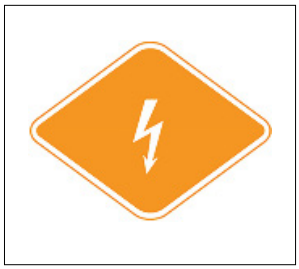
INFORMATION FOR FIRST AND SECOND RESPONDERS

EMERGENCY RESPONSE GUIDE

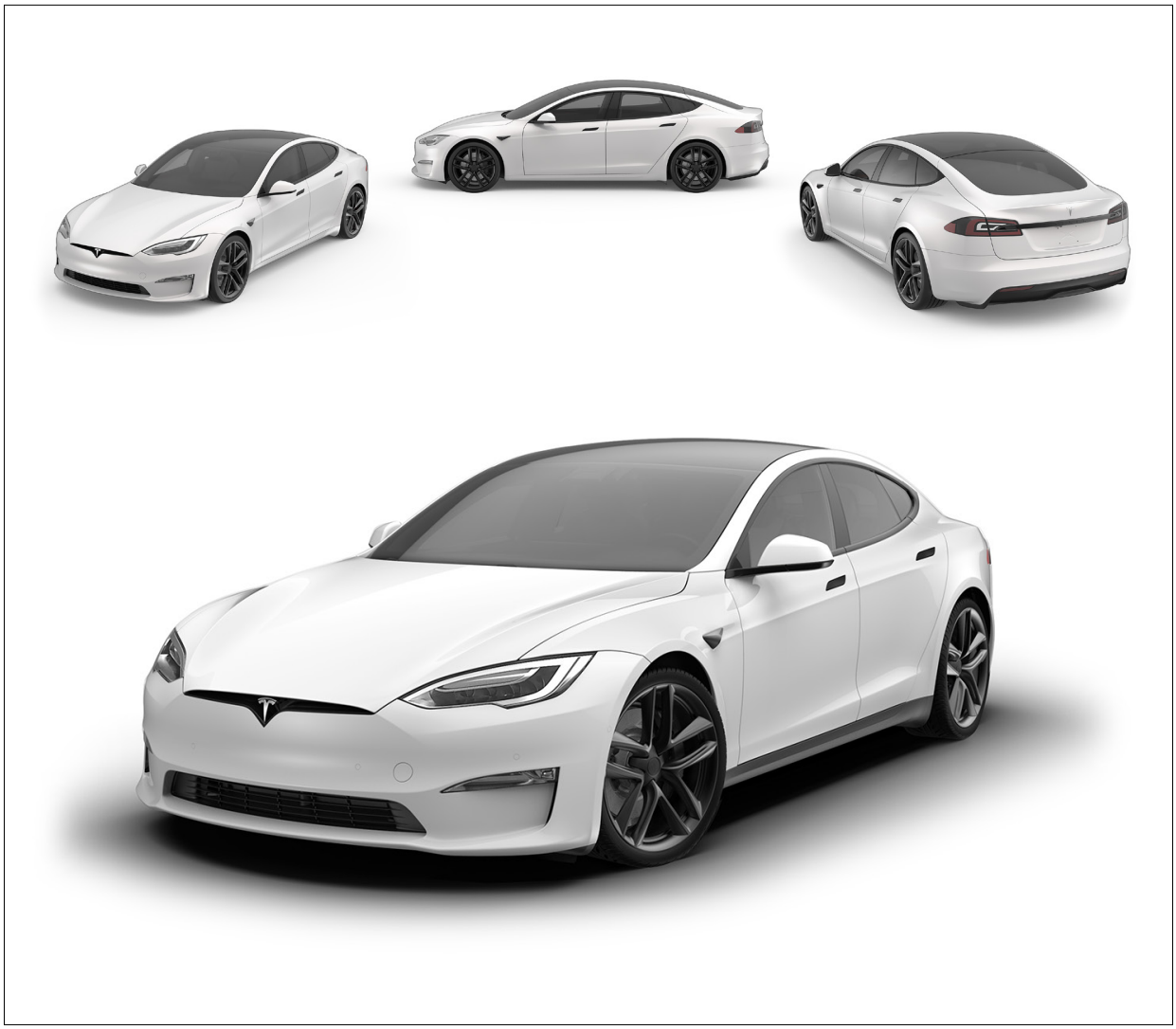


TESLA

MODEL S 2021+

ELECTRIC





VERSION: 002

CONTENTS

0. Rescue Sheet(s) Page 1

1. Identification / recognition Page 2

2. Immobilization / stabilization / lifting Page 5

3. Disable direct hazards / safety regulations Page 7

4. Access to the occupants Page 15

5. Stored energy / liquids / gases / solids Page 22

6. In case of fire Page 26

7. In case of submersion Page 28

8. Towing / transportation / storage Page 29

9. Important additional information Page 32

10. Explanation pictograms used Page 33

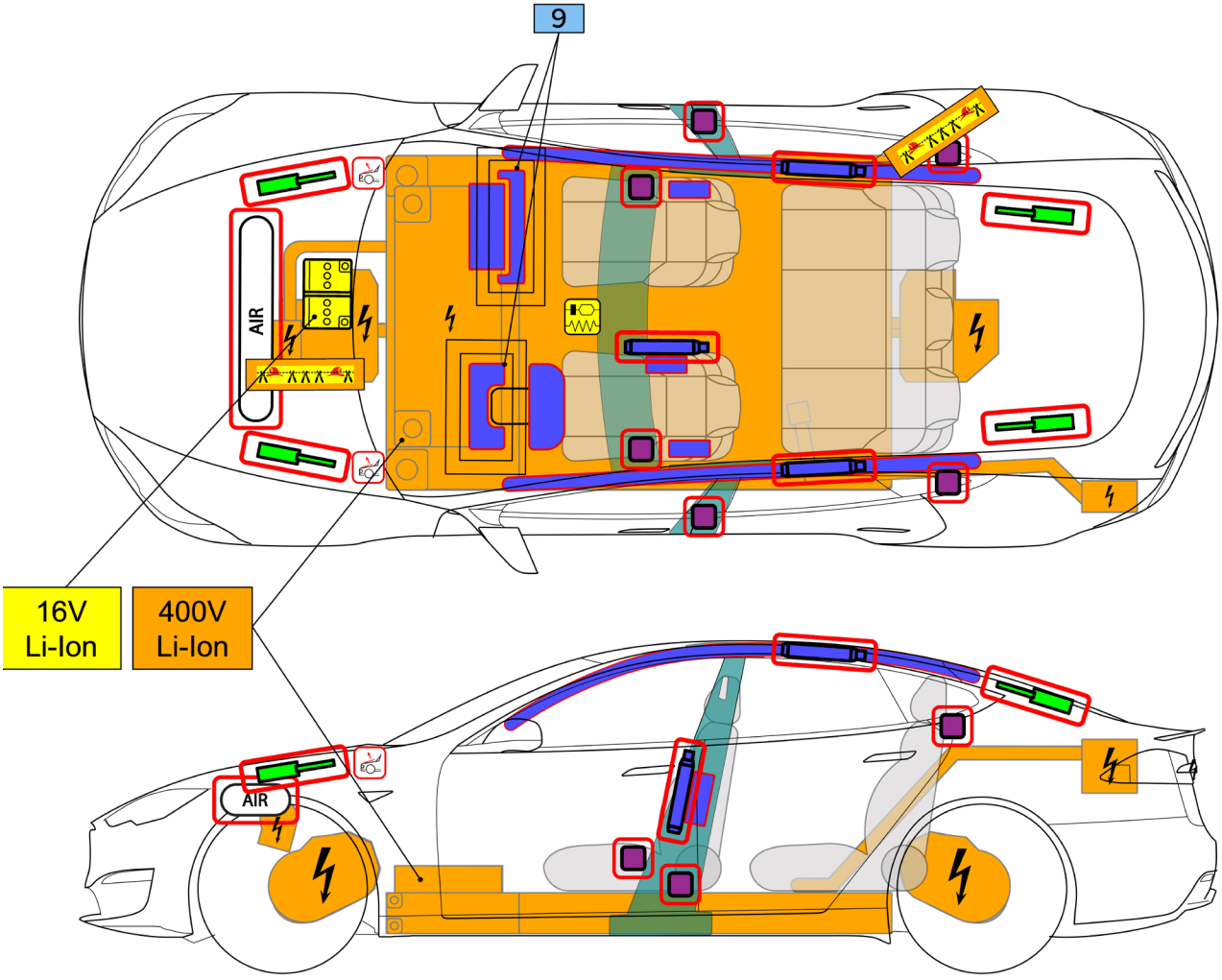
TESLA MODEL S

From 2021—Present

4 doors / 5 seats / sedan







NOTE: Not all features present in all trims.

	Airbag		SRS control unit		Stored gas inflator		Seat belt pre-tensioner		Gas strut / Preloaded spring
	Battery low voltage		Battery pack, high-voltage		High voltage power cable		Cable cut		High strength zone
	Pedestrian protec-tion active system	AIR	Air tank		High voltage component				

1. Identification / recognition

> **WARNING** LACK OF ENGINE NOISE DOES NOT MEAN VEHICLE IS OFF: SILENT MOVEMENT OR INSTANT RESTART CAPABILITY EXISTS UNTIL VEHICLE IS FULLY SHUT DOWN. WEAR APPROPRIATE PERSONAL PROTECTIVE EQUIPMENT (PPE).

Form Factor, Badging, and Logos

Model S can be identified by its badges, door handles, and form factor. The model name does not appear on the rear of the vehicle.

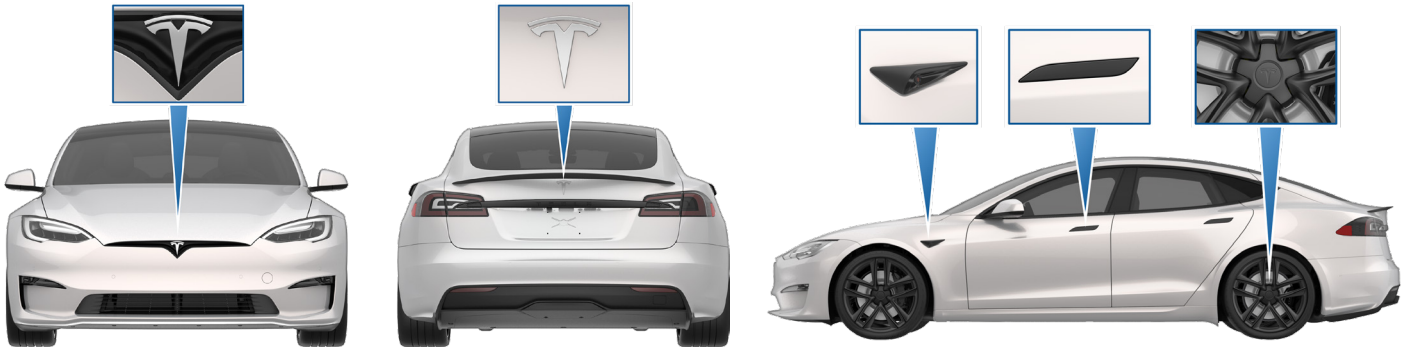
These components are also black instead of silver on 2022 and 2025 variants of Model S:

- Door handles
- Front fender cameras
- Rear fascia liftgate applique

NOTE: The model name does not appear on the exterior of the vehicle.

