Tesla Model 3 Highland Delivery Checklist

This checklist is intended to assist you with a delivery day inspection of your new Tesla. It is overly comprehensive and based on a history of problems that pre-dates Tesla's better performance on quality control over recent years.

Note that "*Accepting Delivery*" of your Tesla includes accepting any flaws that exist as a result of Manufacturing or Transport. You have (I believe) 100 km and 24 hours to report back on any faults and retain the option of Rejecting Delivery – but finding and registering them at the Delivery Inspection is a far easier process.

- The Table of Contents link at the bottom of each page jumps to the TOC at the end of this document.
- Beyond that are some Sample Images of more common problems found during the delivery inspections of the past (for context).
- Some things below (such as Keys/Tesla App) you might not be able to do prior to Accepting the car in the Tesla App.
- Some functional tests require familiarity with the Touchscreen make sure you pre-read how in the Manual.
- It's really easy to fixate on small issues but this is a vehicle that you're about to throw down the road at a 100 km/h. It's going
 to get marked. You're aiming to pick up the big stuff now that might result in damage in the longer run, not sweat the small stuff.
- (!) Items marked like this include the Manual Door Release and the Manual Charging Port Door Release Tesla warns that continuous/careless use of these manual/backup controls can cause damage to Trim or the Part concerned.

Accept or **Reject**: Whether to Accept or Reject a car is up to the Owner. Small individual things that can be fixed don't require Rejection – discuss with your Tesla dealer. Larger single problems or a series of items that indicate a pattern of poor quality control/pre-acceptance processes however may indicate a need to reject the car. <u>Rejecting a Delivery is no small thing</u> - I believe you get <u>one</u> Rejection and then you are required to accept the next one - or forfeit your order.

Typically, most defects result in a service ticket and you can Accept the car, then take on the task of dealing with the various ticket items through the Service Department later.

Some of the more major concerns may include the following:

• Clear discoloration (yellowing) of individual panels.

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- Major Mis-aligned/Gap Panels that cannot be corrected without structural work (which may have further consequences).
- Deep Scratches/Dents or Artifacts on the Paint that are beneath the clear (can't feel them).
- Widescale interior trim damage, indicative of poor post transport delivery process handling.

Before You Go : Things to Take with You Car On Site? Verify your Car is On Site and Ready before you head off. It has happened before that despite a **Ready?** confirmed booking the car was not ready. Ensure you have your Car Insurance sorted before arriving. Just in case a really good day turns into a **Car Insurance** bad one. Have the paperwork or access to the paperwork available at pickup. **Driver's Licence** Tesla won't ask for it. But just in case ... you want to drive the car. **Proof of Payment** Ensure you have/access to Proof of Payment for the car. Tesla App Have the Tesla App downloaded on your phone and logged into your Tesla account. If you are trading in a previous car and keeping your original plates, find out the process for change in your respective State. □ Car Service Logbook □ Spare Keys □ Trade In? □ Registration Papers □ Remove Personal Belongings (Glovebox, Boot, Doors, under Seat, etc) □ Cancelled Insurance? Once you have your Registration, you can add your Tesla to the Tolls people. Tesla recommend the □ Tolls eTag mounted on the Passenger side next to the Rear View mirror. Tyre Pump & There is no spare tyre – so a Tyre Pump can be useful. This device will also include a way of checking **Tyre Pressure** pressure in the Tyres. Correctly inflated tyres are essential on an EV. Protection Once you have your date, you can book a Ceramic/PPF (if required) close to your pickup date П You will need something to test the USB-C, USB-A and 12V ports. Typically a USB-cable to your USB/12V Testing Mobile Phone does the trick for the USB-C and USB-A ports. The 12V port is the typical car cigarette lighter type port – you can get 12V⇒USB adapters pretty cheaply at a Servo. **USB** Drive Bring a USB-A Thumb Drive to test the USB-A connector in Glovebox for DashCam/Sentry Mode. Bring one along in case you need to clean small areas to ensure something is temporary and not a **Micro Fibre Cloth** permanent discoloration/marking.

