



# **GSA Fleet Tesla Guide**

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# Introduction

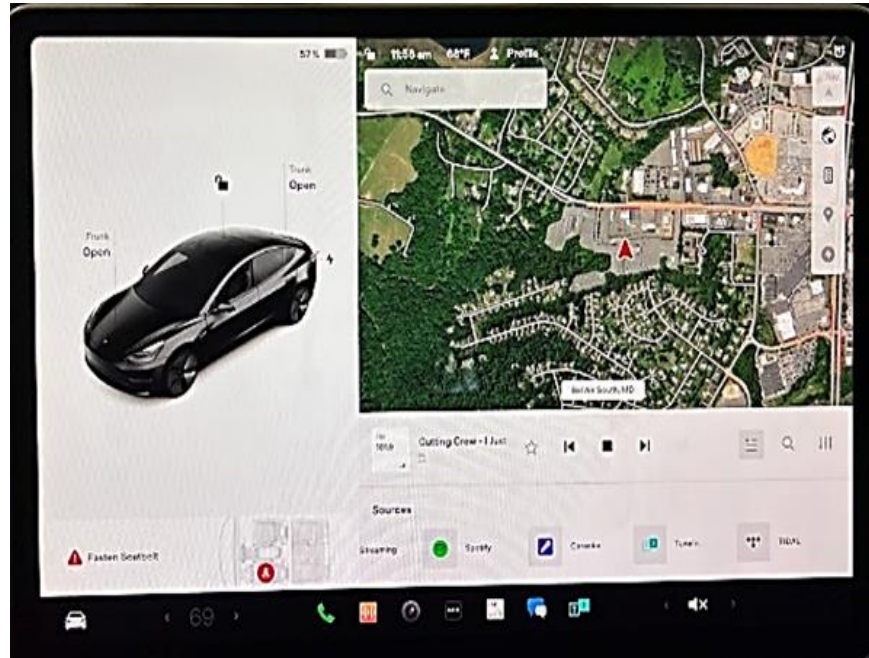
GSA is dedicated to supporting the transition of the federal fleet to a 100% zero-emission vehicle fleet. To advance electric vehicle adoption, GSA Fleet is already delivering Tesla Model Ys and Model 3s to our customers. These vehicles are fully electric with some of the longest battery ranges available today. Each includes advanced technology that mimics a computer or smartphone to enhance vehicle operation. This technology requires drivers to adapt from the typical vehicle operation to Tesla's computer-integrated functionality.

To ease the transition to this technology, in addition to the "Tesla Quick Guide" that can be found at [gsa.gov/AFV](https://gsa.gov/AFV), GSA Fleet has created this detailed guide. This tool will cover key functions to safely operate and maintain a Tesla vehicle.

Additional resources and videos can be found at [tesla.com/support](https://tesla.com/support).

# Charging a Tesla

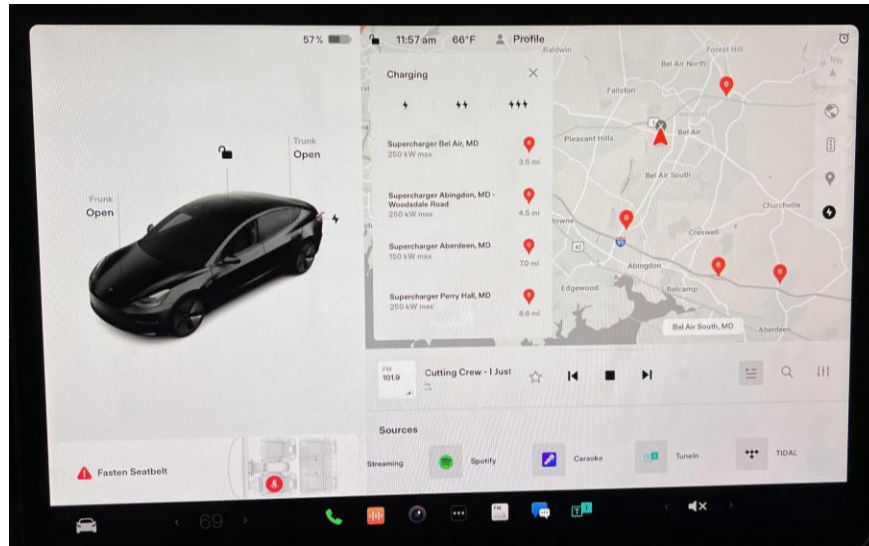
To read more information about charging at public charging stations, visit this [Guide to Charging your EV at a Public Station](#).