NOTE: The Tesla emblem indicates a fully electric vehicle.

NOTE: 2025+ variants of Model S include a camera mounted to the grille of the front fascia.



Vehicle Identification Number (VIN)

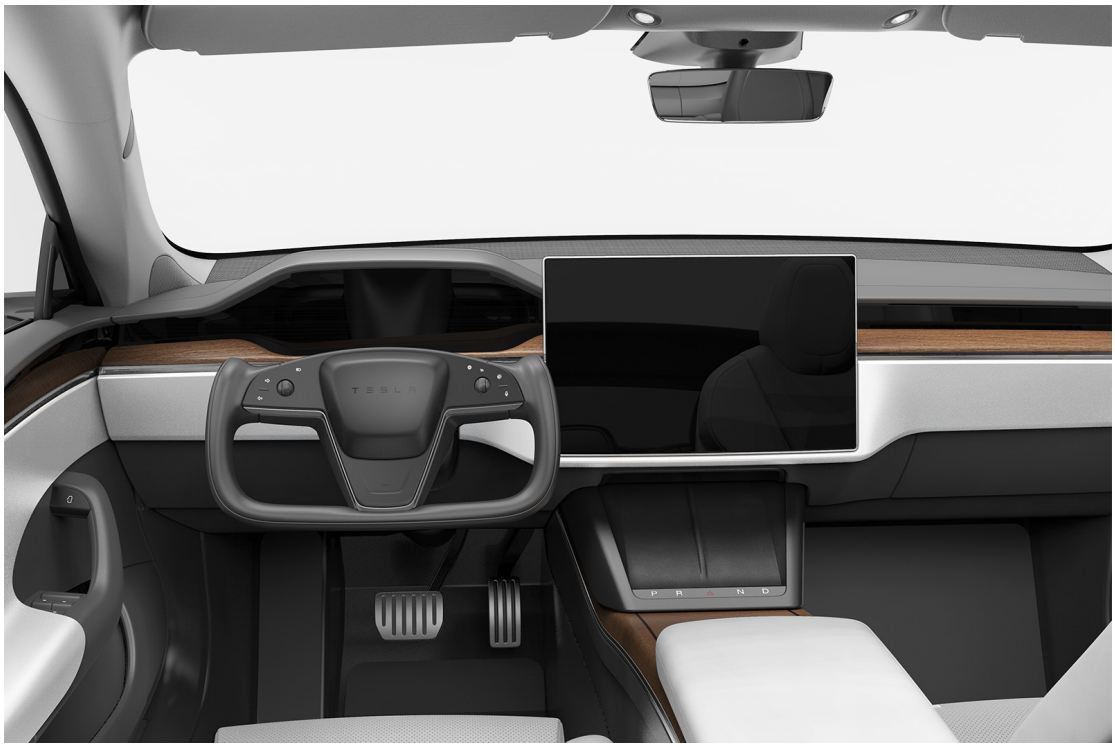
Model S can be identified by its VIN. Locate the stamped plate on the top of the dashboard by looking through the driver's side of the windshield. The VIN can also be found on the driver's side door pillar. On some vehicles, the VIN can alternatively be found either under the carpet beneath the front passenger seat or on a label stamped by the rear right door under the interior trim.

If the touchscreen is operational, you can check the VIN by navigating to **Controls > Software**.



Touchscreen

Model S can be identified by the touchscreen that is mounted in a “landscape” orientation. Model S can have a steering wheel or a steering yoke.



Refer to the Owner's Manual for information on touchscreen operation. After a collision or if vehicle airbags have deployed, low voltage power may not be available and the touchscreen will not be operational. Trying to support low voltage power on a vehicle that has been in an accident could lead to a possible electrical fire. We do not recommend attempting to reconnect low voltage power after an accident.

Rear Touchscreen

Model S also has a rear touchscreen that is integrated into the center console in a “landscape” orientation.

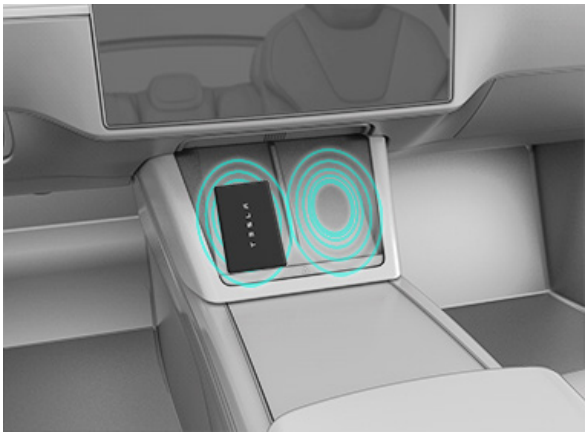


Keys

Model S supports 3 types of keys.

- **Authenticated phone –** A personal smartphone can be set up to communicate with Model S using Bluetooth. If a smartphone is already paired to the vehicle, open the Tesla mobile app on the smartphone and navigate to CONTROLS to unlock or lock Model S.
- **Key card –** Tap the Model S key card on the driver's side door pillar to access the locked vehicle. You can also tap the key on the wireless phone charger to enable driving functionality.





- **Key fob –** The key fob is shaped like a miniature Model S. It allows you to press buttons to open the front and rear trunks and unlock, lock, and drive Model S. Use the key buttons as shown below.



1. Rear trunk - Double-click to open or close the rear trunk. Hold down for one to two seconds to open the charge port door.
2. Lock/Unlock All - Single-click to lock doors and trunks (all doors and trunks must be closed). Double-click to unlock doors and trunks.
3. Frunk - Double-click to unlatch the front trunk.

2. Immobilization / stabilization / lifting

IMMOBILIZATION

1. Chock wheels

   Model S moves quietly, so never assume it is powered off. Model S will not move unless the accelerator pedal is pressed, even if shifted into Drive or Reverse. However, never assume that Model S will not move. Always chock the wheels.



2. Put vehicle into Park position

   Pressing the accelerator pedal even slightly can cause Model S to accelerate quickly if the active gear is Drive or Reverse. To ensure that the parking brake is engaged, press and hold the Park (P) button on the touchscreen to shift into Park and enable the parking brake. You can also press and hold Park (P) on the drive mode selector near the wireless charging pad. Whenever Model S is in Park, the parking brake is automatically engaged and the touchscreen shows the active gear as Park (P).



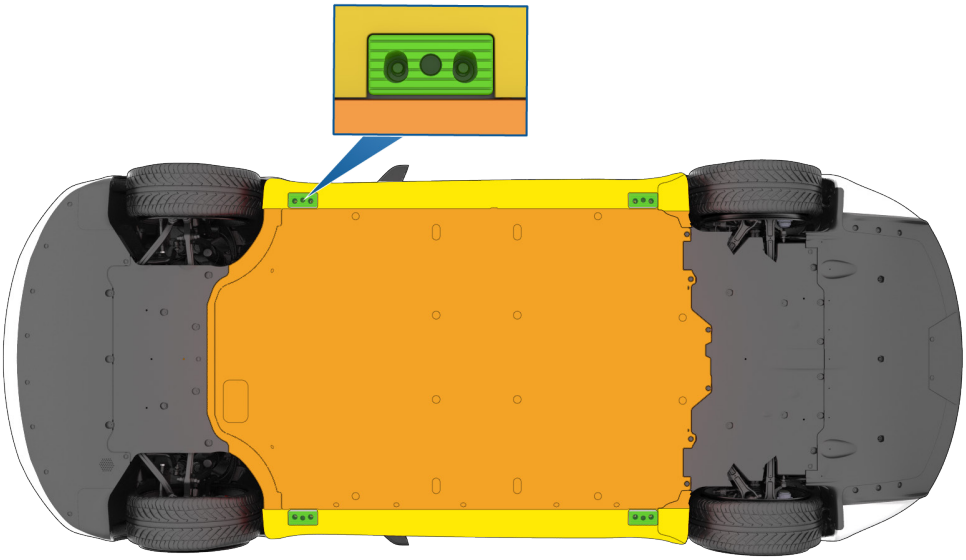
STABILIZATION / LIFTING POINTS

The high voltage battery is located under the floor pan. A large section of the undercarriage houses the high voltage battery. When lifting or stabilizing Model S, only use the designated lift areas, as shown in green.

WARNING Be careful to not damage the battery pack while stabilizing / lifting the vehicle.

WARNING The vehicle should be lifted or manipulated only if first responders are trained and equipped at the technician level per National Fire Protection Association (NFPA) and are familiar with the vehicle's lifting points. Use caution to ensure you never come into contact with the high voltage battery or other high voltage components while lifting or manipulating the vehicle.

WARNING DO NOT USE THE HIGH VOLTAGE BATTERY TO LIFT OR STABILIZE MODEL S.



