GEN 2 MOBILE CONNECTOR

OWNER'S MANUAL

NORTH AMERICA

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Save These Important Safety Instructions

This document contains important instructions and warnings that must be followed when using your Mobile Connector.

Warnings

WARNING: Read this entire document before using the Mobile Connector. Failure to do so or to follow any of the instructions or warnings in this document can result in fire, electrical shock, serious injury or death.

WARNING: Use the Mobile Connector only within the specified operating parameters.

WARNING: The Mobile Connector is designed only for charging battery electric vehicles that use the North American Charging Standard (NACS), including Tesla vehicles (with the exception of the Tesla Roadster). The Mobile Connector is intended only for use with vehicles that do not require ventilation during charging. Do not use it for any other purpose or with any other vehicle or object.

WARNING: Do not use the Mobile Connector's adapters in any outlet for which they are not designed.

WARNING: Do not use (or discontinue using) the Mobile Connector if it is defective, appears cracked, frayed, broken or otherwise damaged, or fails to operate.

WARNING: Do not attempt to open, disassemble, repair, tamper with, or modify the Mobile Connector. The Mobile Connector is not user-serviceable. Contact Tesla for any repairs.

WARNING: Do not use an extension cord, a multi-outlet adapter, a multi-plug, a conversion plug, or a power strip to plug in the Mobile Connector.

WARNING: The Mobile Connector shall be installed with the power supply cord managed so that it cannot contact the floor once the Mobile Connector is installed and plugged into the outlet.

WARNING: Do not disconnect the Mobile Connector from the wall outlet when the vehicle is charging.

WARNING: Do not plug the Mobile Connector into a damaged, loose or worn power outlet. Ensure that the prongs on the Mobile Connector fit snugly into the wall outlet.

WARNING: Do not connect the Mobile Connector into a power outlet that is not properly grounded.

WARNING: Do not expose the Mobile Connector to flammable or harsh chemicals or vapors. Do not use or store the Mobile Connector in a recessed area or below floor level. When using the Mobile Connector in an inside location such as a garage, position the Mobile Connector's main controller at least 18 inches (46 cm) above the floor.

WARNING: Do not use the Mobile Connector when either you, the vehicle or the Mobile Connector is exposed to severe rain, snow, electrical storm or other inclement weather.

WARNING: When transporting the Mobile Connector, handle with care to prevent damage to any of its components. Do not subject the Mobile Connector to strong force or impact. Do not pull, twist, tangle, drag or step on the Mobile Connector or any of its components.

WARNING: Protect the Mobile Connector from moisture, water and foreign objects at all times. If any exist or appear to have corroded or damaged the Mobile Connector, do not use the Mobile Connector.

WARNING: If rain falls during charging, do not allow rain water to run along the length of charge cable, causing the electrical outlet or charging port to become wet.

WARNING: Do not plug the Mobile Connector into an electrical outlet that is submerged in water or covered in snow. If, in this situation, the Mobile Connector is already plugged in and needs to be unplugged, turn off the breaker before unplugging the Mobile Connector.

WARNING: Do not touch the Mobile Connector's end terminals with sharp metallic objects, such as wire, tools or needles. Do not forcefully fold any part of the Mobile Connector or damage it with sharp objects. Do not insert foreign objects into any part of the Mobile Connector.

WARNING: Do not charge a vehicle that is covered with a non-Tesla approved car cover.

WARNING: Ensure that the Mobile Connector's charging cable does not obstruct pedestrians or other vehicles or objects.

WARNING: Use of the Mobile Connector may affect or impair the operation of medical or implantable electronic devices, such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator. Before using the Mobile Connector, check with the electronic device manufacturer concerning the effects that charging may have on any such electronic device.

WARNING: Do not use cleaning solvents to clean the Mobile Connector.

Cautions

CAUTION: Do not use private power generators as a power source for charging.

CAUTION: Do not operate the Mobile Connector in temperatures outside its operating range of -22°F to +122°F (-30°C to +50°C).

CAUTION: Store the Mobile Connector in a clean dry place in temperatures between -40°F and +185°F (-40°C and +85°C).

Mobile Connector Component Overview

1. Handle
2. Button on handle
3. Cable
4. NEMA 5-15 Adapter
5. NEMA 14-50 Adapter (if equipped)
6. Mobile Connector controller
7. Status lights

Specifications

Use only a 120 volt, 208 volt or 240 volt AC supply, 50/60 hertz wall outlet that has a dedicated and properly grounded circuit, and is rated for at least 15A.

If possible, use a dedicated receptacle with a single socket. If the receptacle has two sockets, do not plug any other items into the other socket.

The Mobile Connector is 20 feet (6 meters) long. Use an existing outlet or install a new outlet within approximately 13 feet (4 meters) of the vehicle's charge port and at least 18 inches (45 cm) above the ground. The charge port is located on the left side of the vehicle, behind a door near the rear tail light assembly.

