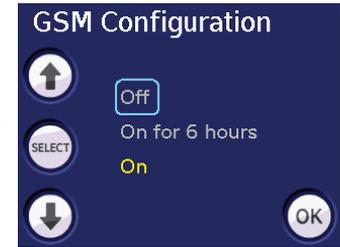


# Providing vehicle information to Tesla Motors

Tesla Motors is committed to providing quality customer service and can often diagnose and potentially resolve issues remotely by reviewing your vehicle's log file. If you are an out-of-area customer, there are two ways you can provide your vehicle's log file to Tesla.

## Allow Tesla to retrieve the file automatically

If your vehicle's GSM features is turned on, Tesla Motors can retrieve the file automatically. To verify that it is turned on, touch the GSM button on the third settings screen (this is the same screen you use to activate Tow mode - see instructions on the previous page). In the sample screen shown here, the yellow highlighted text indicates that GSM is turned on. If "On" is not the currently selected option on your screen, use the arrow buttons to select it.



## Send the file manually

If the vehicle is parked in an area where a communications signal is not available, Tesla will be unable to retrieve the vehicle log automatically. In these situations, you will need to send the file manually using a USB flash drive and an internet connection.

1. Contact your Tesla service representative to inform Tesla that you are sending your vehicle's log file.
2. Download the log file to a USB flash drive:
  - Ensure the key is turned OFF and the vehicle is not charging.
  - Create a top-level folder on the flash drive called "VehicleLogs" (case-sensitive). This naming convention is very important.
  - Insert the flash drive into the vehicle's USB port (on the center console). The Touch Screen displays an alert asking you not to remove the memory stick and providing status of the transfer. If the Touch Screen goes to "sleep," tap the screen to "wake it up." The process takes from 10-15 minutes.
  - When the alert is no longer displayed, remove the flash drive.

The log file will be located on your flash drive in VehicleLogs/VIN/YYYYMMDDHHMMSS.tar (where VIN is your Vehicle Identification Number).

3. Send the log file to Tesla:
  - Go to <http://upload.teslamotors.com/>.
  - Click Browse, select the log file (.tar) from your flash drive.
  - Select your country and state from the dropdown lists.
  - Enter a comment (optional).
  - Click SEND.

The log file will be sent to Tesla Motors. A Tesla service representative is automatically notified and the file will be reviewed.