	Appropriate lift areas
	Safe stabilization points for a Model S resting on its side
	High voltage battery

3. Disable direct hazards / safety regulations

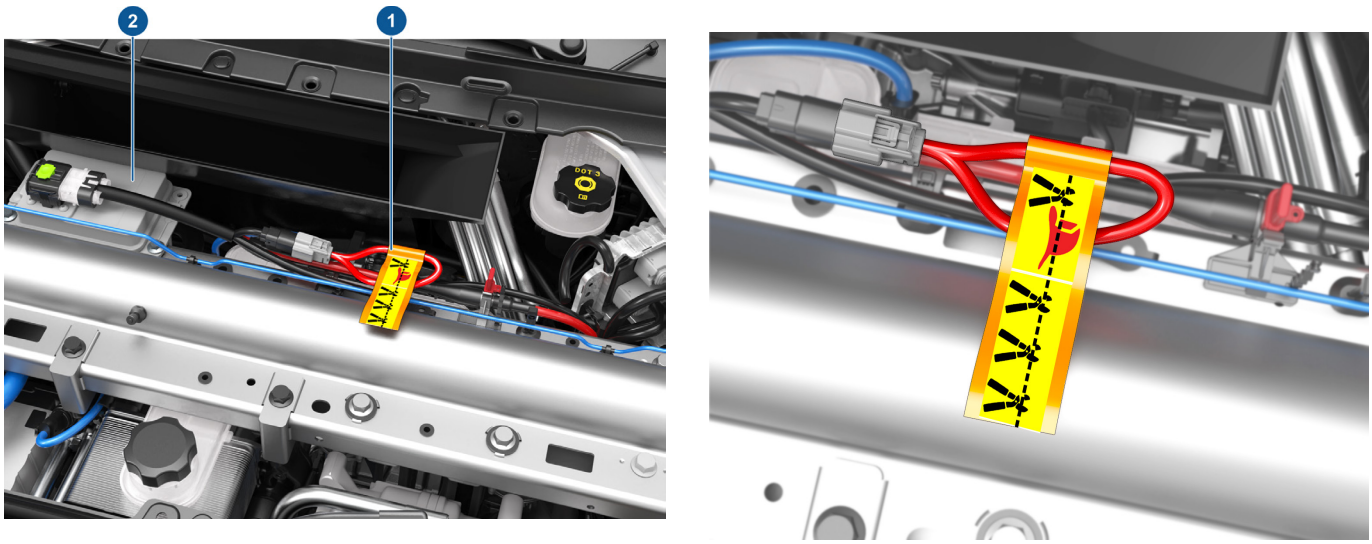
ACCESS

1. Open the hood (see chapter 4: Access to the Occupants).
2. Remove the access panel by pulling it upward to release the clips that hold it in place.



MAIN DISABLING METHOD

1. Double cut the first responder loop and then remove the cut section.

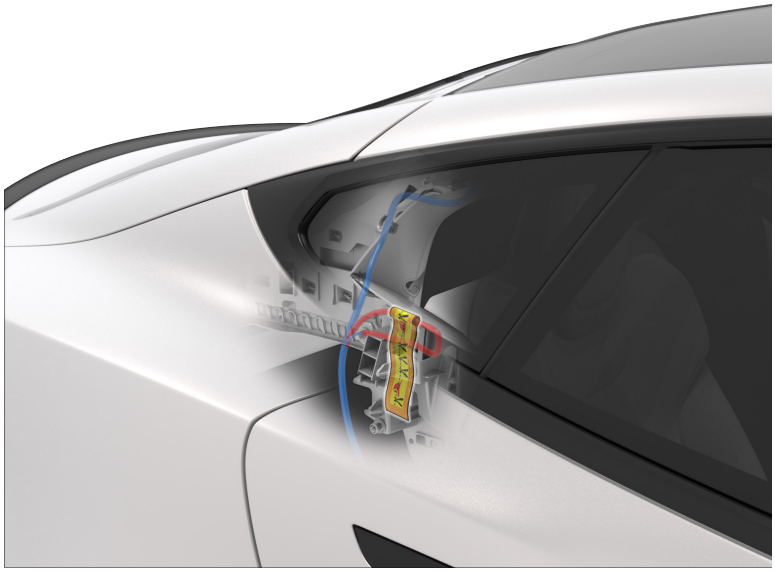


1. First Responder Cut Loop
2. Low Voltage Battery

WARNING Not every high voltage component is labeled. Always wear appropriate PPE. Always double cut the first responder loop. Do not attempt to open the high voltage (HV) battery.

ALTERNATIVE DISABLING METHOD

1. Break the fixed back window on the right side of the Model S.
2. Remove the trim covering the internal wiring.
3. Double cut the first responder loop and then remove the cut section.



COMPLETE DE-POWER

A complete de-power of the vehicle cuts power to the low voltage system and high voltage systems. A de-power disables all electrical systems, as well as basic vehicle functionality such as moving seats and interacting with the touchscreen. Note also that cutting the cables of the low voltage battery alone doesn't necessarily disable the low voltage system due to system redundancies. You must cut the First Responder Loop as well to ensure that the vehicle is de-powered.

1. Access the First Responder Loop under the hood.
2. Double cut the First Responder Loop and then remove the cut section.
3. Double cut the negative cables to the low voltage battery.
4. Wait 2 minutes for the vehicle to finish de-powering.

WARNING Regardless of the disabling procedure you use, ALWAYS ASSUME THAT ALL HIGH VOLTAGE COMPONENTS ARE ENERGIZED! Cutting, crushing, or touching high voltage components can result in serious injury or death.

WARNING When using the high voltage shut down methods recommended by this document, high voltage power is isolated to the battery. The high voltage battery is always energized.

First Responder Loop Cable Cut

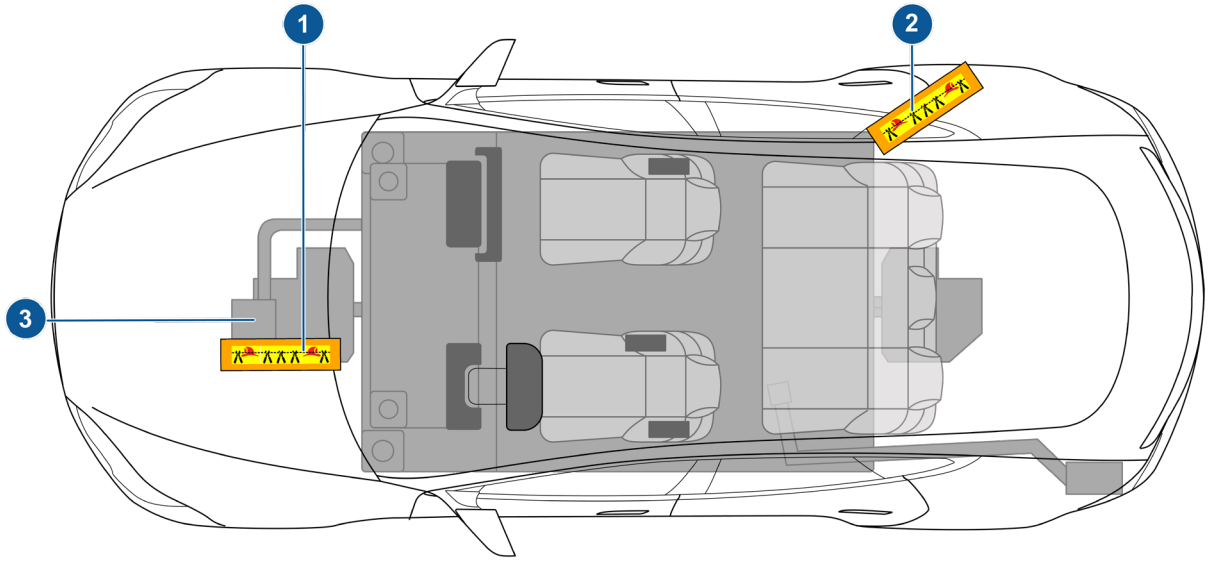
When cut, the First Responder Loop disables low voltage power going to the airbag circuit. Cutting of the First Responder Loop also removes low voltage power going to the high voltage contactors inside the high voltage battery pack, setting the high voltage contactors to “off,” or “open.” Cutting the low voltage battery cable may not disable all of the low voltage system, and it could disable the use of vehicle immobilization controls, seat controls, touch screen information, and other features.

The primary First Responder Loop is located on the driver-side of the vehicle for left-hand drive vehicles and is in the same location for right-hand drive vehicles. There is a secondary First Responder Loop behind the rear right-passenger seat.

The high voltage contactors disconnect the High Voltage Battery from the rest of the high voltage components, like a light switch. When “open” or in the “off” position, high voltage is present only in the battery pack. When “closed” or in the “on” position, battery pack voltage is connected to the other high voltage components. On Model S vehicles, those high voltage components include the rear drive unit, the front drive unit, the air conditioning compressor, and the charge port. When you cut the First Responder Loop, the high voltage contactors open to isolate the high voltage to the battery pack.

When the vehicle has been in an accident and the First Responder Loop has been cut, always treat the pack and the high voltage components as if they are live, because the pack will still have stored energy within the cells and it is not known if other high voltage components have been damaged. Treat every battery pack and orange cable as if there is high voltage in them. Never cut an orange high voltage cable or cut into the battery pack.

There is no way to instantaneously discharge the energy that is inside of the battery pack when a vehicle is in an accident. There is stored energy in the battery cells. Caution must be used to not damage the battery pack in the case of vehicle extrication operations.



1. Primary First Responder Cut Loop
2. Secondary First Responder Cut Loop
3. 16V Low Voltage Battery

Access to Low Voltage Battery

When the vehicle's hood is opened, the low voltage battery is accessible underneath the access panel next to the windshield. When necessary, the negative battery cable should be double cut to open the low voltage battery circuit. Care should always be taken to not make contact with the positive and negative battery terminals when double cutting the negative battery cable. Cutting both cables simultaneously can short circuit the low voltage battery.



Disabling a Charging Vehicle

Before attempting to disable the vehicle, unplug the charging cable. If you have access to the cabin, touch **Controls > Charging > Unlock Charge port** on the touchscreen. You can also hold down the button on the charging cable of Tesla chargers if the car is unlocked or a paired key is nearby to unplug the cable without accessing the vehicle cabin.

If the car cannot be unplugged due to a damaged or locked charging cable, turn off power to the charging station. Then, proceed with disabling procedures by double cutting the First Responder Loop.

> **WARNING** Do not cut the charging cable while the charging station has power. Cutting the charging cable while there is still power can start an electrical fire or cause severe injury.

Manually Release Charging Cable

If you cannot unplug the charging cable and cannot disable the charging station, you can attempt to manually release the charging cable instead of cutting it.

1. Access the rear trunk.
2. If the manual charge port release cable is not visible, look for a slit or hole in the trim of the left side of the trunk and feel inside for the charge port release cable.
3. Pull the charge port release cable downwards to unlatch the charger cable.
4. Pull the charger cable from the charge port.

> **WARNING** Do not pull the release cable while simultaneously attempting to remove the charge cable from the charge port. Always pull the release cable before attempting to remove the charge cable. Failure to follow these instructions can result in electric shock and serious injury.

NOTE: If you cannot find the manual charge port release cable, check under the trim of the rear trunk.



