MODEL 3

OWNER'S MANUAL



Software version: 2020.20

North America

SAFETY INFORMATION

The Model 3 Owner's Manual is available on the touchscreen. To view it, touch **Controls** > **Service** > **Owner's Manual**.

For detailed information about your Model 3, go to www.tesla.com, and log on to your Tesla Account, or sign up to get an account.

If you have any questions or concerns about your Model 3, call 1-877-79TESLA (1-877-798-3752).

DOCUMENT APPLICABILITY

Features released in the most recent versions of software may not be described in this document but are described in Release Notes. Display Release Notes on the touchscreen by touching the Tesla T at the top center of the touchscreen, then touching the Release Notes link. If information provided in this document conflicts with information in the Release Notes, the Release Notes take precedence. ILLUSTRATIONS The illustrations provided in this document are for demonstration purposes only. Depending on vehicle options, software version and market region, the information displayed on the touchscreen in your vehicle may appear slightly different.

PRODUCT SPECIFICATIONS

All specifications and descriptions contained in this document are verified to be accurate at the time of printing. However, because continuous improvement is a goal at Tesla, we reserve the right to make product modifications at any time. To communicate any inaccuracies or omissions in this document, please send an email to: ownersmanualfeedback@tesla.com.

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TESLA, TESLA MOTORS, MODEL S, MODEL X, ROADSTER, MODEL 3, MODEL Y

Overview....3
Interior Overview....3
Exterior Overview....4
Touchscreen Overview....5

Opening and Closing....8
Keys....8
Doors....13
Windows....16
Rear Trunk....17
Front Trunk....19
Interior Storage and Electronics....22

Seating and Safety Restraints....26
Front and Rear Seats....26
Seat Belts....30
Child Safety Seats....34
Airbags....41

Driving....49
Driver Profiles....49
Steering Wheel....51
Mirrors....53
Starting and Powering Off....55
Gears....57
Lights....59
Car Status....63
Wipers and Washers....67
Braking and Stopping....68
Traction Control....72
Park Assist....73
Vehicle Hold....75
Track Mode....76
Getting Maximum Range....79
Rear View Camera....81
Dashcam....82
Pedestrian Warning System....85
Cold Weather Best Practices....86

Autopilot....90
About Autopilot....90
Traffic-Aware Cruise Control....93
Autosteer....100
Navigate on Autopilot....105
Traffic Light and Stop Sign Control....108
Autopark....117
Summon....119
Smart Summon....123
Lane Assist....127
Collision Avoidance Assist....130
Speed Assist....134

Using the Touchscreen....136
Controls....136
Climate Controls....143
Maps and Navigation....149
Media and Audio....155
Phone....159
Calendar....162
Using Voice Commands....163
Security Settings....164
HomeLink Universal Transceiver....168
Connecting to Wi-Fi....171
Software Updates....172
Mobile App....174

Charging....177
Electric Vehicle Components....177
Battery Information....179
Charging Instructions....181

Maintenance....186
Maintenance Schedule....186
Tire Care and Maintenance....188
Cleaning....195
Wiper Blades and Washer Jets....198
Fluid Reservoirs....199
Jacking and Lifting....201
Parts and Accessories....202

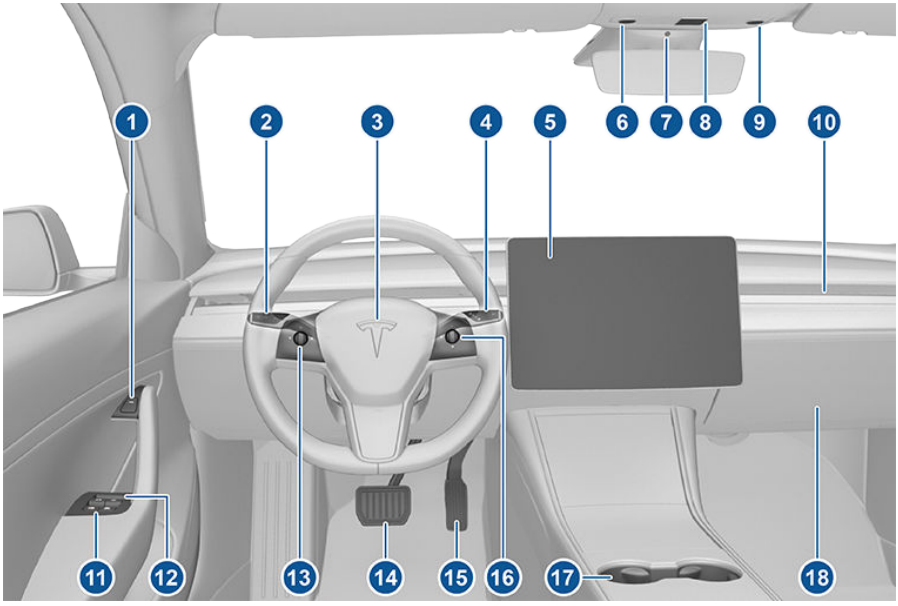
Specifications....207
Identification Labels....207
Vehicle Loading....208
Dimensions and Weights....211
Subsystems....213
Wheels and Tires....216