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Exterior Inspection						
Rat	ther than a single,	detailed stop-and-go lap a looking at specific things (-	
-		Make sure the deliver				
		Licence Plates / I				
				Wheel	nancel	
				ue 🗆 Grey 🗆 Re		
_ C	Drder			2		
	latching!		Black Whit	e		
		Wheel Size : 1				
		Car Software Ver		nt – Tesla can updat		
			-	Basic 🗆 Enhanced	I ⊔ FSD Beta	
		(TouchScreen : Ca	r Icon ⇔ Software □	> About)		
	Jniversal Jabila	This is a Tasla Tupa 1 Ck	arging cable for he	ma/dastination usa	at a (vary) Law Charge r	-ata
	Nobile Connector				– at a (very) Low Charge r ! It's not supposed to be t	
	UMC)		iower compartment			
	Paint Condition	, Panel Gaps & Weath	er Proofing			
Paint						-
		all panels. Scratches, Swi	rls, Dents, Bubbles,	Over Spray, Under S	pray, Foreign Matter und	er the (Clear
	ce) paint, etc. (See			1 1/		,
		Doors (Driver/Passenger I		·		
		coloration of a whole pan	el – Metal vs Synth	etic panels, etc.		_
	I Gaps :					
		alignment or large/unever	n gaps. Look for min	imal gaps, and Even	Spacing between left/rig	ht sides of the
-	⁻ panels. Trunk sitt for level-ness betw	reen panels that sit beside	each other – such	as from the nanel lin	e from the Front Trunk ≓	> 1 st door \Rightarrow 2 nd
		also that if there is no/ver		-		
		lue to the panels rubbing.			· · ·	
	her Proofing :					
Check	the (rubber) Wea	ther Proofing on all doors	, windows, trunks e	tc. Ensure it's firmly		loose.
		Front Trunk			Front Bumper	
_		Left Side		— • • • •	Right Side	
Fro		Quarter Panel	☐ 1 st Door	□ Lights	Quarter Panel	□ 1 st Door
Re	ear 2 nd Door	Quarter Panel	Lights	□ 2 nd Door	Quarter Panel	□ Lights
		🗆 Rear Trunk			🗆 Rear Bumper	
					vhere your battery is loca	
□ ι	Jnder Car	is easier than with an ICE car – and more important. Physical damage done to your battery during				
		delivery could have undesirable consequences.Also Check front and rear bumper underside Plastic Trim for signs of scraping or damage.				
					r removing any Aero cove	
	Vheel Rims	-			• •	
_ •	Wheel Rims wheel rims as well. Highly suspicious individuals might well remove the Wheel Nut Removal Tool/Cover to check the Wheel Nuts are all there as well. Check for Inflation Caps.					
	Tyre/Pressure Note Tyre Type. The recommended pressure is labelled on the front door sill.					
		Check for Distortion, Ripples, Chips or Cracks in all the glass surfaces. Check Weather Sealing around				
□ Glass		glass surfaces including	doors/windows and	d Trim installation. C	heck from Inside and Out	.
		Fwd Window Fwd	wd Roof 🛛 Door	Windows 🛛 Mirro	ors 🗆 Rear Roof 🛛	Rear Window
		Open/Close all Doors fo	or soundness – and o	check the windows c	lose tight when the doors	s are closed.
		Check opening from ins	ide and out. Doors	should open/close w	ithout unreasonable effo	rt or sound –
F	Passenger				auto-close completely w	
	Doors				inges that are no visible v	when the door
		is closed. Check Weathe			s (!), although Tesla recor	mmend this for
		Note you can theth the	manual release UI	are montrivear uoors	, , , annough resid recor	