Airbags

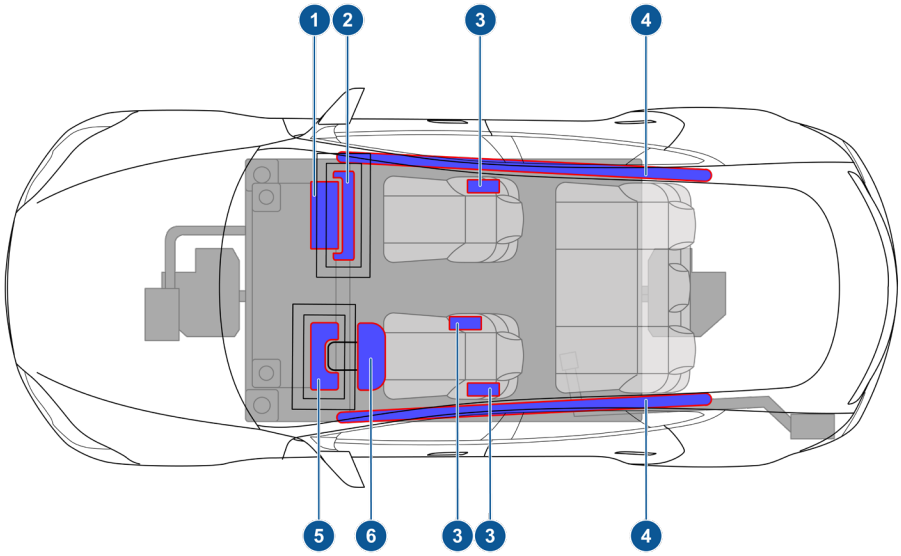
Airbags are located in the approximate areas shown. Airbag warning information is printed on the sun visors.

When the airbags have been deployed by the Restraint Control Module (RCM), the pyro-technic fuse that deactivates the vehicle's high voltage system will be simultaneously triggered.

Model S is designed to deactivate high voltage in all components and cables outside of the high voltage battery when an airbag is deployed. Care must be taken as to not cut any orange high voltage cables or try to gain access into the battery pack. Even though the high voltage system has shut down due to the airbags being deployed, it must always be assumed that there may be high voltage present in the high voltage cables and components. The battery cells within the battery pack will have stored energy and should not be compromised with rescue tools.

The First Responder Loop should be cut in order to open the low voltage circuit that provides power to the airbags. See the First Responder Loop section for more details.

NOTE: Left Hand Drive, North American vehicle shown. On Right Hand Drive vehicles, the components are mirrored.



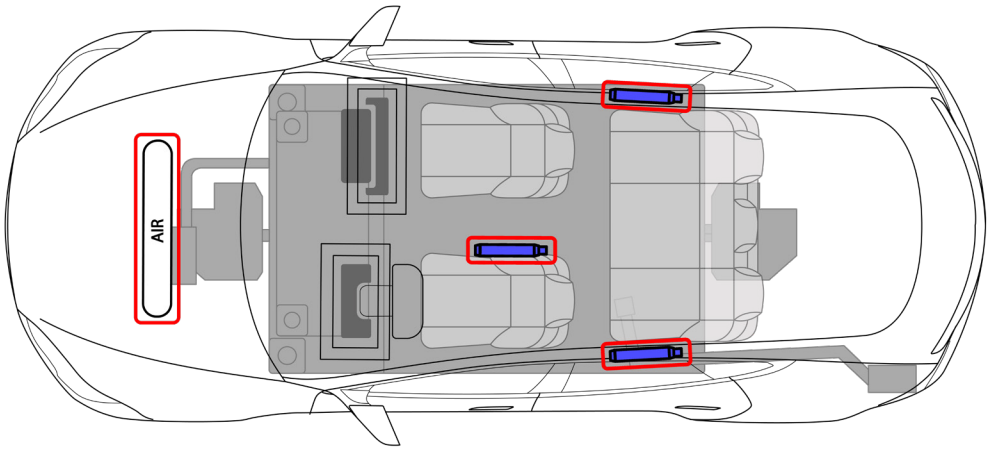
1. Passenger front airbag
2. Passenger knee airbag (North America and South Korea only)
3. Side airbags
4. Curtain airbags
5. Driver's knee airbag (North America and South Korea only)
6. Driver's front airbag

WARNING The RCM also has an internal energy reserve which allows it to remain powered for 10 seconds after both high voltage and low voltage power are disconnected. Do not touch the RCM within this 10 second time frame.

	Knee airbags are only installed in North America and South Korea, excluding Mexico.

Stored Gas Inflators

The stored gas inflators, outlined in red, are located near the roof and towards the rear of the vehicle. The inner driver airbag also features a stored gas inflator. There is an additional pressurized air tank located underneath the hood which is used for the air suspension system.

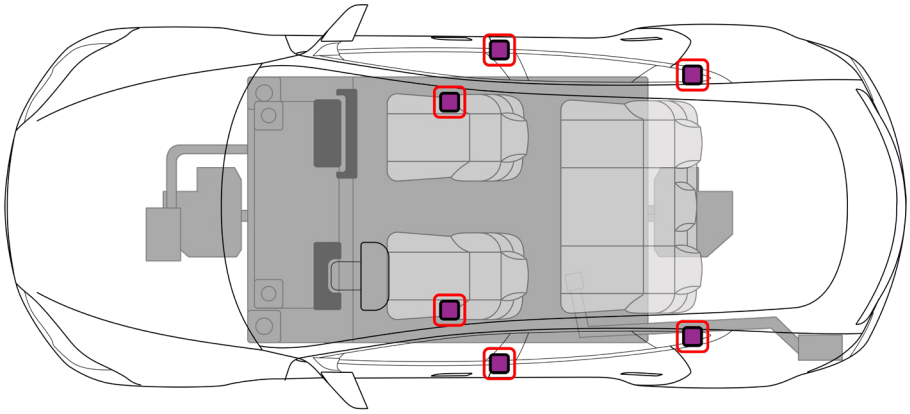


WARNING Rescuers should never cut or crush inflation cylinders. Cutting or compressing cylinders causes catastrophic failure, leading to injury or death.

WARNING The RCM has a backup power supply with a discharge time of approximately 10 seconds. Do not touch the RCM within 10 seconds of an airbag or pre-tensioner deployment.

Seatbelt Pre-Tensioners

The seat belt pre-tensioners, outlined in red, are located at the bottom of the B-pillars and outboard of the 2nd row seats.



WARNING Electrical and mechanical releases may be compromised after a collision.

Active Hood

The Active Hood pedestrian protection system is a safety feature that can detect an impact with a pedestrian while the vehicle is moving between approximately 30 and 52 km/hr (18 and 32 mph). When triggered, pyrotechnic actuators raise the rear portion of the hood to increase the space between the hood and the components beneath it.

If the vehicle is equipped with Active Hood, the pyrotechnic actuators are located under the hood towards the base of the windshield.

Note: The pyrotechnic actuators can also deploy when colliding with an animal, vehicle or other object.

Note: Active Hood may not be installed in every market or configuration.

WARNING Rescuers should never cut or crush the pyrotechnic actuators. Cutting or compressing actuators can cause catastrophic failure, leading to injury or death.



4. Access to the occupants

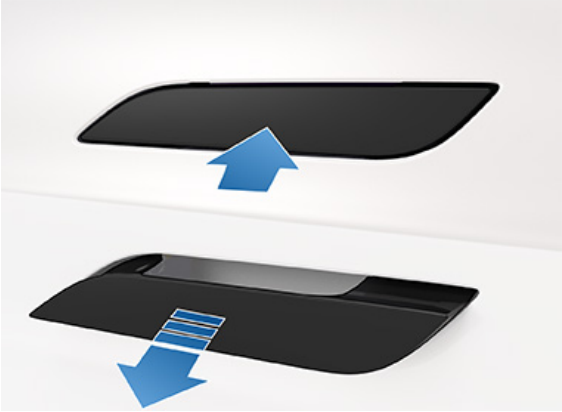
NOTE: The seats, steering wheel, and interior door buttons are electrically powered and may not function after a collision. The steering wheel becomes difficult to move without low voltage power.

NOTE: After a collision, the doors and trunk may not unlock from the outside. Severe collisions may cause doors to be mechanically difficult to operate. Extrication may be required.

Opening Doors from the Outside with Power

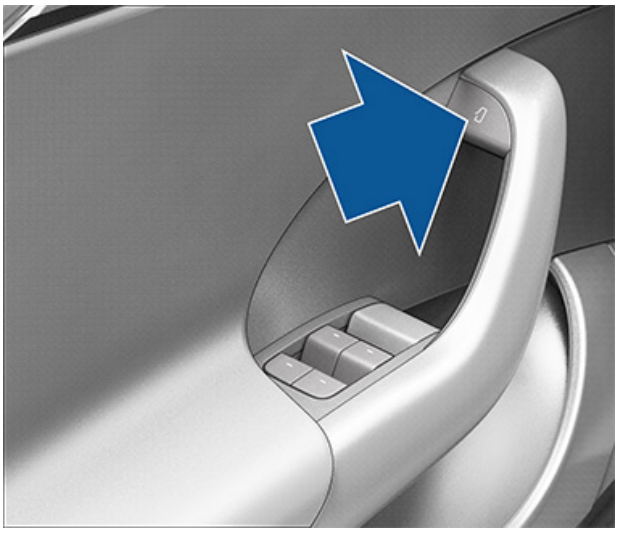
To open the Model S doors from the outside with low voltage power enabled, press the exterior handles. The door handles are designed to pop out. Then, grasp the handles and pull.

NOTE: If the door handles do not function, open a front door manually by reaching inside the window and using the mechanical release handle. See Opening Front Doors from Inside without Power.



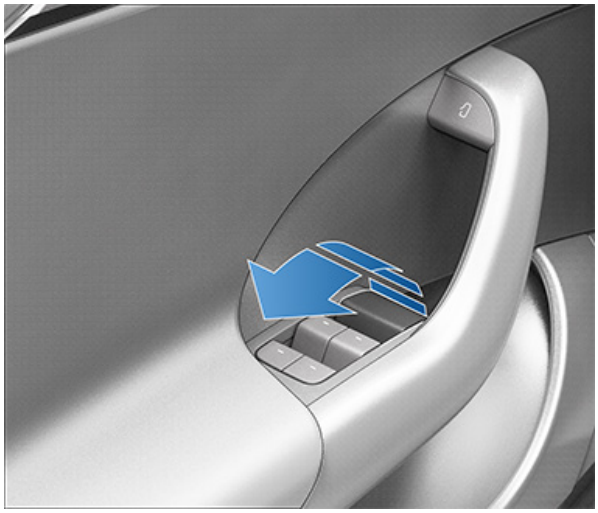
Opening Doors from Inside with Power

To open the Model S doors from the inside with low voltage power enabled, press the button located near the door panel.