## Finding a Charging Station

Tesla Supercharging stations will automatically appear on the Navigation Screen. For all other charging options, tap in the “Navigate” bar in the top left corner and select the “Charging” option. This will bring up all charging stations in the surrounding areas.

Tesla includes a filter option allowing the driver to select from the 3 different levels of charging stations.



## Level 1 Chargers

- 120V (Same as a standard household plug)
- Can take 40-50 hours to charge
- Gains approx.2-5 miles of range per hour

## Level 2 Chargers

- 240V
- Can take between 4-10 hours to charge
- 10-20 miles per hour of charging

## Level 3 Chargers

- 480V
- 20-60 minutes of charging
- Tesla Superchargers are level 3 chargers



## Plugging into a Non-Tesla Charger

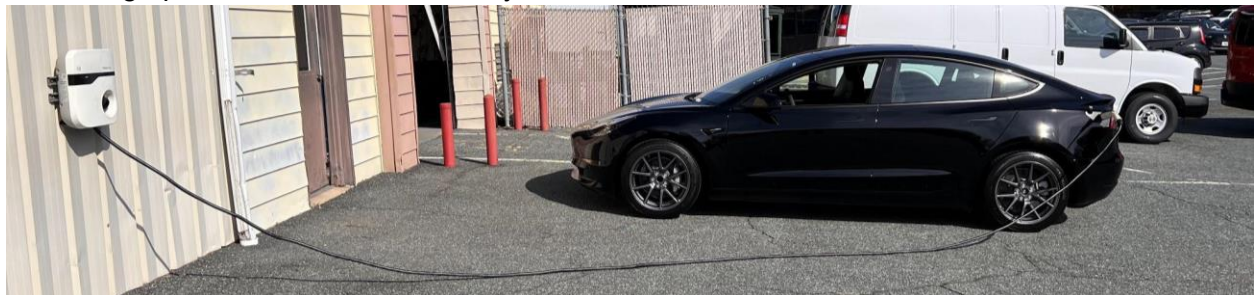
Each Tesla vehicle comes with a J1772 adapter. This adapter can be used to connect to non-Tesla chargers.

Connect the vehicle by attaching the adapter to the connector and then to the vehicle charging port.



## Charge Port

The charge port is located near the driver's side taillight. There are 2 ways to open the charge port, by touching the lightning bolt on the Tesla Touchscreen or by pushing once on the cover. The charge port will close automatically when the connector is removed.

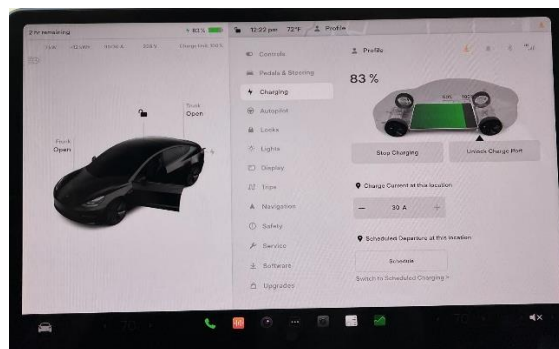




## Charge Port Logo Indicator Light

The Tesla Logo beside the charge port will change color to indicate various charging messages.

- **White** – The default color
- **Green** –
  - Flashing indicates that the vehicle is charging
  - Solid green indicates the vehicle is done charging.
- **Yellow** – The connection is not secure. Unplug connector and try again.
- **Red** – There is an issue with the charging dock. Try a different charging dock.



## Unlocking The Charge Port

If you leave your vehicle, the charge port will lock the connector to the vehicle. To unlock a connector from your vehicle at a charging station, simply press and release the button on the connector handle to release the latch. You may also press the unlock button on the charging touchscreen.