Roadside Assistance....224
Contacting Tesla Roadside Assistance....224
Instructions for Transporters....225

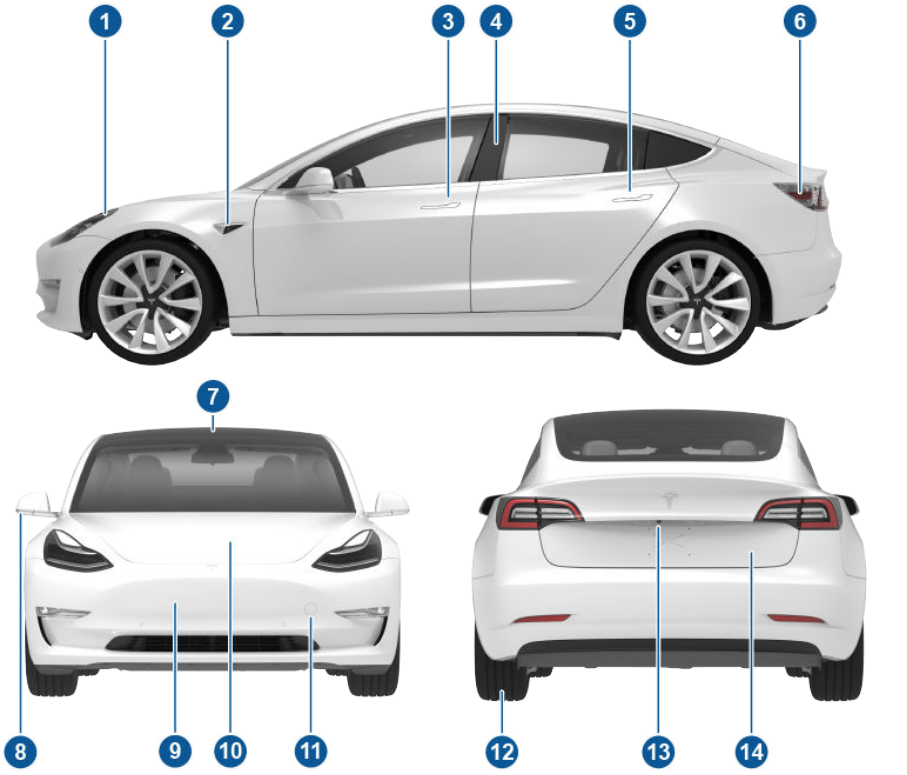
Consumer Information....229
Easter Eggs....229
About this Owner Information....230
Disclaimers....232
Reporting Safety Defects....234

Declarations of Conformity....235
Troubleshooting Alerts....237

Index....249



1. Door open button (Opening Doors from the Interior on page 13)
2. High beams (High Beam Headlights on page 60), turn signals (Turn Signals on page 61), and wipers and washers (Wipers and Washers on page 67)
3. Horn (Horn on page 52)
4. Gear selector (Shifting Gears on page 57) , Traffic-Aware Cruise Control (Traffic-Aware Cruise Control on page 93), and Autosteer (Autosteer on page 100)
5. Touchscreen (Touchscreen Overview on page 5)
6. Driver dome light (Lights on page 59)
7. Cabin camera (Cabin Camera on page 24)
8. Hazard warning flashers (Hazard Warning Flashers on page 62)
9. Passenger dome light (Lights on page 59)
10. Climate control vent (see Climate Controls on page 143)
11. Power window switches (Windows on page 16)
12. Manual door release (Opening Doors from the Interior on page 13)
13. Left scroll button (Scroll Buttons on page 51)
14. Brake pedal (Braking and Stopping on page 68)
15. Accelerator pedal (Regenerative Braking on page 69)
16. Right scroll button (Scroll Buttons on page 51)
17. Center console (Interior Storage and Electronics on page 22)
18. Glovebox (Glovebox on page 22)

