

NOTE: The phone number is also available by touching the Tesla "T" at the top center of the touchscreen.



DO NOT TRANSPORT WITH WHEELS ON THE GROUND

The front motor in Model S generates power when the wheels spin. Always transport Model S with all four tires off the ground. Ensure that the tires are unable to spin at any time during transport.

⚠ WARNING: NEVER TRANSPORT YOUR VEHICLE WITH THE TIRES IN A POSITION WHERE THEY CAN SPIN. DOING SO CAN LEAD TO SIGNIFICANT DAMAGE AND OVERHEATING. IN RARE CASES EXTREME OVERHEATING MAY CAUSE THE SURROUNDING COMPONENTS TO IGNITE.



Do not transport Model S using any method that is not specified by Tesla. Adhere to the instructions provided in the following sections and observe all warnings and cautions provided. Damage caused by improper transporting of your vehicle is not covered by the warranty.

NOTE: Tesla is not liable or responsible for reimbursing services not dispatched through Tesla Roadside Assistance.

Approved Methods for Transporting

NOTE: The tires are allowed to rotate slowly (under 3 mph or 5 km/h) and for a very short distance (less than 30 feet or 10 meters) only when Transport Mode is enabled (see [Activate Transport Mode on page 194](#)) while the vehicle is being winched onto a flatbed truck or pulled out of a parking space for repositioning. Exceeding these boundaries can lead to significant damage and overheating that is not covered by the warranty.

A flatbed truck or comparable transport vehicle is the recommended method of transporting Model S. The vehicle can face either direction when using a flatbed.



If Model S must be transported without a flatbed truck, then wheel lifts and dollies must be used to ensure that all four wheels are off the ground. This method may only be used for a maximum of 35 miles (55 km), and must not exceed the manufacturer speed rating of the dollies. With this method, Tesla recommends the vehicle facing forward so that the front wheels are lifted and the rear wheels are on dollies.

NOTE: Transporting Model S with the front wheels on dollies is not recommended, but may be done if an external steering wheel lock is applied and care is taken to prevent the front wheels from spinning. **DO NOT TRANSPORT YOUR VEHICLE IF THERE IS ANY CHANCE OF THE FRONT WHEELS SPINNING.**



⚠ CAUTION: Enable Transport Mode (see [Activate Transport Mode on page 194](#)) before winching Model S onto a flatbed truck (see [Pull onto the Flatbed Truck - With Tow Eye on page 194](#)). If Transport Mode is not available or the touchscreen is not accessible, self-loading dollies or tire skates must be used to load the vehicle into the approved transportation position. Tesla is not responsible for any damage caused by or during the transport of Model S, including personal property damage or damage caused by using self-loading dollies or tire skates.

⚠ WARNING: Model S is equipped with high voltage components that may be compromised as a result of a collision (see [High Voltage Components on page 153](#)). Before transporting Model S, it is important to assume these components are energized. Always follow high voltage safety precautions (wearing personal protection equipment, etc.) until emergency response professionals have evaluated the vehicle and can accurately confirm that all high voltage systems are no longer energized. Failure to do so may result in serious injury.

Disable the Self-Leveling Air Suspension System

If Model S is equipped with the air suspension system, it automatically self-levels, even when power is off. To prevent damage, you must activate Jack Mode to disable self-leveling:



Instructions for Transporters

1. Touch **Controls** > **Suspension** on the touchscreen.
2. Press the brake pedal, then touch **Very High** to maximize height.
3. Touch **Controls** > **Service** > **Jack Mode**.

	When Jack Mode is active, Model S displays this red indicator light on the instrument panel, along with a message telling you that active suspension is disabled.
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NOTE: Jack Mode cancels when driving speed exceeds 4 mph (7 kph).

WARNING: Failure to activate Jack Mode on a vehicle equipped with the air suspension system can result in the vehicle becoming loose during transport, which may cause significant damage.

Activate Transport Mode

Transport Mode keeps the parking brake disengaged while winching Model S onto a flatbed truck. When active, Transport Mode displays a message indicating that the vehicle will remain free-rolling. The following are required to enable Transport Mode:

- 12V power is required. You are unable to use the touchscreen to activate Transport Mode if Model S has no power.
- Model S must detect a key. Transport Mode is available only when a key is detected.

To activate Transport Mode:

1. Ensure the vehicle is in Park.
2. Chock the tires or otherwise ensure Model S is secure.
3. Press and hold the brake pedal, then on the touchscreen, touch **Controls** > **Service** > **Towing**. The touchscreen displays a message reminding you how to properly transport Model S.
4. Press and hold the **Transport Mode** button until it turns blue. Model S is now free-rolling and can slowly be rolled (no faster than walking speed) or winched.

To cancel Transport Mode, shift Model S into Park.

NOTE: If Model S loses 12V power after Transport Mode is enabled, Transport Mode cancels.

CAUTION: If the electrical system is not working, and you therefore cannot use the touchscreen to activate Transport Mode, use self-loading dollies or tire skates. Before doing so, always check the manufacturer's specifications and recommended loading capacity.

Pull onto the Flatbed Truck - With Tow Eye

1. Locate the tow eye.
2. Remove the tow eye cover by inserting a small flat screwdriver into the slot located along the top of the cover, then prying gently to release the cover from the top snap.



NOTE: Keep the tow eye cover in a safe place so you can replace it when towing is complete.

3. Fully insert the tow eye into the opening, then turn it counter-clockwise until securely fastened.



4. Attach the winch cable to the tow eye.



⚠ CAUTION: Before pulling, make sure the tow eye is securely fastened.

5. Activate Transport Mode by touching **Controls > Service > Towing**.
6. Pull Model S slowly onto the flatbed truck.

Pull onto the Flatbed Truck - Without Tow Eye

It is strongly recommended that you connect the winch to your vehicle's tow eye, as described previously. However, if a situation arises in which the tow eye is not available (lost, misplaced, etc.), the following instructions describe how to attach tow straps.

1. Attach the tow straps to each of the lower suspension arms underneath the front of the vehicle.



2. To protect the underbody from damage, place a protective barrier (such as a piece of wood) between the tow strap and underbody.
3. Activate Transport Mode by touching **Controls > Service > Towing**.
4. Pull Model S slowly onto the flatbed truck.

Secure the Tires

The vehicle's tires must be secured onto the truck using the eight-point tie-down method.

- Ensure any metal parts on the tie-down straps do not contact painted surfaces or the face of the wheels.
- Do not place tie-down straps over body panels or through the wheels.

⚠ CAUTION: Attaching the tie-down straps to the chassis, suspension or other parts of the vehicle's body may cause damage.