# Vehicle Operation



## Lock/Unlock

Place the key card against the car door below the driver side camera. Once inside the vehicle, doors lock by touching the lock image on the touchscreen or the doors automatically lock after 15 seconds of driving.

Doors automatically unlock when the vehicle is placed in park. The vehicle can be locked from the outside by placing the keycard back below the driver side camera.



## Enter/Exit

Push on the wider side of the handle to open the handle. Grab onto the protruding part of the handle and pull to open.

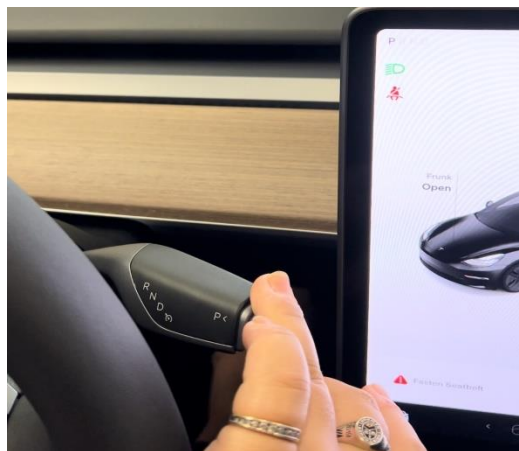
To exit, press the button on the door side armrest. When leaving the vehicle, firmly push the doors closed.





## Turning on the Vehicle

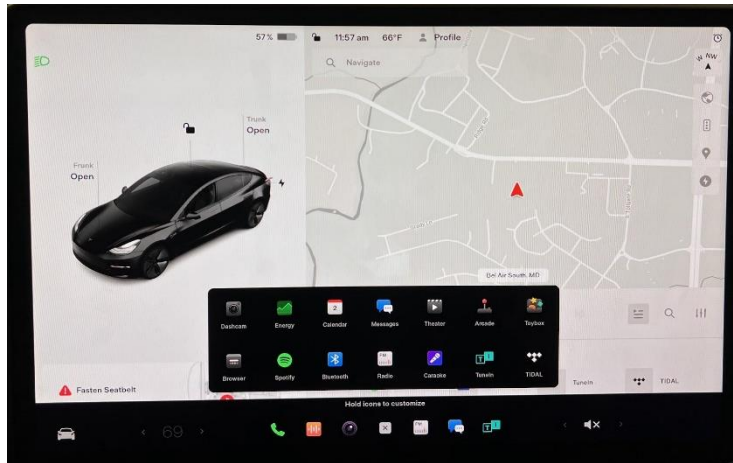
Place the Tesla Key card either in the cupholders or just under the middle console, place your foot on the break, and shift the car into gear.



## Shifting into Gear

The gear selector can be found behind the right-hand side of the steering wheel. Push the selector down to drive and up to reverse. Press the button at the end of the selector to park.

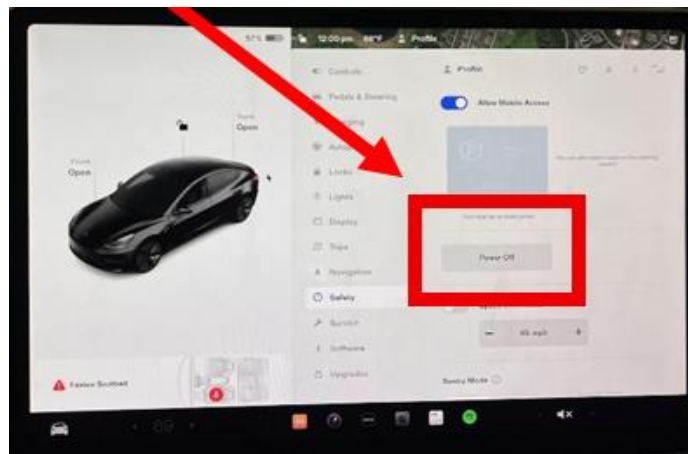
The touchscreen will reflect your gear selection in the top left corner.