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Exterior Lights Check all exterior light housings for mounting (they shouldn't move and are seated appropriately positioned); look for cracks – and condensation. (See Samples) Check the Front Trunk properly aligns where it meets the bumper (Sag) and Gap at side panels. Look for any damage/gouging to the mechanism and Rubber Stoppers. (See Samples)	ed securely and
and Gap at side panels. Look for any damage/gouging to the mechanism and Rubber Stoppers. (See Samples)	
 Front Trunk Test Front Trunk opens using TouchScreen/App. Check auto opening motor (?) once you have started opening. Check for Moisture and the Weather Sealing and Paint condition in areas not visible when the Trunk is closed including under panel. Check Trunk Internal Lighting. Note there is an approved method for closing the Frunk; doing it another way may cause damage. 	
□ Under Front Trunk Check the plastic panels covering the various mechanical systems are firmly clipped in place. Ensure washer fluid cap/stalk in correct placement. □] Washer Stalk Ok
Charge Port Door Check Charge Port can be opened - TouchScreen, App, Tap and Tesla UMC button. Sealing and Paint condition in areas not visible when the Charge Port is closed. Do not manually close the Charge Port.	n. Check Weather
WipersCheck Wipers for condition/installation. When checking function – check outside t movement (not catching on front panels).	to ensure freedom of
Tow Hook in Place the	a not
Inspect Camera modules visually for damage. Check camera image on TouchScree	en.
 Rear Camera Cameras L Door Pillar R Pillar L Fwd Side Fender R Fwd Side Fender Cabin Cameras (above Rear View Mirror) 	

Ex	terior Light	ing	
		Verify operation of Exterior Lights – Note the Model 3 no longer has Fog	check for light fitting/trim security and condensation. lights
		□ Headlights	High Beam / Low Beam.
	Exterior Lights	Reverse Light	Only one light on the Model 3
		□ Rear Lights	Verify Rear Running, Reverse & Brake Lights
		□ L/R Side Indicator Lights (x2)	Check operation.
		Turn Signal/Hazard Lights	Left/Right Front/Rear
		□ Trunk Lights (x2 ?)	Check operation.
		🗆 Frunk Light	Check operation.
		🗆 Charge Port Light	Check operation.



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Fro	ont Cabin Systems (Fr	om Driver's Sea	t)			
	Key Cards	Register & Test b	oth Key Cards and ver	ify they unlock	the door using the Pillar.	
		□ Microphone	Check Voice Control	(Make a Call, Vo	oice Commands)	
		□ Bluetooth	Connect Phone & Ch	eck Audio.		
		Internet	Check (Standard/Pre	mium) Internet	Connectivity works.	
_		🗆 USB Drive			stalled or test the one yo or Dash Cam/Sentry Moc	
	Connectivity	🗆 Wireless Mob	ile chargers (x2)	Verify wireless	charging.	
		□ Front USB-C	(x2)			
		🗆 Glovebox USI		Vorify all LISP p	ports and the 121/ newer	port work
		🗆 Rear USB-C (×2)	verity all USB p	oorts and the 12V power	port work.
		□ 12 Volt Power				
	TouchScreen	on the TouchScre Open Toybox ⇔ S □ Register Sma	en – including Notifica Sketch App and leave r rtphone Check Tes	ation history. running to test f la App functiona	ality	ny Error Messages
		□ History		dometer, Trip ar	nd Charging History.	
		Documentation Windscreen	on			
	VIN Matches	□ Door Frame (?)	T		
			, Carpet under Seat (?)			
		□ TouchScreen			Jnder Driver's Seat	Inside Driver Door
			ras : TouchScreen - Se			
		Cabin View				
	-	🗆 Main – Wide	🗆 Main - Narro	w		
	Cameras	🗆 Left Door Pilla	ar 🛛 🗆 Right Door I	Pillar		•
		🗆 Left Fender	🗆 Right Fende	er		
		🗆 Rear (Revers	ing)		0-1	0
		□ Movement	Up/Down; In/Out			
	Steering Wheel	□ Heating	Check functionality	<i>.</i>		
		□ Controls	Buttons & Scroll W	heels for function	onality	
	Overhead Console		g (P ark, D rive, R everse s on the Steering Whe		ctivated through touch,	or <u>briefly</u> pressing
	Aircon/Heater	Check for Operat Vents – including		ells. Set Fan to	Maximum and check air	is flowing from all
	Audio	Test Individual Sp	eakers using Audio se	ttings.		
	Wipers/Washer		operation. Check outs asher operation both		reedom of movement (n	ot catching on front
		Opens	Via Touchscreen & A	рр.		
	Glove Box	□ Lighting	Check interior Glove	box Light.		
		Manual	Manual/Instructions	in Glovebox.		
	Ctr/Rear Console; Cup Holders		oses smoothly withou n adjustment mechani		free from scratches/mar	ks. Check Cup