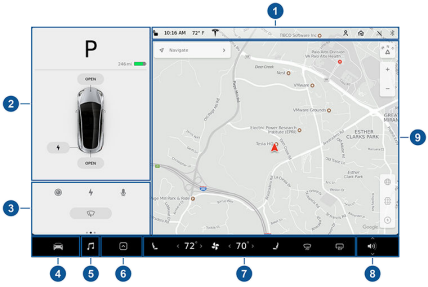


1. Exterior lights (Lights on page 59)
2. Autopilot camera (About Autopilot on page 90)
3. Front door handle (Using Exterior Door Handles on page 13)
4. Key card sensor (Keys on page 8), Autopilot camera (About Autopilot on page 90)
5. Rear door handle (Using Exterior Door Handles on page 13)
6. Charge port (Charging Instructions on page 181)
7. Autopilot cameras (About Autopilot on page 90)
8. Exterior mirrors (Mirrors on page 53)
9. Radar sensor (hidden from view) (About Autopilot on page 90)
10. Hood/front trunk (Front Trunk on page 19)
11. Tow eye cover (Instructions for Transporters on page 225)
12. Wheels and tires (Wheels and Tires on page 216)
13. Rear view camera (Rear View Camera on page 81)
14. Rear trunk (Rear Trunk on page 17)

The features and information you need to drive Model 3 are displayed on the touchscreen. When driving, the touchscreen displays driving-related information such as driving speed, vehicle range, warnings, etc. The touchscreen is used to control many features that, in traditional cars, are controlled using physical buttons (for example, adjusting mirrors). You can also use the touchscreen to customize Model 3 to suit your preferences.

WARNING: Always pay attention to road and traffic conditions when driving. To minimize driver distraction and ensure the safety of vehicle occupants as well as other road users, avoid using the touchscreen to adjust settings while the vehicle is in motion.

NOTE: *The image below is provided for demonstration purposes only. Depending on vehicle options, software version and market region, your touchscreen may appear slightly different.*



1. This area on the top of the touchscreen displays useful information and provides shortcuts to various features. In addition to the time of day and the current outside temperature, this area displays the following icons:

	Touch to lock/ unlock all doors and trunks.
	Access information about your Model 3. See The Tesla "T" on page 7.
	Add, configure, or quickly switch driver profiles (including Valet Mode and Easy Entry). See Driver Profiles on page 49.
	Displays when a notification is in effect. Touch to display information about the notification. To display a list of the most recent notifications, with the most recent listed first, you can also touch **Service** > **Notifications**. See Troubleshooting Alerts on page 237.
	Displays when a software update is available (see Software Updates on page 172).
	Displays when Dashcam is ready to be used (you have inserted a supported flash drive into a front USB port). Touch to operate Dashcam. When in Park, touch the Dashcam icon and select "Launch Viewer" to watch your saved Dashcam and Sentry Mode clips (see Dashcam on page 82).
	Touch to enable or disable Sentry Mode to actively monitor the vehicle's surroundings (see Sentry Mode on page 164).

	Control or program HomeLink devices (if equipped) (see HomeLink Universal Transceiver on page 168).
	Connected to a Wi-Fi network.
	Connected to cellular network. Touch to connect to Wi-Fi (see Connecting to Wi-Fi on page 171).
	Connect to a Bluetooth device (see Pairing a Bluetooth Phone on page 159).
	Displays the status of the front passenger airbag (applicable only in regions where the airbag can be disabled, as described in Airbags on page 41).

2. Car Status. This area dynamically displays the current status of Model 3 as you drive, park, open doors, turn lights on, etc. Monitor this area when driving as it displays important information such as driving speed and warning messages (see Car Status on page 63). When the car is in Park, you can open the trunks or charge port door.
3. Cards. This area automatically updates to display information such as incoming calls, seat belt reminders, current state of the wipers, etc. It also provides easy access to the rear view camera (see Rear View Camera on page 81), charging status (see Charging Instructions on page 181), voice commands (see Using Voice Commands on page 163), wiper controls (see Wipers on page 67), and seat belt reminders (see Seat Belt Reminders on page 30). Swipe to the right or left to access:
   - Trips. You can display distance driven, energy usage and energy efficiency starting at any time, or since Model 3 was last charged. You can also display this information for up to two trips. Touch **...** in the top right corner of a trip to rename or reset a trip.
   - Tire Pressures. Display tire pressures or view cautions or warnings related to pressures that are not within acceptable limits (see Tire Care and Maintenance on page 188).
4. Controls. Touch to control features and customize Model 3 to suit your preferences (see Controls on page 136).
5. Media Player (see Media and Audio on page 155).
6. Touch the app launcher then choose from the following apps:

	**Call**. See Phone on page 159.
	**Calendar**. See Calendar on page 162.
	**Camera**. Display the area behind Model 3. This area also displays automatically whenever you shift into Reverse. See Rear View Camera on page 81.
	**Energy**. See Getting Maximum Range on page 79.

	**Charging**. See Charging Instructions on page 181.
	**Web**. Access the Internet using the web browser (if equipped with premium connectivity).
	**Entertainment**. Browse the full library of games and access video streaming services, all from your vehicle's touchscreen. To launch, Model 3 must be in Park. **NOTE:** Due to vehicle configuration or market region, Entertainment, Arcade, and/or Theater may not be available on your vehicle.
	**Toybox**. Display Easter Eggs (see Easter Eggs on page 229).

NOTE: Swiping up on the app launcher displays the most recently used app (provided an app is not currently being displayed).

NOTE: Depending on the market region and vehicle options, your vehicle may not be equipped with some features.

7. Climate Controls (see Climate Controls on page 143).
8. Volume Control (see Volume Control on page 155).
9. The map displays on the touchscreen at all times (see Maps and Navigation on page 149).

NOTE: When you touch **Controls**, choose an app, or expand Media Player, the window displays on top of the map. To close the Controls window, touch **Controls** again or touch the **X** in the top corner of the window. To close an app, touch the **X** in the top corner of the window. To close Media Player, drag it all the way down to the bottom of the touchscreen or touch the icon again.

The Tesla "T"

Touch the Tesla "T" at the top center of the touchscreen as a one-touch shortcut to the **Controls** > **Software** tab, which displays:

- Vehicle name (see Naming Your Vehicle on page 141).
- Vehicle configuration.
- Odometer.
- Vehicle Identification Number (VIN).
- Version of software currently installed on your Model 3.
- Access to release notes associated with the currently-installed software version.
- Access to this owner's manual.
- One-touch access to call Tesla Customer Support and Roadside Assistance (if available in your market region).

Three Types of Keys

Model 3 supports three types of keys:

- **Authenticated phone** - You can set up your personal smartphone to communicate with Model 3 using Bluetooth. Supports automatic locking and unlocking as well as several other functions using the Tesla mobile app.
- **Key card** - Tesla provides a key card that communicates with Model 3 using short range radio-frequency identification (RFID) signals. The key card is used to "authenticate" your phone to work with Model 3 and to add or remove other key cards, phones, or key fobs. In situations where your authenticated phone has a dead battery, or is lost or stolen, use your key card to unlock, drive, and lock Model 3.
- **Key fob** - The key fob allows you to press buttons to open the front and rear trunks, and unlock, lock, and drive Model 3. The key fob also supports automatic locking and unlocking, if available in your region (see Passive Key Fob on page 10). This is an accessory sold separately.

Model 3 supports a total of 19 keys, which can include authenticated phones, key cards, and up to four key fobs.

CAUTION: Remember to bring a key with you when you drive. Although you can drive Model 3 away from its key, you will be unable to power it back on after it powers off.

Authenticated Phone

Using your phone is a convenient way to access your Model 3. As you approach, your phone's Bluetooth signal is detected and doors unlock when you press a door handle. Likewise, when you exit and walk away with the phone, doors automatically lock (provided the **Walk-Away Door Lock** feature is turned on, as described in Walk-Away Door Lock on page 14).

Before you can use a phone to access Model 3, follow these steps to authenticate it:

1. Download the Tesla mobile app to your phone.
2. Log into the Tesla mobile app using your Tesla Account user name and password.

   NOTE: You must remain logged in to your Tesla Account to use your phone to access Model 3.
3. Ensure that your phone's Bluetooth settings are turned on.

   You must have your phone's Bluetooth setting turned on AND you must also ensure that Bluetooth is turned on within your phone's global settings for the Tesla mobile app. For example, on your phone, navigate to Settings, choose the Tesla mobile app, and ensure the Bluetooth setting is enabled.