## Accessing Vehicle Settings



To access the Vehicle Settings, tap on the **Controls** icon in the bottom left corner of the screen. From here, you will be able to adjust the features on the vehicle including the Steering Wheel, Mirrors, and Driving Mode of the vehicle.



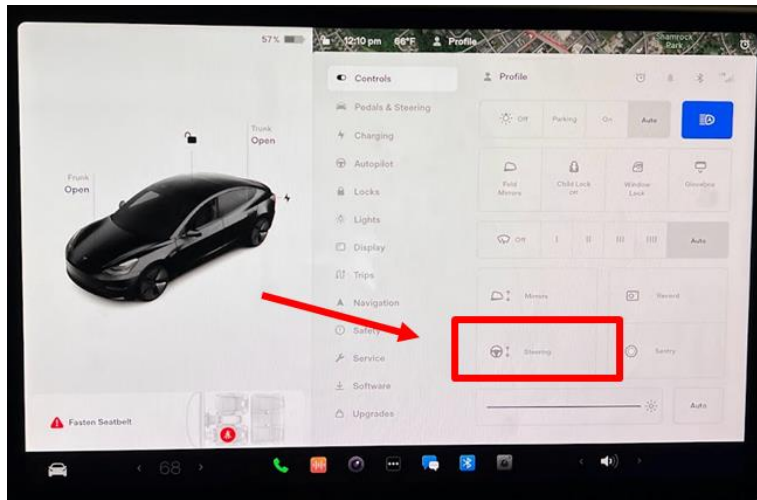
## Turning Off the Vehicle

The Tesla will automatically turn off when you exit the vehicle, all key cards are removed, and all of the doors are closed.

If you do not remove all keycards, the car will remain accessible and drivable.

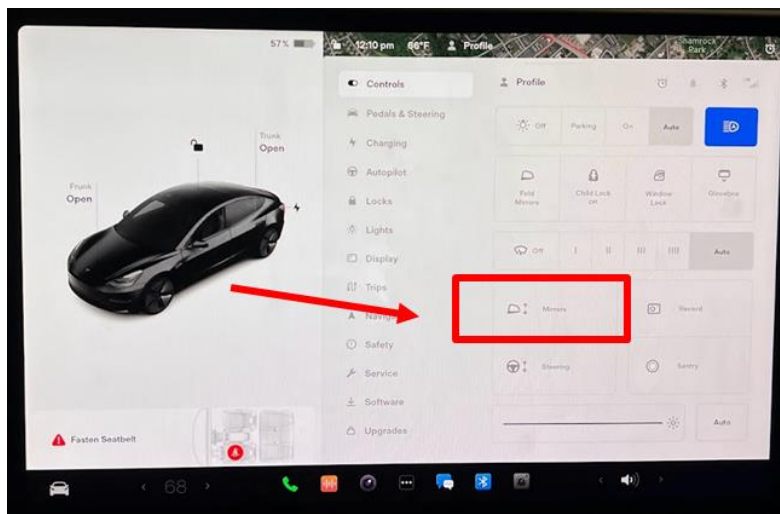
You may also power down the car using the “Power Off” button found in **Controls > Safety > Power Off**.