Opening Front Doors from Inside without Power

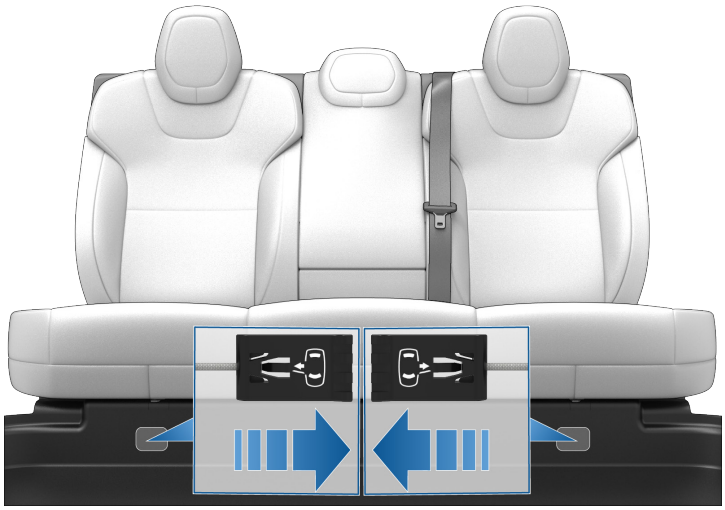
To open the Model S front doors from the inside without low voltage power, lift the mechanical release handle located near the window switches.



Opening Rear Doors from Inside without Power

To open the Model S rear doors from the inside without low voltage power:

1. Fold back the edge of the carpet below the rear seats to access the mechanical release cables.
2. Pull the mechanical release cable forward towards the center of the vehicle.

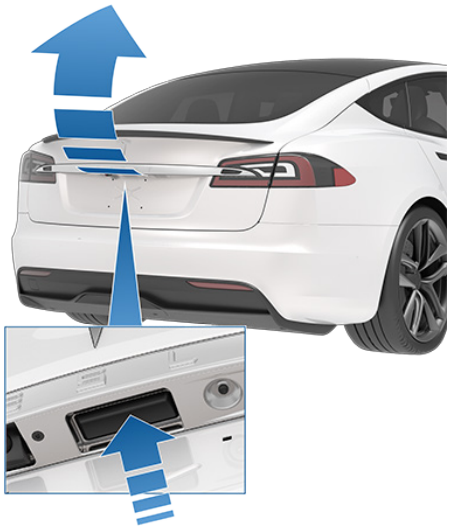


Manual door releases are designed to be used only in situations when the vehicle has no power. It is important to know also that in any vehicle collision with damage to the driver or passenger front door, the mechanical door release may not operate as designed. Remember also that every vehicle accident is different and may require extrication operations to gain access to the vehicle's cabin.

Opening the Rear Trunk with Low Voltage Power

Use one of the following methods to open the rear trunk:

1. Touch the associated OPEN button on the touchscreen for the trunk.
2. Double press the rear button on the key fob.
3. Press the switch located under the exterior handle on the liftgate.



Moving the Front Seats with Power

Model S has electrically powered seats that move with buttons located on the side of the seat closest to the door. The buttons operate only when low voltage power is enabled.



1. Moves seat forward/backward and adjust the seat's height and tilt angle up/down.
2. Adjusts back rest.
3. Adjusts lumbar support.

NOTE: If low voltage power is not available, the front seats cannot be moved.

Opening the Hood with Power

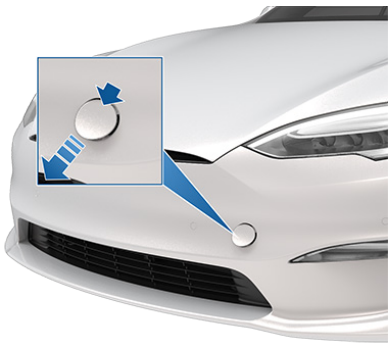
Model S does not have a traditional internal combustion engine. Therefore, the area that would normally house the engine is used as additional storage space. Tesla calls this area the “Front Trunk” or “Frunk”.

To open the hood with low voltage power enabled, touch the associated OPEN button on the touchscreen or double press front button on key fob.

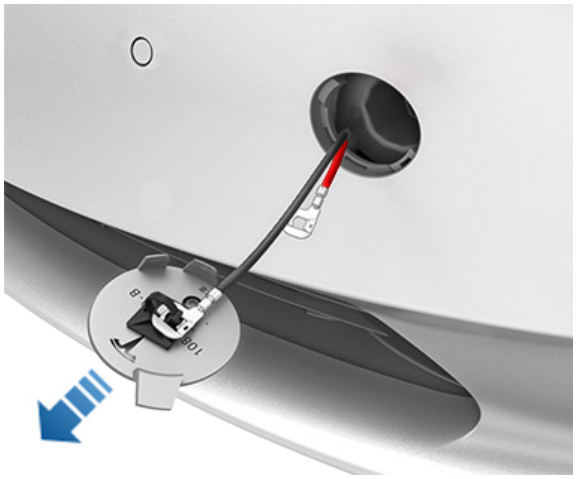
Opening the Hood using External Low-Voltage Power Supply

If low voltage power is not available, you might need an external power supply to access the hood and cut the first responder loop. This method will not open the front trunk if Model S is locked and has low voltage power. Use an external power supply, such as a jumper box, for the following:

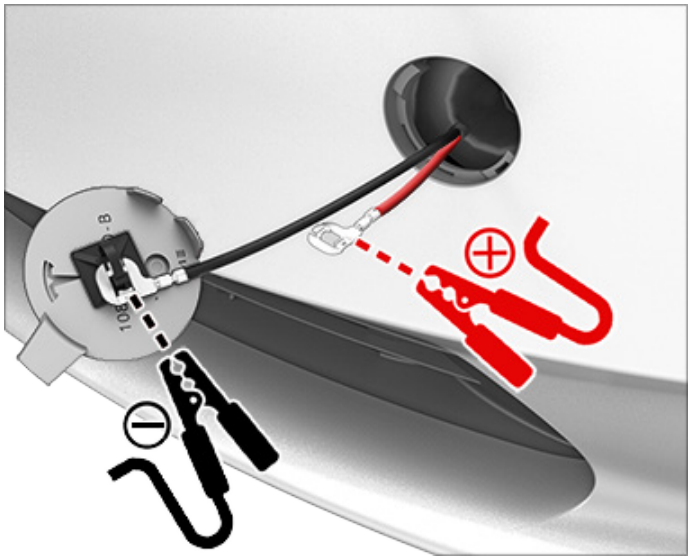
1. Release the tow eye cover by pressing firmly on the top right perimeter of the cover until it pivots inward, then pulling the raised section toward you.



2. Pull the two wires out of the tow eye opening to expose the vehicle-side terminals.



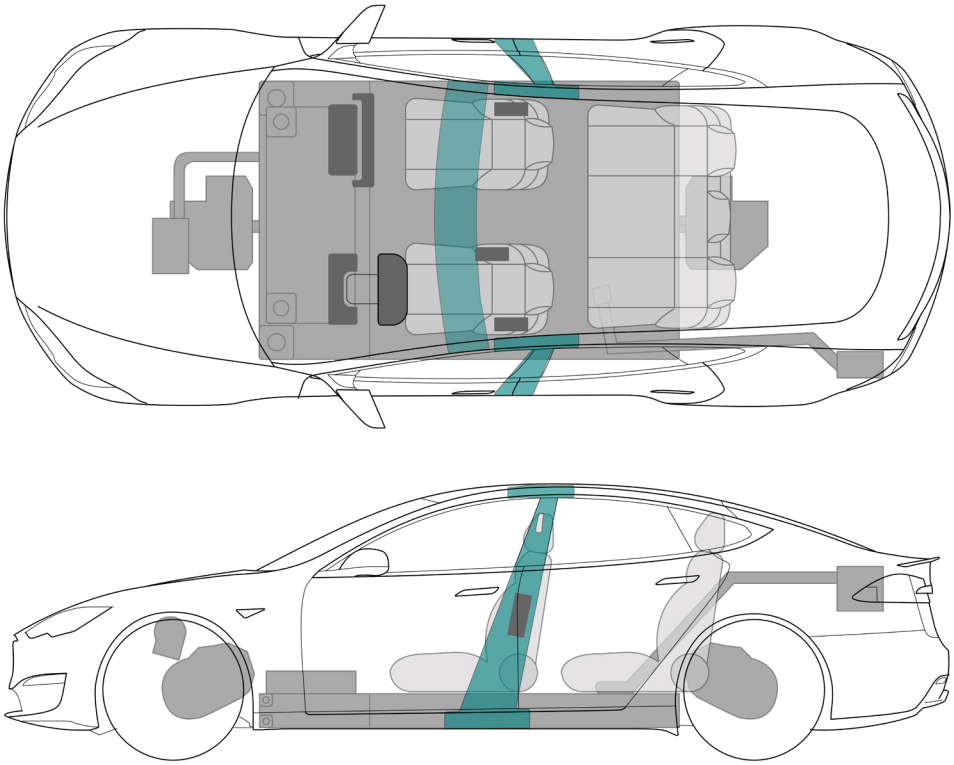
3. Connect the external low voltage power supply's red positive (+) cable to the red positive (+) vehicle-side terminal.
4. Connect the external low voltage power supply's black negative (-) cable to the black negative (-) vehicle-side terminal.



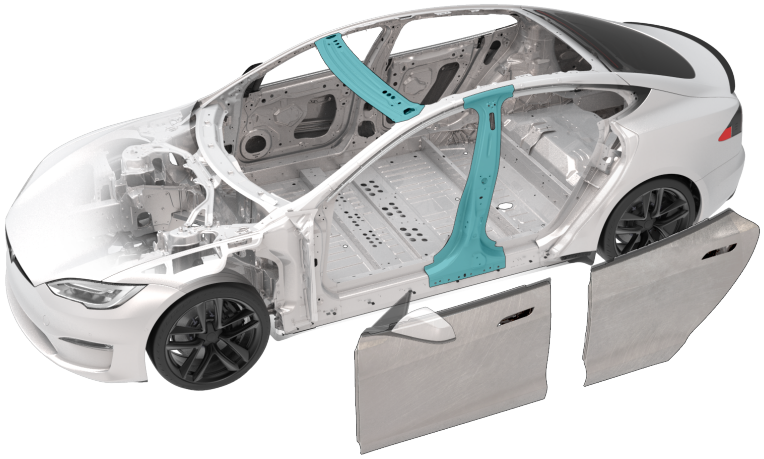
5. Turn on the external power supply (refer to the external power supply manufacturer's instructions). The hood latches are immediately released and you can now open the hood to access the front trunk area.
6. Disconnect both external power supply cables, beginning with the black negative (-) cable.