WARNING: Do not use an extension cord, a multi-outlet adapter, a multi-plug, a conversion plug, or a power strip to plug in the Mobile Connector.

Specifications Reference

Description	Specifications
Voltage	100-240 volt AC single-phase
Maximum Current	32A maximum; controlled by the appropriate adapter
Grid Frequency	50 or 60 Hz
Cable Length	20 ft (6 m) with adapter installed
Mobile Connector Controller Dimensions	Height: 7.1 in (179.8 mm) Width: 3.2 in (81.7 mm) Depth: 1.9 in (47.3 mm)
Weight	5.2 lbs (2.4 kg)
Operating Temperature	-22°F to +122°F (-30°C to +50°C)
Enclosure Type	4X
Ventilation	Not Required

Charging Time

Charging times vary based on the voltage and current available from the power outlet, subject to various conditions. Charge time also depends on ambient temperature and the vehicle's Battery temperature. If the Battery is not within the optimal temperature range for charging, the vehicle heats or cools the Battery before or during charging.

To estimate the total time it takes to recharge the Battery in hours (from near empty to near 100%), divide the battery size (kWh) by power (kW). Note that different adapters provide different current and power outputs.

If you are charging a Tesla, you can also touch the **Charging** icon to review the charging status information; it displays the time remaining until fully charged at the currently selected charge level.

For more information on how long it takes to charge your Tesla vehicle, go to www.tesla.com.

Charging Rate Reference

Adapter	Current	Power at 120 Volts
5-20	16A	1.7 kW
5-15	12A	1.3 kW

Adapter	Current	Power at 240 Volts
14-50, 6-50	32A	7.6 kW
14-30, 10-30	24A	5.7 kW
6-20	16A	3.8 kW
6-15	12A	2.8 kW

The Mobile Connector includes two adapters: one for a standard 120 volt household outlet and a second adapter for a 240 volt outlet. For faster charging, use a 240 volt outlet. Consult an electrician to install a 240 volt outlet where you plan to park your Tesla vehicle.

NOTE: Depending on date of manufacture, your Mobile Connector may not include the NEMA 14-50 adapter. However, one can be purchased from Tesla.

NEMA 5-15 Adapter

NEMA 14-50 Adapter

To purchase adapters, go to www.tesla.com.

Removing the Adapter

To remove an adapter, firmly grasp the adapter and pull it from its socket.

Attaching the Adapter

To attach an adapter, line up the adapter with the controller of the Mobile Connector and push it into the socket until it snaps into place.

NOTE: The Mobile Connector automatically detects the attached adapter and sets the appropriate current draw.

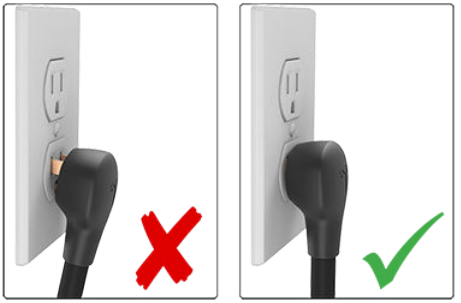
Plugging In

CAUTION: Always inspect the Mobile Connector and adapter for damage prior to each use.

NOTE: Illustrations are provided for conceptual understanding only. Your specific vehicle and mobile connector may appear slightly different.

NOTE: If you are charging a Tesla vehicle, find more information about how to charge your vehicle (how to adjust charge settings, view charging status, etc.) in the Charging Instructions topic in the Owner's Manual. To display the Owner's Manual on your vehicle's touchscreen, touch the app launcher and select the Manual app.

1. Ensure that the Mobile Connector's adapter matches the outlet you want to use.
2. Plug the Mobile Connector's adapter into the power outlet. The adapter should be inserted completely into the power outlet.



3. Open the charge port door. If you are charging a Tesla vehicle, press the button on the top of the Mobile Connector handle with your vehicle unlocked and in Park to open the charge port door.

NOTE: If you are charging a Tesla vehicle, your vehicle is unlocked when the key is nearby and automatic unlocking is enabled. You can also open the charge port door using any of these methods:

- Display the charging screen on your vehicle's touchscreen and touch **Open Charge Port**.
- On the key fob (if equipped), hold down the rear trunk button for 1–2 seconds.
- Press the charge port door when the vehicle is unlocked.
- Use a voice command (you can also use a voice command to close the charge port door, and to start or stop charging).

4. Plug the Mobile Connector handle into your vehicle's charge port.

5. When you plug the Mobile Connector into a Tesla vehicle, the charge port indicator light pulses green during charging, and the vehicle displays charging information. The display turns off after you close all doors, and the charge port indicator light stops pulsing shortly after you lock the vehicle.

Unplugging

When charging is complete on a Tesla vehicle, the charge port indicator light stops pulsing and turns solid green.