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Fre	ont Cabin – Driver's	Seat				
		□ Condition	Check S	eats/Headrest has no bunching	g/folding, rips, stitching is	sues, etc.
		□ Movement	Forwar	d/Back; Up/Down; Recline – Sm	ooth movement, Quiet.	
	Driver Seat	□ Heating	Check I	leating function.		
		□ Cooling	Check (Cooling function.		
		□ Seat Belts	Check f	or Function/Condition and Heig	ght Adjustment	
		□ Movement		Adjust using TouchScreen - U	o/Down; In/Out	
	Steering Wheel	□ Heating		Check Heating function.		
		□ Controls		Buttons & Scroll Wheels for fu	Inctionality & Horn.	
	Side Mirrors	🗆 Movement &	Stow	Move Freely & Stow.		
	Seatbelt	Seatbelt Conditi	on (frayi	ng/stitch issues) and Function (works freely, clicks in pla	ce, Height Adjust.
	Sunshade	Check Freedom	of Move	ment, including out across wind	low. Check Sunshade Mir	ror Lights.
	Door/Handle	– check opening opening (handle	from ins) mecha	ben and Manual Release (!), as ide and out using interior (elec hisms. nual Release can damage the d	/manual) and exterior do	
	Glass			oles, Chips or Cracks in all the g loors/windows and Trim install		•
		🗆 Driver Side V	Nindow	🗌 Front Windo	w □ 0\	verhead Glass
	Trim, Interior Panels, Carpets.	VERY hard to cle bits and check fo and damage to t	an after or uneve he head	r, Roof, Headliner, Carpet. Lool wards. Stains can indicate leaks n/large Gaps. Look for Plastic le liner/trim where the plastic was per everything is held in place v	. Also look for stitching to ft behind from transport s removed. Push/Pull on	o check no sags/loose from Trim and Glass, various Trim areas to
	Window Control	• •		and ensure they don't rub or m ch Window with Door Open and	•	y indicate catching or

Fro	ont Cabin - Passe	nger Seat & Ge	eneral		
		□ Condition	Check Seats/Headres	t has no bunching/foldir	ng, rips, stitching issues, etc.
	Front	□ Movement	Forward/Back; Up/D	own; Recline – Smooth r	novement, Quiet.
	Passenger	□ Heating	Check Heating functi	on.	
	Seat	□ Cooling	Check Cooling functi	on.	
		□ Seat Belts	Check for Function/C	condition and Height Adj	ustment
	Seatbelt	Seatbelt Condit	ion (fraying/stitch issu	es) and Function (works	freely, clicks in place, Height Adjust.
	Sunshade	Check Freedom	of Movement, includ	ng out across window.	
	Door/Handle	Check Electronic Door Open and Manual Release (!), as well as Touchscreen and App – check opening from inside and out using interior (elec/manual) and exterior door opening (handle) mechanisms. Repeated use of the Manual Release can damage the door trim.			
	Glass	Check for Distortion, Ripples, Chips or Cracks in glass surfaces. Check Weather Sealing around glass surfaces including doors/windows and Trim installation. Check from Inside and Out.			k from Inside and Out.
		Passenger		Front Window	Overhead Glass
	Trim, Interior Panels, Carpets.	Check Trim on Dash, Door, Roof, Headliner, Carpet. Look for finger prints/smudges on grey areas – VERY hard to clean afterwards. Stains can indicate leaks. Also look for stitching to check no sags/loose bits and check for uneven/large Gaps. Look for Plastic left behind from transport on Trim and Glass, and damage to the headliner/trim where the plastic was removed. Push/Pull on various Trim areas to ensure security. Remember everything is held in place with plastic clips – if they are there			
	Aircon/Heater		ation (Airflow, Sounds eating and Cooling mo	•	imum and check air is flowing from all
	Window Control	-		esn't rub or make any so th Door Open and Door	ounds that may indicate catching or Closed.