# Adjustments



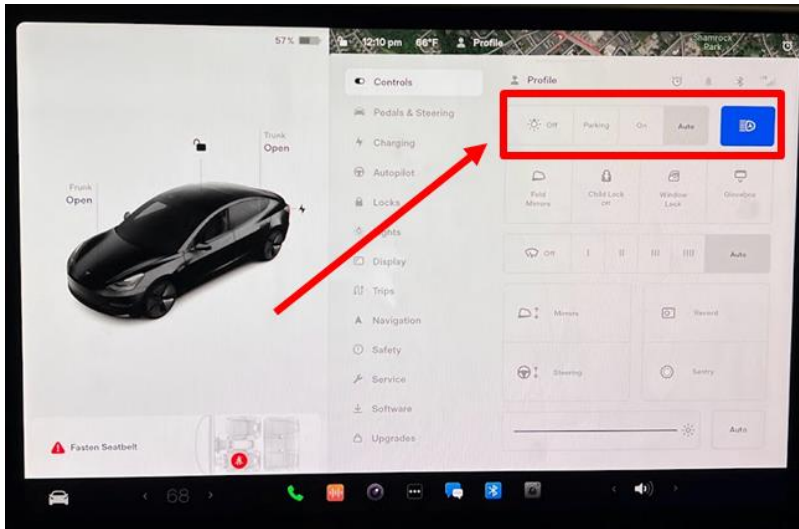
## Steering Wheel

Steering wheel adjustment settings can be found in **Controls > Steering Wheel**. Use the right side scroll on the steering wheel to adjust.



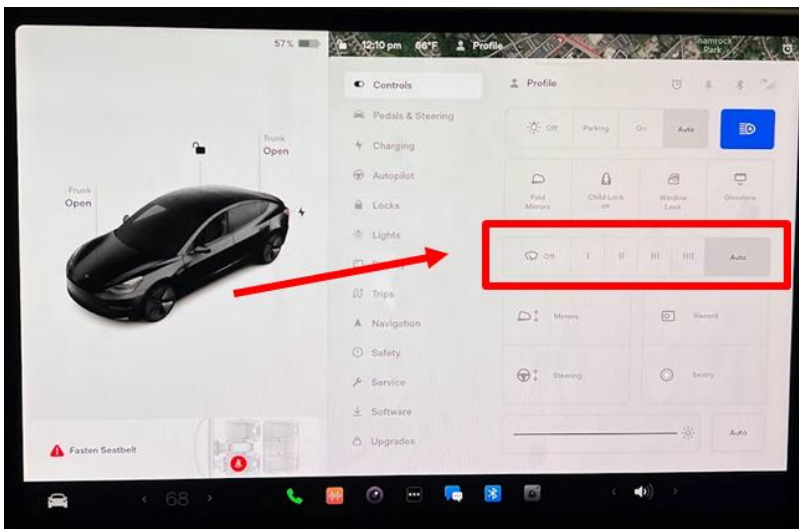
## Side Mirrors

Mirror settings can be found in **Controls > Mirrors**. Select the left or right mirror, then use the right side scroll on the steering wheel to adjust.



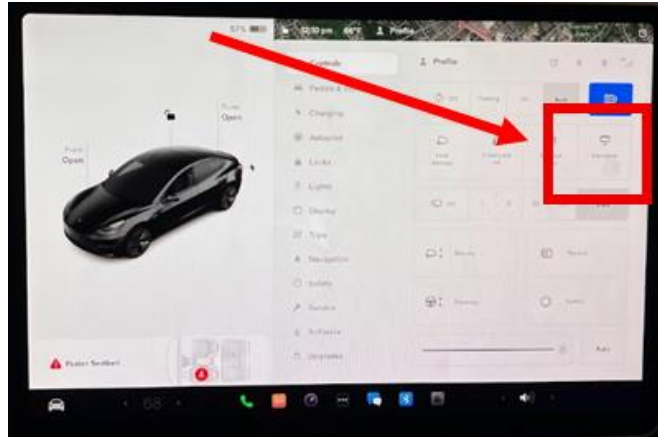
## Headlights

Light settings are defaulted to “Auto”. This setting can be adjusted in Controls.



## Windshield Wipers

Wiper settings are defaulted to “Auto”. This setting can be adjusted in Controls.



## Opening the Glovebox

To open the glovebox, touch **Controls > Glovebox**.

## Seats

Front seat adjustments can be made using the 3 buttons found on the outer side of each seat.

