May 14, 2008

RE: Vehicle Log Upload –

Dear Owner,
Below are the instructions on how to download your vehicle log and upload them to the Tesla upload site. Please follow directions closely. Should you have any difficulty, please notify the Service representative assisting you. – Thank you

Vehicle Log Download Instructions :
Downloading Car Log Files to the USB Flash Drive.
NOTE: Logs may only be downloaded when the contactors are open. That is, **the key must not be "ON" and the car must NOT be charging.** Make sure the USB flash drive (AKA Thumb Drive AKA Memory Stick) has a top-level directory named VehicleLogs (case sensitive). If your USB stick does not have this folder, please create a folder named VehicleLogs

1.   Insert the USB flash drive into the USB port on the car – it is located in the center console.
2.   If your USB drive has an activity LED it should begin blinking.
3.   Verify the Touch Screen has the alert about not removing the memory stick. That indicates the transfer is in progress. The number displayed at the bottom of the alert indicates the progress in percent in hexadecimal. 0x64 is equal to 100%.
4.   When the alert regarding the memory stick is no longer displayed on the Touch Screen, remove the USB drive. Note: during this process the Touch Screen will probably go back to sleep. If so, tap the screen in the middle to wake it up.
5.   You now have a log file on the USB drive in the directory VehicleLogs/VIN/YYYMMMDDHHMMSS.tar, where VIN is the car's VIN

Uploading the Vehicle Logs to our Server:

1. Simply go to http://upload.teslamotors.com/
2. Locate the file on your USB stick and upload the file

If you have any questions, please follow up directly with your Service representative.