

FAQ Sheet for Tesla Owners and EV WATTS Project-Installed Telematics

Tesla Vehicle Owners Participating in EV WATTS

Can Tesla owners participate in the EV WATTS project? Yes, the project welcomes all Tesla model vehicles to receive and install Geotab telematics devices to collect new PEV data.



What telematics device/datalogger will the Tesla be using? The [Geotab GO9™ telematics device](#) is a vehicle tracking device with near-real-time vehicle data, compact design, IOX technology expendability, and LTE connectivity

Tesla Vehicle Warranty from Telematics Devices

What information does the EV WATTS project team have regarding Tesla vehicle warranty being voided from the installation of the telematics devices? Energetics does not have any official documentation or information directly from Tesla on voiding of warranty from these telematics devices for the project. Their understanding is that Tesla would not put out or want to issue an official blanket statement that a third-party technology will not void their warranty. They would assume that Tesla would prefer to maintain the flexibility on a case-by-case basis.



What information has Tesla provided regarding vehicle warranty from the installation of these Geotab telematics devices?

Tesla store managers have shared that Tesla cannot automatically cancel the warranty just because an individual has installed aftermarket car parts. However, if the aftermarket part somehow causes or contributes to a failure in the vehicle, they may be able to deny the warranty claim – as long as they can prove the connection.



Information from Geotab's website on Voiding of Warranty: Geotab's read of the warranty being voided from Tesla is that the issue would be isolated to any damage that the 3rd party equipment causes, not simply that having a 3rd party device voids the warranty. [Geotab states](#), "Vehicle manufacturers are prohibited by law (in the US) from voiding a warranty claim on the "suspicion" of

an aftermarket product. They must conclude this with evidence and demonstrate to the owner that it is the aftermarket product causing the issue before they can void a warranty claim. Additionally, Geotab explains that they have "spent considerable resources ensuring safety and compatibility of our products".

Installing a Geotab GO9 Telematics Device in a Tesla

How to Self-Install a Geotab GO9 Telematics Device in a Tesla Model 3 and Model Y (Video link): <https://www.youtube.com/watch?v=yLFH3Zv92rQ>

Can telematics devices be self-installed on a Tesla? Yes. While Tesla PEVs do not have a standard diagnostic port that is typically found on other vehicles just below the driver's dashboard, they do have a diagnostic connector that can be accessed.

For the Tesla Model 3 and Model Y, the diagnostic connector is accessed through a removable panel in the center console. For the Tesla Model S and Model X, the diagnostic connector is accessed through a removable storage tray below the center touch screen and trucked against the back wall. PEV owners with experience working on their vehicles would increase the likelihood of a proper self-installation.



Should I self-install the device or have a licensed installer do it for me? The preference is for a professional installer to do the job since they have worked with these vehicles. While PEV owners could do their own self-installation, there are concerns that it might not be done secure enough and potentially lead to a bad data connection if it comes loose/something was done wrong.



Success rate will be higher if the devices are professionally installed. We also want to avoid the potential for owners to damage their own cars. Self-installations are allowed, but these will be decided on an individual basis with arrangements that provide the highest chance of success.

What if I do not want to self-install the telematics device to my Tesla? Clean Cities coalition partners will coordinate with Sawatch Labs and Energetics to facilitate the installation of Geotab dataloggers for PEV owners by coordinating with a small group of 15-20 PEV owners at a covered location for a fleet, but for personal vehicles, it would likely be at a parking lot where there is plenty of space for separation. The objective is to schedule things as efficiently as possible while accommodating the PEV owner requests. Sawatch and the installer will work out all the logistics after the participation agreements are signed.

What happens if, in the unlikely event, the contractor does damage to the owner's Tesla vehicle while installing the telematics device? Sawatch Labs works with licensed installers who carry insurance so the installer would be responsible.

Questions: Please reach out to ewatts@energetics.com with any additional questions.

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