# Autopilot

GSA Fleet Tesla vehicles include basic autopilot. This feature includes:

- Standard Safety Features
- Traffic-Aware Cruise Control (TACC)
  - When TACC is available, a gray circle with a speed-limit number in it appears to the right of the speedometer. To engage, push down once on the gear stalk. The associated circle will turn blue when TACC is engaged.
  - Adjust your speed via touchscreen or right hand scroll on the steering wheel.
  - Push the stalk up once or lightly touch the brake pedal to disengage TACC.
- Autosteer
  - When autosteer is available, a gray steering wheel icon will appear next to the TACC circle on the touchscreen. To engage, push down twice on the gear stalk. The steering wheel icon will turn blue when Auto steer is engaged.
  - Push the stalk up once or lightly touch the brake pedal to disengage Autosteer.
  - **The driver remains responsible for steering at all times.**

## Unique Vehicle Modes

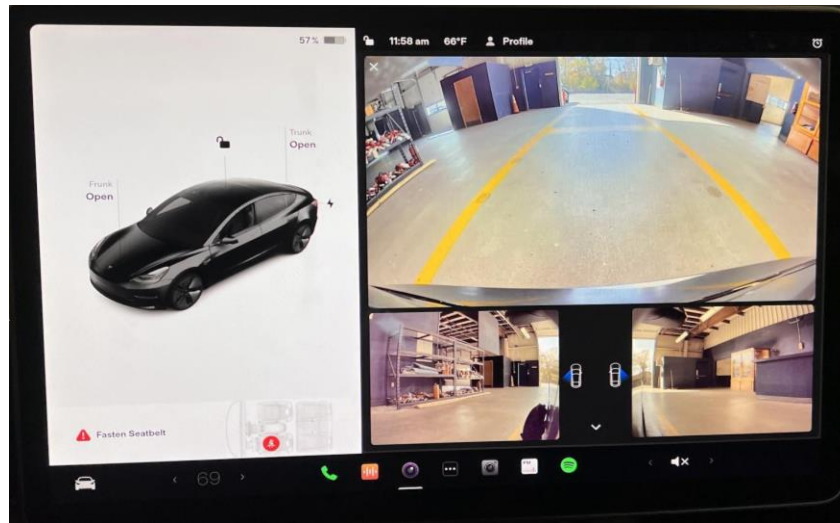
- Joe Mode – This is a sound setting in which you can reduce the volume of all notifications that are not related to critical safety issues. To find this setting in the touchscreen touch **Controls > Safety > Joe Mode**
- Steering Mode (Controls > Pedals & Steering > Steering Mode)
  - Comfort – reduces the effort required to turn the steering wheel. In town, this mode would feel easier to drive and park.
  - Standard – Tesla believes that this setting offers the best handling and response in most conditions.
  - Sport – Increases the effort required to turn the steering wheel. When driving at higher speeds, Model Y feels more responsive.
- Acceleration Modes (Controls > Pedals & Steering > Steering Mode)
  - Chill – limits acceleration for a smooth and gentle ride
  - Standard – provides the normal level of acceleration available on non-performance All-Wheel Drive vehicles.
- Stopping Modes (Controls > Pedals & Steering > Steering Mode)
  - Creep – When close to, or at, a complete stop, the motor continues to apply torque. This moves the vehicle slowly forward (in Drive) or backwards (in Reverse) similar to an automatic transmission.

- Roll – When close to, or at, a complete stop, the vehicle becomes free like a vehicle in Neutral.
- Hold –When the vehicle stops, the brakes are automatically applied without having to press on the brake. The hold will be released when the accelerator or brake is pressed. Maximizes range and reduces brake wear by continuing to provide regenerative braking at speeds lower than with the Creep and Roll settings.

# Cameras and Security Features

## Cameras/Privacy

Tesla vehicles are equipped with cameras all around the vehicle. These cameras are not always recording, and drivers are able to adjust camera features within the vehicle settings.



## Driving Cameras

When a Tesla is put into Drive, the cameras around the vehicle are enabled to detect the surroundings. Although the cameras are on, they will not save footage unless a formatted USB is connected. USB ports can be found in the glovebox and in the center console.

## Sentry Mode

Sentry Mode – When enabled, your vehicle's cameras and sensors remain powered on and ready to record suspicious activity around your vehicle when Model 3 is unlocked and in Park. Sentry Mode is an intelligent vehicle security system that alerts you when it detects possible threats.