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Re	Rear Cabin					
	Aircon/Heater		on (Airflow, Sounds, Smells). Set		eck air is flowing from	
			leating and Cooling modes – inclu	-		
	Trim, Interior Panels, Carpets.	Check Trim on Dash, Door, Roof, Headliner, Carpet. Look for finger prints/smudges on grey areas – VERY hard to clean afterwards. Stains can indicate leaks. Also look for stitching to check no sags/loose bits and check for uneven/large Gaps. Look for Plastic left behind from transport on Trim and Glass, and damage to the headliner/trim where the plastic was removed. Push/Pull on various Trim areas to ensure security. Remember everything is held in place with plastic clips – if they are there				
			on, Ripples, Chips or Cracks in gla		-	
	Glass	-	uding doors/windows and Trim ir			
		Left Windows	Overhead Glass	🗆 Rear Glass	Right Windows	
		□ Condition	Check Seats/Headrest has no bu	unching/folding, rips, stit	ching issues, etc.	
	Rear Passenger Seats (x3)	□ Folding	Rear Seats Fold Up and Down. Check Quick Release in Trunk/manual pull. Check Left/Right Seat Alignment in Upright position.			
		\Box Heating (x3)	Check Seat Heating function.			
		Ctr Console	Check fold down Console & Cup	Holders for condition, f	unction.	
		Seat Belts	Check for Function and Condition	on		
	Rear TouchScreen	TouchScreen has r	no Damage and functions. Check	for Dead Pixels.		
	Door/Handle	Check Electronic Door Open and Manual Release (!), as well as Touchscreen and App – check opening from inside and out using interior (elec/manual) and exterior door opening (handle) mechanisms. Repeated use of the Manual Release can damage the door trim.				
	Aircon/Heater	Check for Operation (Airflow, Sounds, Smells). Set Fan to Maximum and check air is flowing from all Vents in both Heating and Cooling modes – including Rear.			eck air is flowing from	
	Rear USB-C (x2)	Verify both USB ports work.				
	Clothes Hangers (x2)	Check Clothes Hangers are firmly in place. Check Lights.				
	Window Control	-	/indows and ensure the don't rub ng. Open/Close the Windows wit	-	-	

Ligh	Lighting (Interior/Exterior)					
		LED Accent Lighting	LED ambient light	functionality – from D	ash to Rear Doors.	
		\Box Front Dome Lights (x2)	Push to activate.			
		Console Shifting Light	Overhead Console	Shifting lights activate	e once a button is _l	pushed.
		🗆 Left Sunshade Mirror Light	Lights turn On/Of			
		🗆 Right Sunshade Mirror Light	Lights turn On/Off when vanity Mirror Flap is raised/lowered.			
	Interior	Door Latch Control Lights	Lights in the Butto	ons.		
	Lights	Window Button Lights	Lights in the Butto	ons.		
		Door Puddle Lights (x4)	Front Left	Front Right	🗆 Rear Left	🗆 Rear Right
		Coat Hanger Lights (x2)	Press to turn on.			
		Front Footwell Lights (x2)	Driver and Passenger - M3 SR may not have these?			
		Front Center Consoles (x2)	Light turns on who	en Console opened.		
		Glovebox Light	Light turns on whe	en Glove Box opened.		