High Strength Zone

Model S is reinforced to protect occupants in a collision. Suitable tools must be used to cut or crush these areas. Reinforcements are shown in teal below.



The B-pillars of Model S and the front overhead rail are constructed of ultra-high-strength reinforced steel. The vehicle's doors are made of aluminum. All other structural body components are made up of various strengths of aluminum.



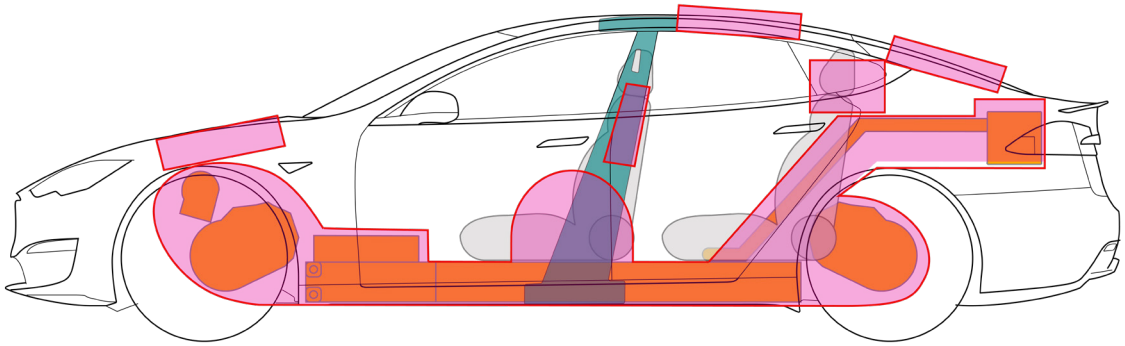
WARNING Always use appropriate tools, such as a hydraulic cutter, and always wear appropriate PPE when cutting Model S. Failure to follow these instructions can result in serious injury or death.

WARNING Regardless of the disabling procedure you use, ALWAYS ASSUME THAT ALL HIGH VOLTAGE COMPONENTS ARE ENERGIZED! Cutting, crushing, or touching high voltage components can result in serious injury or death.

No-Cut Zones

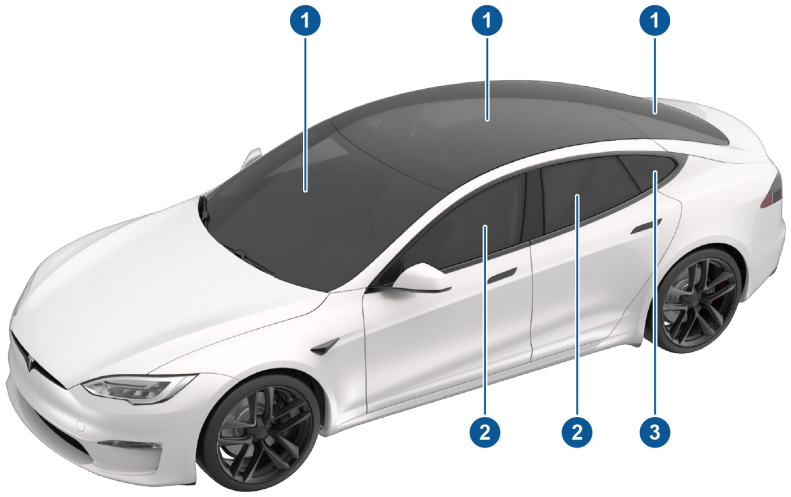
Model S has areas that are defined as "no-cut zones" due to the presence of high voltage, gas struts, SRS components, or other hazards. Never cut or crush in these areas. Doing so could result in serious injury or death. The "no-cut zones" are shown in pink.

NOTE: The following image shows a Dual Motor vehicle. Vehicles without a front drive unit are similar.



Windows

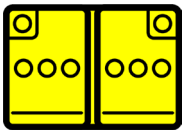
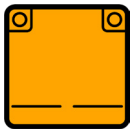
The windshield, roof glass, and rear liftgate glass on Model S are made of laminated safety glass. The side windows can be either tempered or laminated glass.



1. Laminated safety glass
2. Tempered or laminated safety glass
3. Tempered safety glass

NOTE: Cutting laminated safety glass can create a lot of glass dust. Consider additional respiratory PPE for both crew and passengers when cutting laminated windows.

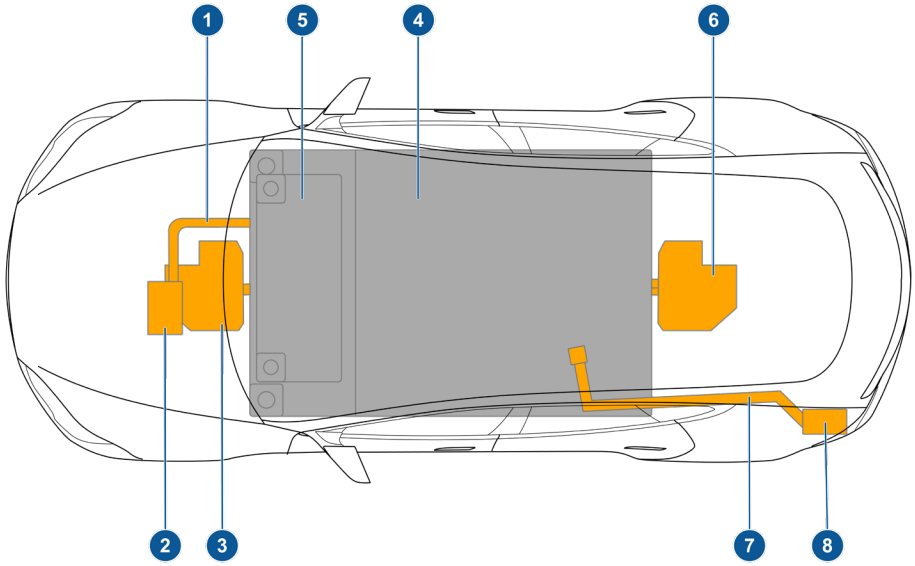
5. Stored energy / liquids / gases / solids

		16V
		400V

WARNING Clear liquid is likely water. Battery electrolyte is clear, but battery cells are sealed and have a limited volume of electrolyte per cell. The coolant is blue.



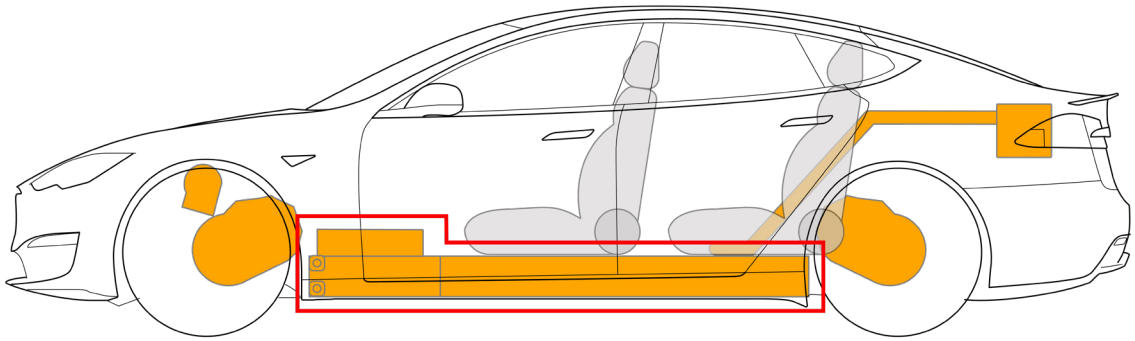
High Voltage Components



1. High Voltage Cabling
2. Air Conditioning Compressor
3. Front Drive Unit
4. High Voltage Battery
5. High Voltage Battery Service Panel
6. Rear Drive Unit
7. High Voltage Busbars
8. Charge Port

High Voltage Battery Pack

Model S is equipped with a floor-mounted 400V lithium-ion high voltage battery. The battery is made up of many cells that are liquid cooled with coolant. The coolant will appear blue in color and may leak from the battery pack if the pack has been compromised during a vehicle collision. The battery cells will have stored energy within them. Never breach the high voltage battery when lifting from under the vehicle. When using rescue tools, pay special attention to ensure that you do not breach the floor pan. Refer to Chapter 2: Lift Areas for instructions on how to properly lift the vehicle.

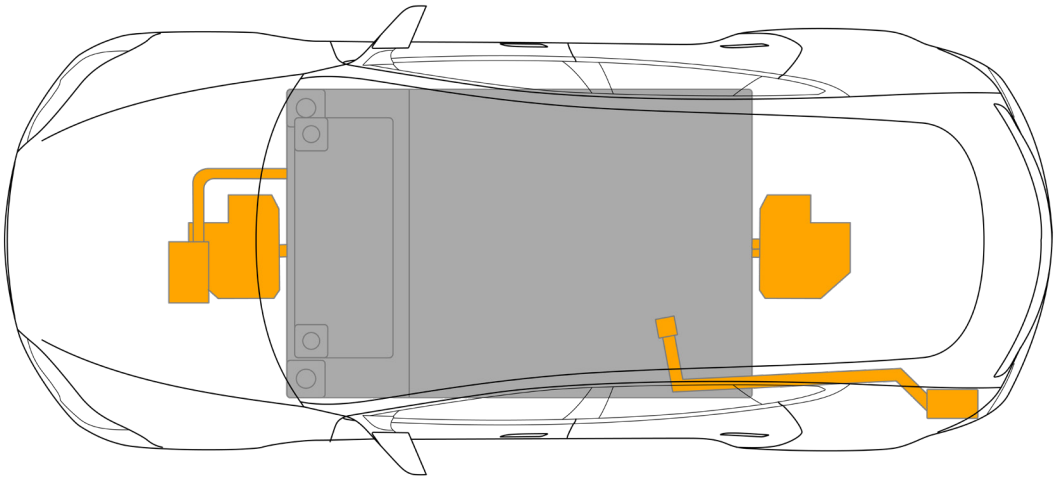


Pushing on the Floor Pan

The high voltage battery is located below the floor pan. Never push on the floor pan itself inside of Model S. Doing so can breach the high voltage battery or damage the high voltage cables, which can cause serious injury or death. At no time should the high voltage battery pack be compromised with rescue tools.