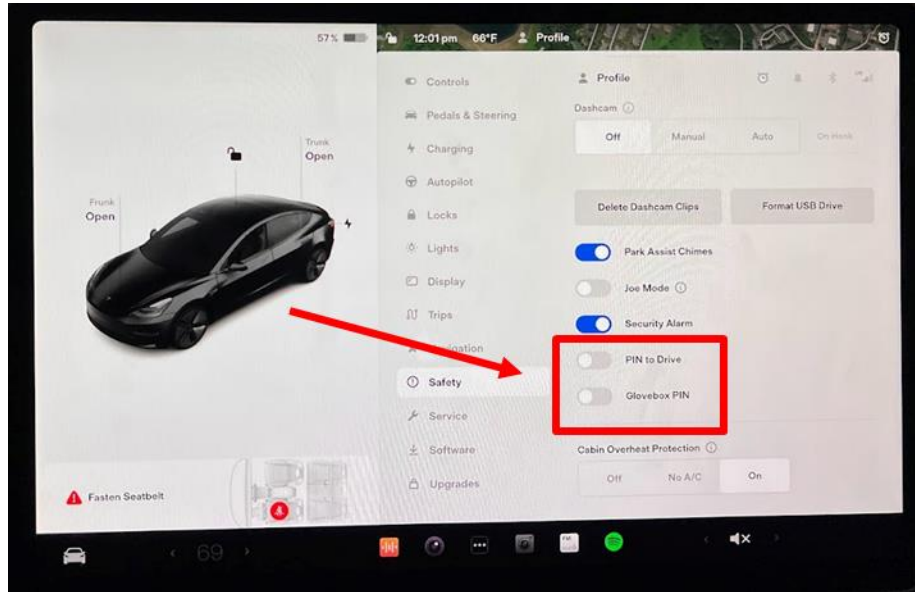
- To store and retrieve footage while in this mode, format a USB by navigating the touchscreen to **Controls > Safety > Format USB Drive**. Insert the USB flash drive into the vehicle USB port (recommended to use the USB port located in the glovebox).
- If a USB stick is installed, a recording for the purpose of apprehending the perpetrators is only possible if an incident occurs. In this case, the customer can choose to have the last ten minutes of the incident saved on their USB stick so that they can be used to clarify the incident. The customer/owner of the USB stick is in control of how long the recording should be retained, or they wish to share it with a third party.



## PIN to Drive/Glovebox PIN

Vehicles come with an enhanced security feature that would require a PIN to open the glovebox and a PIN to drive the vehicle.

These settings can be found in **Controls > Safety > PIN to Drive** or **Controls > Safety > Glovebox PIN**.



# Roadside and Maintenance

## Roadside Assistance

### Within Business Hours (Mon - Fri 7AM to 8PM)

1. Call the MCC at 866-400-0411
2. Choose "Option 1" when prompted
3. Tell the MCC that you are requesting roadside assistance for a Tesla.
4. Have information below ready:
  1. VIN
  2. Exact current odometer reading
  3. Current range of car

### After Hours

1. Contact the after-hours emergency toll free number, 866-WEX-4GSA.
2. A customer service representative will authorize any after-hours emergency services up to \$500.00.
3. On the next business day, contact the MCC or servicing Fleet Service Representative (FSR) to inform GSA Fleet of the vehicle location.

## Maintenance Services

### Within current WEX network

1. Independent repair facilities can perform **basic** maintenance
2. Most of [Tesla's Do It Yourself Guide](#) and [Vehicle Service Intervals](#) Services are considered **basic**:
  - a. Wiper Blades
  - b. Washer Fluid
  - c. Cabin Air Filter
  - d. Tire Pressure
  - e. Tire Rotation
  - f. Brake Fluid
  - g. Cleaning and lubricating brake calipers every year or 12,500 miles (20,000 km) if in an area where roads are salted during winter
  - h. Low Voltage 12 Volt Battery
  - i. Battery Coolant

### Out of network transaction at Tesla Service Centers

1. Merchant will call 1-866-939-4472 to receive a single use card number
2. These would be for services only a Tesla Service Center would provide

### WEX card transaction requirements still the same as all other vehicles

1. For transactions under \$100, present WEX card for swiping.
2. For transactions over \$100, Call MCC at 1-866-400-0411