1. With the vehicle unlocked, press and hold the button on the Mobile Connector handle, wait for the charge port indicator light to turn white, and then pull the Mobile Connector out of the charge port.

   NOTE: To prevent unauthorized unplugging of the charge cable, the vehicle must be unlocked or able to recognize a key nearby before you can disconnect the charge cable.

   NOTE: When the latch in the charge port retracts, the Mobile Connector stops supplying power and you can safely unplug it from the vehicle.

2. The charge port door automatically closes after you remove the charge cable from a Tesla vehicle.

   NOTE: If your vehicle is not equipped with a motorized charge port door, you may need to push the charge port door closed.

   Tesla recommends leaving the Mobile Connector plugged into the wall outlet to reduce wear and tear from day-to-day use. If you do not plan to use the Mobile Connector for a while (such as when you leave for vacation), unplug it and store it in an appropriate location.

Gen 2 Mobile Connector Status Lights

When charging is in progress and conditions are normal, the Tesla logo lights illuminate sequentially and the red light is off. Identify problems by paying attention to these lights.

In some cases, you may need to reset the device by unplugging the Mobile Connector from the vehicle or from the power outlet.

Green Lights	Red Light	What it means	What to do
All on for 1 second	Off	Start-up sequence.	Nothing. The Mobile Connector is starting up.
All on	Off	Power on. Mobile Connector is powered and standing by, but not charging.	Make sure the Mobile Connector is plugged into the vehicle.
Streaming	Off	Charging is in progress.	Nothing. The Mobile Connector is successfully charging.
Streaming	1 flash	Charging current is reduced due to high temperature detected in the vehicle connector.	Unplug the Mobile Connector from the vehicle, and then plug it back in. Consider charging in a cooler area, such as indoors or in the shade. If the error persists, contact your closest Service Center.
Streaming	2 flashes	Charging current is reduced due to high temperature detected in the input plug that connects to the Mobile Connector controller.	Unplug the Mobile Connector from both the vehicle and the wall. Ensure that the adapter is fully inserted, plug the Mobile Connector into the wall, and then plug it into the vehicle. If the error persists, contact your closest Service Center.
Streaming	3 flashes	Charging current is reduced due to high temperature detected in the Mobile Connector controller.	Unplug the Mobile Connector from the vehicle, and then plug it back in. Consider charging in a cooler area, such as indoors or in the shade. If the error persists, contact your closest Service Center.

Green Lights	Red Light	What it means	What to do
Streaming	4 flashes	Charging current is reduced due to high temperature detected in the wall plug.	Make sure the power outlet is suitable for charging and that the plug is seated correctly. Consider connecting to a different outlet. If uncertain, ask your electrician.
Streaming	5 flashes	Charging current is reduced due to a detected fault in the adapter.	Make sure the Mobile Connector's adapter is attached properly.
Off	1 flash	Ground fault. Electrical current is leaking through a potentially unsafe path.	Unplug the Mobile Connector from the vehicle and then plug it back in. Try a different outlet. If the error persists, contact your closest Service Center.
Off	2 flashes	Ground loss. The Mobile Connector detects a loss of ground.	Make sure the power outlet is properly grounded. Consider connecting to a different outlet. If uncertain, ask your electrician.
Off	3 flashes	Relay/contactor fault.	Unplug the Mobile Connector from the vehicle and then plug it back in. Try a different outlet. If the error persists, contact your closest Service Center.
Off	4 flashes	Over- or under-voltage protection.	Make sure the power outlet is suitable for charging and that the plug is seated correctly. Consider connecting to a different outlet. If uncertain, ask your electrician.
Off	5 flashes	Adapter fault.	Make sure the Mobile Connector's adapter is attached properly.
Off	6 flashes	Pilot fault. The pilot level is incorrect.	Unplug the Mobile Connector from the vehicle and then plug it back in. Try a different outlet. If the error persists, contact your closest Service Center.
Off	7 flashes	Software error or mismatch.	Update the vehicle's software, if available. If an update is not available, contact your closest Service Center.
Off	On	Self check failed.	Unplug the Mobile Connector from the vehicle then plug it back in. If the error persists, unplug the Mobile Connector from both the vehicle and the power outlet, then plug it back in.
All on	1 flash	Thermal fault.	Consider charging in a cooler area, such as indoors or in the shade. If the error persists, contact your closest Service Center.
All on	5 flashes	Adapter fault. Charging current is limited to 8A.	Unplug the Mobile Connector from the vehicle. Plug the Mobile Connector back into the vehicle. If the error persists, unplug the Mobile Connector from both the vehicle and the power outlet, then plug it back in.
Off	Off	Power lost.	Unplug the Mobile Connector and check that the power outlet has power.

Questions?

For 24/7 technical support: 1-877-79TESLA (1-877-798-3752)

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