High Voltage Power Cable / Busbar / Component

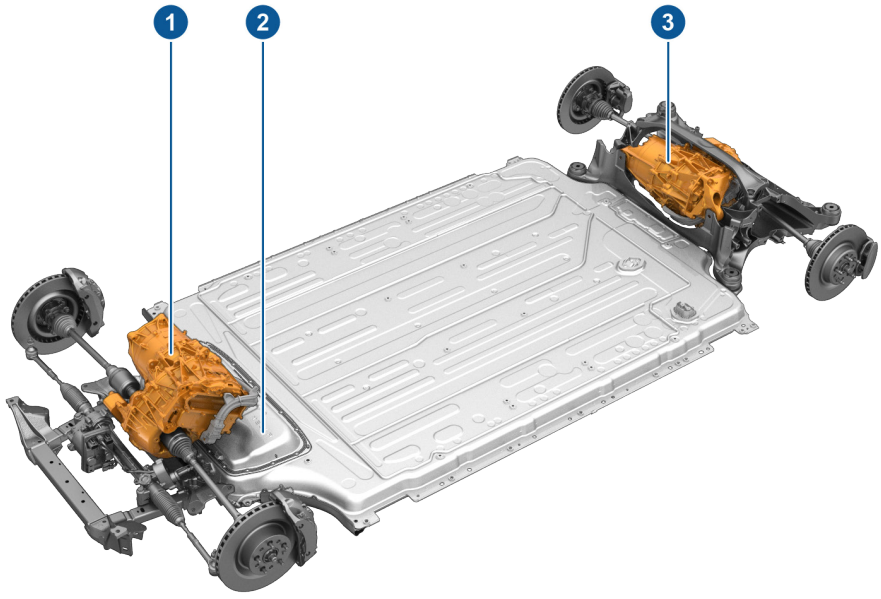
High voltage cables and busbars are shown in orange. There are high voltage cables and busbars that run the length of the battery pack on the bottom side through an extrusion providing protection. Do not compromise these high voltage components with rescue tools. The assumption should be made that there may be high voltage present in the orange high voltage cables at all times.



Drive Units

The rear drive unit is located between the rear wheels, and the front drive unit (if equipped- Dual and Tri-Motor vehicles only) is located between the front wheels. The drive inverter is located within the drive unit. The drive units convert Direct Current (DC) from the high voltage battery into Alternating Current (AC) that the drive units use to power the wheels.

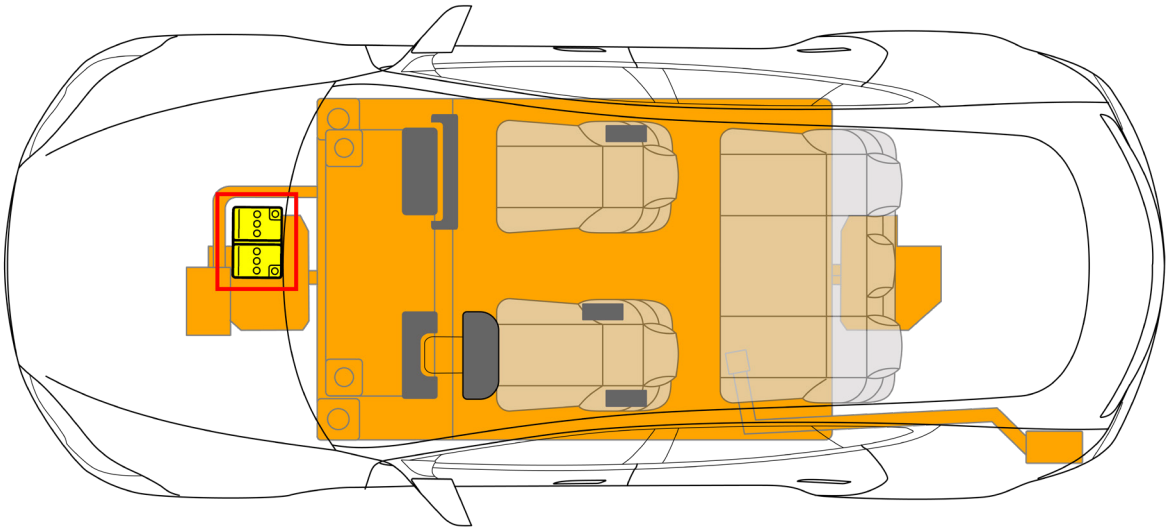
WARNING Plaid variants of Model S include a third drive unit in the rear of the vehicle.

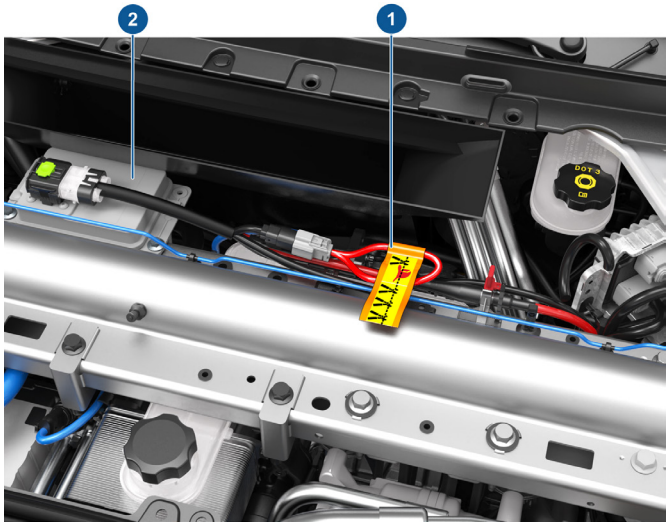


1. Front Drive Unit
2. DC-DC within the battery enclosure
3. Rear Drive Unit

Battery Low-Voltage

In addition to the high voltage system, Model S has a low voltage electrical system. The battery of the low voltage electrical system is charged by the high voltage system. The low voltage battery operates the restraint system, seats, airbags, windows, door locks, touchscreen, and interior and exterior lights. The low voltage battery, outlined in red, is located under the hood and the plastic access panel.





1. Low Voltage Battery
2. First Responder Cut Loop

6. In case of fire

Firefighting





DO NOT SUBMERGE VEHICLE TO EXTINGUISH/COOL BATTERY FIRE

USE LARGE AMOUNTS OF WATER

POSSIBLE BATTERY RE-IGNITION!

MONITOR HV BATTERY TEMPERATURE FOR AT LEAST 24 HOURS



USE WATER TO FIGHT A HIGH VOLTAGE BATTERY FIRE. If the battery catches fire, is exposed to high heat, or is generating heat or gases, use large amounts of water to cool the battery. It can take between approximately 3,000-8,000 gallons (11,356-30,283 liters) of water, applied directly to the battery, to fully extinguish and cool down a battery fire; always establish or request additional water supply early. If water is not immediately available, use CO2, dry chemicals, or another typical fire-extinguishing agent to fight the fire until water is available.

NOTE: Tesla does not recommend the use of foam on electric vehicles.

Apply water directly to the battery. If safety permits, lift or tilt the vehicle for more direct access to the battery (see chapter 2). Water may be applied onto the pack from a safe distance ONLY if a natural opening (such as a vent or opening from a collision) already exists. Do not open the battery for the purpose of cooling it.

Tesla does not recommend placing the vehicle in a large container full of water. The use of a Thermal Image Camera or Infrared (TIC or IR) is recommended to monitor battery temperatures during the cooling process. Continue to use water until the battery has reached ambient temperatures or below, indicated by the thermal image camera. When utilizing a thermal image camera, allow enough time, once the application of water has stopped, to allow for heat within the battery to transfer to the battery enclosure.

Extinguish small fires that do not involve the high voltage battery using typical vehicle firefighting procedures.

During fire extinguishing, do not make contact with any high voltage components. Always use insulated tools for fire extinguishing.



Heat and flames can compromise airbag inflators, stored gas inflation cylinders, gas struts, and other components which can result in unexpected excessive heat, which can cause inflation cylinder explosion. Perform an adequate knock down before entering a hot zone.



Battery fires can take up to 24 hours to fully cool. After suppression and smoke has visibly subsided, a thermal image camera can be used to actively measure the temperature of the high voltage battery and monitor the trend of heating or cooling. There must be no fire, smoke, audible popping/hissing, or heating present in the high voltage battery for at least 45 minutes before the vehicle can be released to second responders (such as law enforcement, vehicle transporters, etc.). The battery must be completely cooled before releasing the vehicle to second responders or otherwise leaving the incident.

There is always a risk of battery re-ignition. Drain excess water out of the vehicle by tilting or raising the front of the vehicle approximately 30 cm (1 foot). This operation can assist in mitigating possible re-ignition.

Due to potential re-ignition, a Model S that has been involved in a submersion, fire, or a collision that has compromised the high voltage battery should be stored in an open area at least 50 feet (15 m) from any exposure.

WARNING During all firefighting activities, consider the vehicle energized. Always wear full PPE including a Self-Contained Breathing Apparatus (SCBA).

High Voltage Battery — Fire Damage



Similar to conventional and other electric and hybrid vehicles, a burning battery releases super-heated gases and toxic vapors. This release may include volatile organic compounds, hydrogen gas, carbon dioxide, carbon monoxide, soot, particulates containing oxides of nickel, aluminum, lithium, copper, cobalt, and hydrogen fluoride. Responders should always protect themselves with full PPE, including a SCBA, and take appropriate measures to protect civilians downwind from the incident.



A damaged high voltage battery can create rapid heating of the battery cells. If you notice smoke, steam, or audible popping or hissing coming from the high voltage battery, assume that it is heated and take appropriate action as described above.

7. In case of submersion

Treat a submerged Model S like any other submerged vehicle. The body of Model S does not present a greater risk of shock because it is in water. However, handle any submerged vehicle while wearing the appropriate PPE for water rescue. Remove the vehicle from the water and continue normal disabling procedures as outlined in Chapter 3.

Vehicles that are waterlogged or have been submerged in water should be handled with greater caution due to the potential risk of electrical fire. After removing the vehicle from the water and completing disabling procedures, raise the front of the vehicle approximately 30 cm (1 foot) to allow water to drain out of the vehicle and the high voltage battery pack.

Submerged or waterlogged vehicles must be transported and stored more carefully. When loading the vehicle for towing, use a Thermal Image Camera or Infrared (TIC or IR) to monitor battery temperatures and check for potential hot spots and continue monitoring until the vehicle is taken away. Store the vehicle outside at a safe distance at least 50 ft/15 M from other vehicles and structures.



