



# Service Subscription FAQs

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## General Information

### What are the different resources available to diagnose and repair Tesla vehicles?

Available for free without a subscription

- [Do It Yourself Guides](#) for basic maintenance and repair procedures.
- [Vehicle Warranty](#) information for new and used vehicles, as well as Tesla-branded parts purchased directly from Tesla, over-the-counter, online or purchased and installed by Tesla Service or a Tesla Collision Center.
- [Software Updates](#) for information on the software update process and basic troubleshooting steps.
- [Troubleshooting Alerts](#) section of the Owner's Manual which provides additional information and context of an alert that may be present on the vehicle.
- Service Mode places the vehicle in a diagnostic mode to display additional troubleshooting information and most common electronic repair actions.

Available with free Service and Repair Information subscription

- Service Manual for the recommended procedures to perform repairs.
- Parts Manual to purchase Tesla-branded parts directly from Tesla.
- Body Repair Manual for the recommended collision repair procedures.
- Tooling Catalog to purchase tools for body repair and general servicing.
- Wiring Diagrams and Connector References to understand vehicle harness and connector architecture.
- Service Bulletins for instructions and guidelines for a vehicle procedure that are outside of remove and replace procedures that are found in the Service Manual.
- Labor Codes and Times to understand the projected amount of time for a repair and accurately charging customers for repair.

Available with a paid Diagnostic Software subscription

- Toolbox Diagnostic Software to view vehicle information, execute commands, place the vehicle in Service Mode Plus, and explore the troubleshooting knowledge base.
- Service Mode Plus, which places vehicles in an advanced diagnostic mode with additional features such as live CAN viewer and alert payload signals.



- Standalone HV Battery Shipping Evaluation Tool to determine the state of charge on a high voltage battery that is no longer inside a vehicle.

### How can I pay for subscriptions?

You can pay using a credit card. There is no ACH or PO option at this time.

### Do subscriptions get auto-renewed?

No, there is no auto-renewal. To renew your subscription, [click here](#).

## Diagnostic Software

### I just purchased the Diagnostic Software subscription. How do I access my software subscription, documentation, and manuals?

To access vehicle documentation and manuals:

1. Go to <https://service.tesla.com>.
2. Click on **Tesla Account** in the top right corner.
3. Sign in using the same account you purchased the subscription on.

To access the Toolbox Diagnostic Software:

1. Go to <https://toolbox.tesla.com> using Google Chrome.
2. Enter the email and password associated with the Diagnostic Software subscription.

### Are there computer requirements?

<b>Form Factor</b>	Laptop recommended.
<b>Ethernet Port</b>	One Ethernet port (to connect to the vehicle). If an Ethernet port is not built-in to the laptop, a USB to Ethernet dongle can be substituted, but then an available USB port is required.
<b>Secondary Network</b>	1 additional method of connecting to the Internet is required, other than the wired Ethernet port. This can be any wireless or wired connection, such as a second Ethernet port, Wi-Fi, etc.
<b>Operating System</b>	Windows 10 or Windows 11



## How do I order diagnostic cables?

Diagnostic cables are available in the Tesla EPC (Electronic Parts Catalog) tooling catalog, or directly from the supplier. The location and cable are different depending on the model and when the model was produced. See the table below for a summary:

Extended Diagnostics Interface					
	Communication Protocol	Connector Form Factor	Connector Location	Diagnostic Harness Tesla Part Number	Additional Hardware Required
Model S (2012 to Aug-2014)	100BASE-T	High Speed Data (HSD)	Behind Left Hand (LH) Instrument Panel (IP) Cover	1013230-00-A	None
Model S (Aug-2014 to 2020)			Center Console Below Media Control Unit (MCU)		
Model X (2015-2020)		Sumitomo	Driver Footwell	1137658-00-A	
Model 3 (2017 to Dec-2021)					
Model Y (2020 to Dec-2021)	1000BASE-T1	High-Speed Modular Twisted-Pair Data (H-MTD)	Driver Footwell	1669075-00-A	Powered Media Converter Box
Model S (2021 to Feb-2022)					
Model X (2021 to Feb-2022)	100BASE-T	RJ45	Under Media Control Unit (MCU) Behind Instrument Panel (IP) Cover	Off-the-shelf Ethernet Cable	None
Model S (Feb-2022+)			Driver Footwell		
Model X (Feb-2022+)					
Model 3 (Dec-2021+)					
Model Y (Dec-2021+)					

## How do I connect to a vehicle?

Go to **Service Manual > General Information > Best Practices > Diagnostic Connector Location** to find where to connect your laptop to the vehicle.