   NOTE: Model 3 communicates with your phone using Bluetooth. To authenticate your phone or use it as a key, the phone must be powered on and Bluetooth must be enabled. Keep in mind that your phone must have enough battery power to run Bluetooth and that many phones disable Bluetooth when the battery is low.
4. Ensure that Allow Mobile Access (**Controls** > **Safety & Security** > **Allow Mobile Access**) is enabled.
5. In the Tesla mobile app, touch **PHONE KEY** then touch **START** to search for your Model 3.

   When your Model 3 is detected, the mobile app asks you to tap your key card.
6. Tap the key card against the Model 3 card reader on the door pillar or center console (see Key Card on page 9).

When Model 3 detects your key card, the mobile app confirms that your phone has been successfully authenticated. Touch **DONE**.

If the key card is not successfully scanned within approximately two minutes, the mobile app displays an error message. Touch **PHONE KEY** on the app again to retry.

To view a list of keys that can currently access Model 3, or to remove a phone, touch **Controls** > **Locks** (see Managing Keys on page 11).

NOTE: Authenticating your phone allows you to use it as a key to access Model 3. To use the phone hands-free, access your phone's contacts, play media from it, etc., you must also pair and connect to it using the Bluetooth settings (see Phone on page 159).

NOTE: Model 3 can connect to three phones simultaneously. Therefore, if more than one phone is detected and you want to use, or authenticate, a different phone, move the other connected phone(s) out of range or turn off its Bluetooth setting.

NOTE: Unlike the mobile app, once a phone has been authenticated, it no longer requires an internet connection to communicate with Model 3. Authenticated phones communicate with Model 3 using Bluetooth.

NOTE: Although Bluetooth typically communicates over distances of up to approximately 30 feet (9 meters), performance can vary based on the phone you are using, environmental interference, etc.

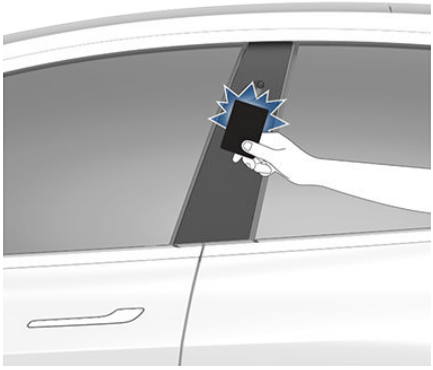
NOTE: If multiple vehicles are linked to the Tesla Account, you must switch the mobile app to the vehicle that you want to access before you can use the phone as a key.

Key Card

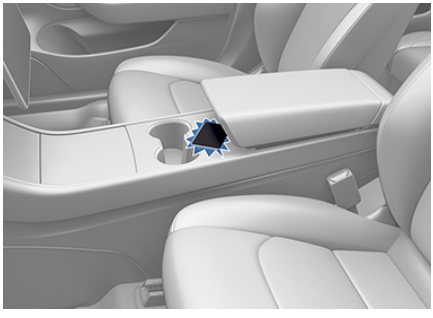
Tesla provides you with two Model 3 key cards, designed to fit in your wallet. Tap your Model 3 key card on one of its card readers, located on the driver's side door pillar and on the center console.

To use a key card to unlock or lock Model 3, position the card as shown and tap it against the card reader located just below the Autopilot camera on the driver's side door pillar. When Model 3 detects the key card, the exterior lights flash, the mirrors unfold or fold (if Fold Mirrors is on), the horn sounds (if Lock Sound Confirmation is on), and the doors unlock or lock.

NOTE: You may need to physically touch the center console or driver's side door pillar with the key card, and you may need to hold it against the transmitter for one or two seconds.



Once inside, power up Model 3 by pressing the brake pedal within two minute of scanning the key card (see Starting and Powering Off on page 55). If you wait longer than two minutes, you must re-authenticate by placing the key card near the card reader located behind the cup holders on the center console. When your key card is detected, your two minute authentication period restarts.



NOTE: Walk-Away Door Lock operates only when using an authenticated phone or passive key fob. When you walk away from Model 3 carrying your key card, Model 3 does not automatically unlock/lock, even if this feature is turned on (see Walk-Away Door Lock on page 14).

CAUTION: Always carry your key card with you in your purse or wallet to use as a backup in case your authenticated phone has a dead battery, or is lost or stolen.