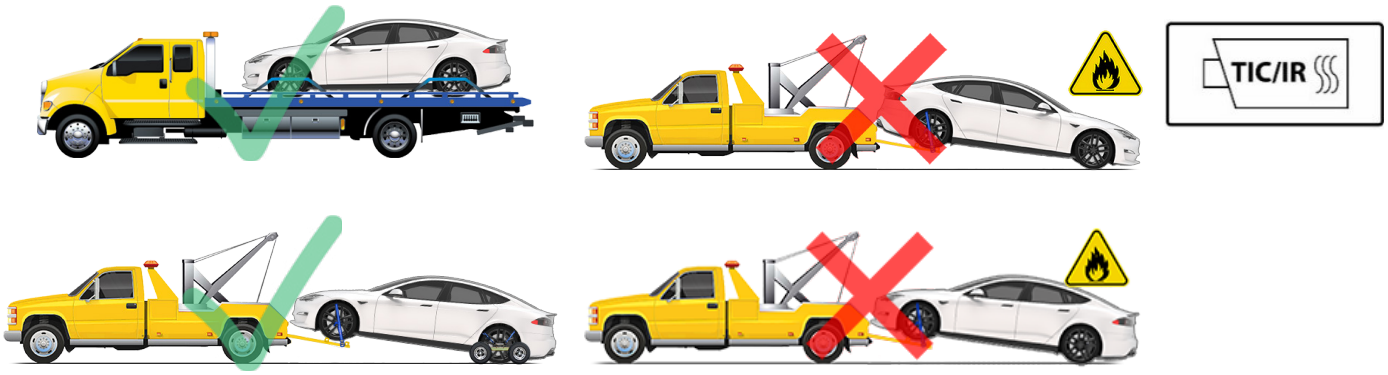
WARNING Do not use firefighting foams with vehicles that were submerged or waterlogged with salt water. The use of firefighting foams on vehicles saturated with salt water have a higher risk of electrical fire.

8. Towing / transportation / storage

Motors in the Model S can generate power when the wheels spin. Always transport with all four tires off of the ground. Ensure that the tires are unable to spin at any time during transport.

WARNING NEVER TRANSPORT THE 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.

WARNING POSSIBLE BATTERY RE-IGNITION! AFTER A FIRE INCIDENT, STORE OUTSIDE AT A SAFE DISTANCE (50 FT/15 M) FROM OTHER VEHICLES AND STRUCTURES!



A flatbed truck or comparable transport vehicle is the recommended method of transport. The vehicle can face either direction when using a flatbed. If the vehicle must be transported without a roll-back truck, then wheel lifts and dollies must be used to ensure that all four wheels are off of the ground. This method must not exceed the manufacturer speed rating of the dollies. With this method, Tesla recommends the vehicle faces forward so that the front wheels are lifted and the rear wheels are on dollies.

NOTE: The tires are allowed to rotate slowly (under 5 mph or 8 km/h) and for a very short distance (less than 30 feet or 10 meters) only when Tow Mode is enabled 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.

NOTE: Enable Tow Mode on the vehicle's touchscreen before winching the vehicle onto a flatbed truck. 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 transport of the vehicle, including personal property damage or damage caused by using self-loading dollies or tire skates.

WARNING The vehicle is equipped with high voltage components that may be compromised as a result of a collision. Before transporting, it is important to assume these components are energized. Always follow high voltage safety precautions (wearing personal protective 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.

Pushing the Vehicle

WARNING The following instructions are intended to be used when only moving Model S a very short distance to improve traffic safety. Refer to the Owner's Manual on the touchscreen for more instructions on how to transport Model S. Damage caused by transporting the vehicle is not covered by the warranty.

WARNING Pushing Model S when it is not in Neutral or Tow Mode can result in overheating the drive units and cause potential risk of shock if electrical components are exposed, even if the first responder loop has been cut.

In situations where there is minimal risk of fire or high voltage exposure (for example, the vehicle does not accelerate after coming to a stop at an intersection) and low voltage power is present, Model S can be quickly pushed in order to clear the roadway. If a driver is present, simply shift Model S into Neutral and then push the vehicle. If a driver is not present, Model S may automatically shift into Park when it detects the driver leaving the vehicle (even if it has previously been shifted into Neutral).

To keep Model S in Neutral (which disengages the parking brake and allows the vehicle to be pushed) without a driver present, use the touchscreen to activate Tow Mode:

1. Ensure Model S is in Park by long pressing Park (P) on the touchscreen drive strip or the overhead console.
2. Press and hold the brake pedal, then on the touchscreen touch **Controls > Service > Towing**.
3. Touch the Enter Tow Mode button. Model S is now free-rolling and can slowly be rolled (no faster than walking speed) or winched.

To cancel Tow Mode, shift Model S into Park.

NOTE: Model S must detect a key nearby and low voltage power is required for Tow Mode to activate.

NOTE: Tow Mode automatically cancels and the parking brake is applied if Model S is rolled faster than 5 mph (8 km/h) or low voltage power becomes low or absent. Model S sounds its horn if Tow Mode is about to cancel.

NOTE: If Model S cannot detect the key (an authenticated smartphone or key), the Tow Mode button is grayed out and Tow Mode cannot be enabled. Call Tesla Roadside Assistance.

NOTE: The touchscreen is unresponsive if Model S has no low voltage power. Use an external low voltage power to open the hood and jump start the vehicle's auxiliary low voltage battery. See the Owner's Manual or call Tesla Roadside Assistance for instructions.

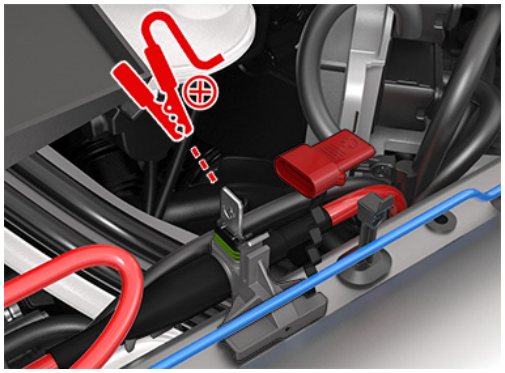
NOTE: If airbags are deployed, you cannot drive Model S. Do not push or move the vehicle unless you can enable Tow Mode. Otherwise, you must first secure the wheels for transport.

Jump Starting the Vehicle

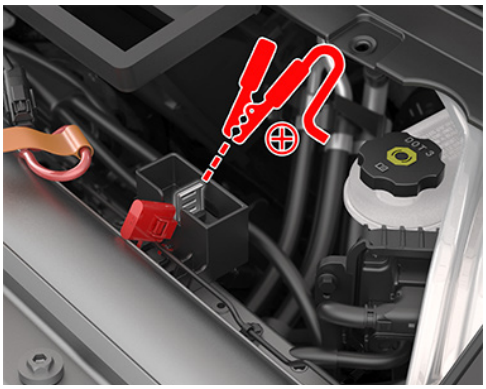
In situations where there is minimal risk of fire or high voltage exposure and low voltage power is not present, you can jump-start the vehicle using an external power supply. To jump start the vehicle:

1. Open the hood to access the front trunk area (see Chapter 4: Access to the Occupants).
2. Remove the maintenance panel by pulling it upwards to release the trim clips that hold it in place.
3. Remove the red cover. Connect the external low voltage power supply's red positive (+) cable to the red positive (+) jump post.

   NOTE: Depending on the date of manufacture, the cover and red postive (+) jump post location may differ slightly.

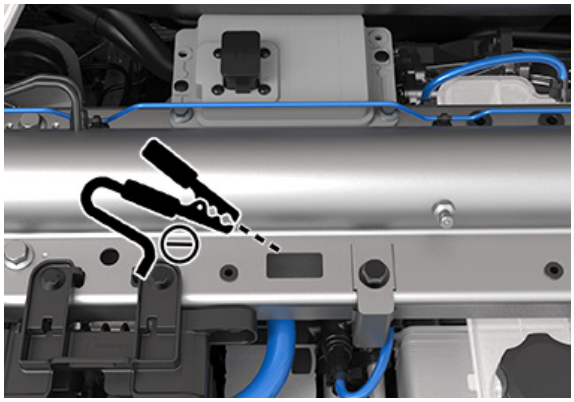


NOTE: Before Jan 2023



NOTE: After Jan 2023

4. Connect the low voltage power supply's black negative (-) cable to the vehicle in this location:



5. Turn on the external power supply (refer to the manufacturer's instructions). Touch the vehicle touch-screen to wake it up. This may take several minutes.
6. Switch off or disconnect the power supply when low voltage power is no longer needed.
7. Disconnect the cables, beginning with the black negative cable.

9. Important additional information

This document contains important instructions and warnings that must be followed when handling Model S in an emergency situation.

NOTE: Images in this document show a Left-Hand Drive (LHD), North American vehicle. Unless otherwise noted, Right-Hand Drive (RHD) vehicles are **not** mirrored.

NOTE: Knee airbags are only installed in North America and South Korea.

WARNING Always use appropriate rescue tools and always wear appropriate PPE. Failure to follow these instructions can result in serious injury or death.

WARNING Regardless of the disabling procedure you use, ALWAYS ASSUME THAT ALL HIGH VOLTAGE COMPONENTS ARE ENERGIZED! Cutting, crushing, or touching high voltage components can result in serious injury or death.

WARNING After deactivation, the high voltage circuit requires 2 minutes to de-energize.

WARNING The RCM has a backup power supply with a discharge time of approximately 10 seconds. Do not touch the RCM within 10 seconds of an airbag or pre-tensioner deployment.

WARNING Handling a submerged vehicle without appropriate PPE for water rescue can result in serious injury or death.

WARNING When fire is involved, consider the entire vehicle energized. Always wear full PPE, including a SCBA.

WARNING When cutting the first responder loop, double cut the loop to remove an entire section. This mitigates the risk of the cut wires accidentally reconnecting.

WARNING When using the high voltage shut down methods recommended by this document, high voltage power is isolated to the battery. The high voltage battery is always energized.

WARNING Never transport the Model S with the wheels on the ground. Doing so can lead to significant damage and overheating. In rare cases, extreme overheating may cause the surrounding components to ignite.

Contact Us

First Responders and Second Responders with emergencies, call Tesla Roadside Assistance. Refer to https://www.tesla.com/support/roadside-assistance for the applicable number.

Refer to https://www.tesla.com/firstresponders for the Owner's Manual and first responder information. First responders and training officers with questions, contact firstrespondersafety@tesla.com.

10. Explanation pictograms used

	In some working environments, the Infrared (IR) device is referred to as a Thermal Image Camera (TIC).
	Refers to the hood of a vehicle and follows with detailed procedure for opening the hood both with and without power available.
	Refers to the trunk of a vehicle and follows with detailed procedure for opening the trunk with power.
	Electricity warning
	Flammable
	Explosive
	Corrosive substances present
	Hazardous to human health
	Acute toxicity
	Contains gases under pressure
	Use water to extinguish
	Electricity Warning