## How do I troubleshoot a vehicle?

There are many methods that could be used to diagnose a vehicle, but below is the recommended process:

1. Use Service Mode to view the recently asserted alerts on the vehicle.
2. Read the troubleshooting description on the touchscreen within Service Mode.
3. If the path to repair is still unclear, look up the diagnostic article for the alert within Toolbox to view more information and common possible causes.

## Service Mode and Service Mode Plus

### What are the differences between Service Mode and Service Mode Plus?

Service Mode is a vehicle UI mode intended for Tesla Service and 3rd party repairers to facilitate operations in the workshop. It limits the vehicle speed / torque for increased safety and sets some settings to default values that are helpful for technicians. It also offers features intended for service.

Service Mode Plus adds to the capabilities of Service Mode including advanced functionalities for repair professionals with a diagnostic software subscription. The vehicle must be locally connected to a computer with Toolbox to enter this mode.

### Summary of Service Mode Features:

- Limited speed to 7mph (11kph).
- Limited torque to Chill mode.
- Enabled energy savings (Model S/X only)
- Vehicle features that are disabled:
  - Creep
  - Mobile Bluetooth
  - Mobile App access
  - Dashcam recording and viewing
  - Driver profiles
  - Easy Entry
  - Child lock
  - HVAC (can be re-enabled)
  - Audio (can be re-enabled)
  - Charge handle lock
  - Self-park
  - Walk away lock
  - Horn on lock
  - Sentry Mode
  - Security alarm

# T E S L A

- Intrusion sensor
- eCall (on equipped vehicles)
- Auto front door (Model X only)
- Always Connected (Model S/X only)
- Auto-wipers (Model 3 only)
- **Exit Service Mode** button.
- **Service Settings** button to re-open the popup / override some settings.
- **Software Reinstall** button to trigger a full vehicle software reinstall.
- **Diagnostics** button which allows technicians to trigger vehicle routines after physical diagnostic code is entered.
- **Service Alerts** button to open a page to display alerts with their metadata, optimized for service use.
- **Touch Check** button to open a full screen sketchpad used to detect false touches.
- **Brake Burnish** button to open a page to guide technician through the sequence to burnish newly installed brakes (accelerations and hard brakes).

## Summary of Service Mode Plus Features:

- All features of Service Mode
- In the Service Mode tab:
  - **CAN Viewer** button to monitor a list of live CAN Signals.
  - Additional **System Check** tab on the Diagnostic panel.
  - Additional audience **Service** in the Service Alerts popup.
- In the Software tab:
  - USB Maps update
  - USB Firmware update (button visible only if USB drive with firmware is detected)

## How do I enter Service Mode?

See **Service Manual > Service Modes** section to learn how to enter and exit Service Mode and Service Mode Plus.

## Toolbox

### What capabilities are available with Toolbox Diagnostic software?

- Ability to physically connect to the vehicle with a laptop to view information and execute commands.



- Ability to place the vehicle in Service Mode Plus to access an expanded set of service and diagnostics applications directly from the vehicle touchscreen.
- Access to troubleshooting knowledge base within Toolbox.

In order to access vehicle information and execute commands, the computer running Toolbox **must** be locally connected to the vehicle. Local connections require a diagnostic Ethernet cable.

### **What kind of information is available in the Toolbox Knowledge Base?**

The Toolbox website contains a knowledge base of "articles". These articles contain specific information on Tesla vehicle potential issues, their possible causes, and repairs. There are three methods to search the knowledge base:

- Searching for the specific alert name or message that appears in the UI.
- Searching broadly using short, simple description of vehicle condition.
- Searching for a vehicle test that failed.

Once logged into <https://toolbox.tesla.com>, the article "Getting Started in Toolbox" will be displayed. Read this article to learn more about how to use the knowledge base and how to connect Toolbox to the vehicle.

## **Service and Repair Information**

### **I bought the Service and Repair subscription but cannot access the documentation and service manuals. What should I do?**

Log off and log back in using your Tesla account. If this doesn't work, clear your browser's cache and try again.

### **Can our shop complete Recall Bulletins?**

At this time, independent maintenance facilities should refer customers to book and appointment with Tesla Service to resolve a recall bulletin.

### **Does the Service Manual mean we can repair vehicles within warranty?**

Access to the Service Manual allows any vehicle repair listed to be performed, regardless of warranty status. If the repair does fall under the Vehicle



Warranty but is performed outside of Tesla Service or a Tesla Collision Center, Tesla will not provide reimbursement.

### **How do I order parts?**

The Parts Catalog is part of the Electronic Parts Catalog (EPC). Click on **Parts Manual (EPC)** and select **Tesla Vehicles** from the product drop down menu. From there, select the model and date range the vehicle was produced to be taken to its part catalog.

### **How do I order tools?**

The Tooling Catalog is part of the Electronic Parts Catalog (EPC). Click on **Parts Manual (EPC)** and select **Tesla Tooling** from the product drop down menu.