

 <b>Tesla, Inc.</b> Service Bulletin		<h2>Update Vehicle Firmware To Prevent Loss of eCall Functionality</h2>	
<b>SB-22-00-010</b> May 18, 2022		<b>R1</b>	
<b>Classification</b>		<b>Section/Group</b>	<b>Mobile Service</b>
Recall Bulletin		00 - Inspection & Service	Can Perform (where permitted)
<b>Model Year</b>	<b>Model</b>	<b>Country/Region</b>	<b>Build Location</b>
2018 - 2021	Model 3, Model Y	Europe, UAE	Fremont, Giga Shanghai
<small>The model(s) and model year(s) listed are a general approximation of the affected VIN list. Refer to the VIN/Bulletin Tracker or Customer/Vehicle profile to determine applicability of this bulletin for a particular vehicle.</small>			

Recall Bulletin: Recall Bulletins are mandatory service procedures that, unless they can be completed via a firmware update that a customer installs through the normal course of ownership, must be carried out by Tesla-certified Service Centers. Recall work performed by uncertified technicians could lead to unsafe conditions or voided warranty provisions.

*This Service Document supersedes SB-22-00-010, dated 13-May-22. Each content change is marked by a vertical line in the left margin. Discard the previous version and replace it with this one.*

## Condition

Certain Model 3 and Model Y vehicles equipped with the Premium Audio system and running firmware releases from 2022.8 up to 2022.12.3 might experience a loss of the audio system if they lose low voltage system support. This might impair eCall functionality, which is required by European regulations.

## Correction

Inspect the firmware version installed in the vehicle, and if necessary, update to version 2022.12.3 or later.

Correction Description	Correction	Time
Inspect Vehicle Firmware Version; No Update Necessary	S012200010	0.05
Inspect And Update Vehicle Firmware To Prevent Loss of eCall Functionality	S022200010	0.05

## Procedure

On the vehicle touchscreen, touch **Controls** (vehicle icon) > **Software**, and then scroll down to display the vehicle firmware version.

- If the vehicle is operating with firmware version 2022.12.3 or later, no further action is necessary. Use correction code S012200010.
- If the vehicle is operating with a firmware version before 2022.12.3, then update to version 2022.12.3 or later (refer to Service Manual procedure 00020003; [Model 3](#), [Model Y](#)). Use correction code S022200010.