Key fob

If you have purchased the key fob accessory (available for purchase from Tesla stores or online at http://www.tesla.com/shop), you can quickly familiarize yourself with this key by thinking of it as a miniature version of Model 3, with the Tesla badge representing the front. The key has three buttons that feel like softer areas on the surface.



1. Front trunk - Double-click to open the front trunk.
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. Rear trunk - Double-click to open the rear trunk. Hold down for one to two seconds to open the charge port door.

Once inside, power up Model 3 by pressing the brake pedal within two minutes of pressing the unlock button on the key fob (see Starting and Powering Off on page 55). If you wait longer than two minutes, you must press the unlock button again, or place the key fob near the card reader located behind the cup holders on the center console. When your key fob is detected, the two minute authentication period restarts.

When approaching or leaving Model 3 carrying the key fob, you do not need to point the key fob at Model 3 as you press a button, but you must be within operating range.

Radio equipment on a similar frequency can affect the key. If this happens, move the key at least one foot (30 cm) away from other electronic devices (phone, laptop, etc.).

If the key fob does not work (for example, its battery is dead), you can touch its flat side against the card reader on the driver's side door pillar (like the key card). Instructions for changing the battery are provided in Replacing the Key Fob Battery on page 11.

NOTE: You can use the same key fob with multiple Model 3 vehicles provided you authenticate it (see Managing Keys on page 11). However, key fob works with only one Model 3 at a time. Therefore, to use a key fob for a different Model 3, touch its flat side against the card reader on the driver's side door pillar.

NOTE: Model 3 supports up to four different key fobs.

CAUTION: Protect the key from impact, high temperatures, and damage from liquids. Avoid contact with solvents, waxes and abrasive cleaners.

Passive Key Fob

Due market region or vehicle configuration, Passive Key Fob may not be available for your vehicle.

Locking and unlocking Model 3 with your key fob is conveniently hands-free. Although you must be carrying a paired key fob, there is no need to use it. Model 3 has sensors around the vehicle that can recognize the presence of a key fob within a range of approximately three feet (one meter). Therefore, you can keep your key fob in your pocket or purse and simply pull on the door handle to unlock. When carrying your key fob with you, you can also open the trunk without having to use the key by pressing the trunk's exterior door handle. If Walk-Away Lock is on, your vehicle automatically locks when you exit and senses that the key fob is no longer in range (see Walk-Away Door Lock on page 14). Passive key fob is automatically enabled when you pair your key fob to your vehicle.

The key fob can only be paired to one vehicle at a time. If you want your key fob to passively lock and unlock for a different vehicle, touch the flat side of the key fob onto the driver's side door pillar or center console card reader. You only need to do this once to

pair it to your desired vehicle. You must pair your key fob every time you use it with a different vehicle.

NOTE: Only key fobs with the TESLA logo printed on the flat side have the passive locking and unlocking functionality. Key fobs with the MODEL 3 logo printed on the flat side cannot passively lock and unlock your vehicle.

NOTE: For increased security, your key fob disables itself after five minutes of being stationary while in range but the vehicle is not in use. The vehicle will not lock or unlock passively when this occurs. Shake or press a button on your key fob to wake it up.

Replacing the Key Fob Battery

Under normal use, the accessory key fob (available at https://shop.tesla.com) has a battery that lasts for up to five years, depending on key fob version and selected vehicle settings. When the battery is low, a message displays on the touchscreen.

To replace the key fob battery:

1. With the key fob placed button side down on a soft surface, release the bottom cover.



2. Remove the battery by lifting it away from the retaining clips.



3. While avoiding touching the battery's flat surfaces, insert the new battery (type CR2032) with the '**+**' side facing up.

   NOTE: CR2032 batteries can be purchased through online retailers, local supermarkets, and drug stores.

4. Holding the bottom cover at an angle, align the tabs on the cover with the corresponding slots on the key fob, then press the cover firmly onto the key fob until it snaps into place.
5. Test that the key fob works by unlocking and locking your vehicle.

Attaching a Lanyard

To attach a lanyard, release the bottom cover as described above. Place the lanyard over the pin located between the slots on the widest side of the key fob. Re-align the cover and snap into place.

Managing Keys

To display a list of all keys (phones, key cards, and key fobs) that can access your Model 3, touch **Controls** > **Locks**. An icon displays next to each key to indicate whether the key is a phone, key card, or key fob. Use this list to manage keys that have access to your vehicle. To add or delete keys, see Adding and Removing Keys on page 12.