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Other Items				
	Car Charging	Verify Car Charging (Super Charging or otherwise) works.		
	UMC Charging	If you found one / bought one – test the	UMC.	
		Create and Setup the Driver Profile. Possi	ble Settings saved include the following:	
		Steering Wheel Position	Steering Mode/Sensitivity	
		□ Seat Position	Mirror Position / Auto Fold	
		□ Acceleration/Stopping Modes	□ Auto Pilot Preferences	
		□ Home/Work Locations	Cabin Temperature Settings	
	Driver Profile(s)	Car Main Light Settings	□ Car Lock Settings	
	- Create a Guest Profile?	Display Formats	□ Navigation Preferences	
		□ Dashcam Setting	□ Joe Mode Setting	
		Park Assist Setting		

Aft	After you get Home				
	Wifi	Setup WiFi at home so the Tesla can update overnight.			
	Sentry Mode	Setup Sentry mode so it can be enabled when required.			
	DashCam	Setup DashCam so it records to your USB Drive with the Horn.			
	Streaming Services	NetFlix, Spotify, TesTube, etc.			
	Charging Schedule	Charging Schedule can be based on your Electricity Plan; availability of Solar Power; Departure Time (pre-warm); etc. Note some providers require proof of EV ownership.			
	Mobile Apps	Some of these may be worth considering - Tesla App (a must!); MyTeslaMate; Tessie; TeslaFi; A Better Route Planner; ChargeHQ; ChargeFox; PlugShare and?			
	Mobile Keys	Create a Mobile Phone Key for each driver.			

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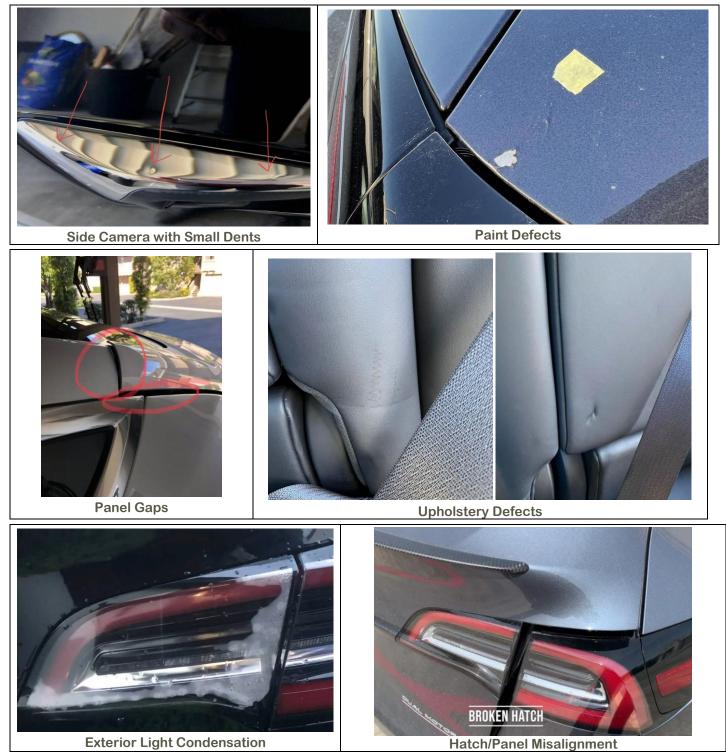
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Sample Images of Defects

Please understand that I have ZERO INTEREST in indulging Tesla-baiting or click-bait inspired negative reviews. In the first place I buil this for myself; further to that I'm making it available to enable other Tesla buyers to ensure they are happy with their purchase from the outset.

Many of the following images are quite old, and from the Model Y – they are here for context, not specific to the M3H. Also note that I am not suggesting all of the following require Rejection; but ideally all of them would result in follow-up or on site service adjustment.



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Tesla Model 5 Highland Delivery Checklist



Door/Door Panel Misalignment



Poor Lighting Mounting/Alignment



Front Trunk Panel Gap / Misalignment.



Light Installation Alignment/Seating/Gap

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