



Tesla, Inc.
Service Bulletin

Replace HW4 Camera Hood

SB-24-15-003

September 27, 2024

Classification		Section/Group	Mobile Service	Configuration
Repair Bulletin		15 - Interior Trim	Can Perform (where permitted)	HW4
Model	Model Year	Country/Region	Build Location	
Model Y	2024	Europe, Middle East, Africa	Giga Berlin	

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.

Repair Bulletin: This repair bulletin provides instructions on addressing a possible customer concern regarding the operation of Tesla vehicles. These instructions should only be performed by trained professionals.

Condition

On certain Model Y vehicles, the camera hood may not hold the GNSS antenna firmly in place, causing a rattling sound that can be heard from the rear view mirror area.

Correction

Upon customer complaint, inspect the vehicle for symptoms related to the condition. If symptoms are present, replace the camera hood.

Correction Description	Correction	Time
SB-24-15-003 Not Applicable	S012415003	0.00
Inspect Camera Hood For Rattling Sound, No Symptom Found	S022415003	0.06
Inspect And Replace Camera Hood	S032415003	0.18
Inspect And Replace Camera Hood, Symptom Still Present	S042415003	0.18

	Part Number	Description	Quantity
Parts Required	1783801-00-C	GLARE SHIELD – ULTRABLACK	1
Special Tools	1060071-00-A	Torque wrench 1/4" hexagon (0.2Nm-4Nm)	

These part numbers were current at the time of publication. Use the revisions listed or later, unless otherwise specified in the [Parts Catalog](#).

Inspection

1. Get into the driver seat and make sure all doors and windows are closed.
2. Place the vehicle into Service Mode Plus (refer to Service Manual procedure [00050000](#)).
3. In Service Mode, touch **Controls** > **Audio Tests** (Figure 1).

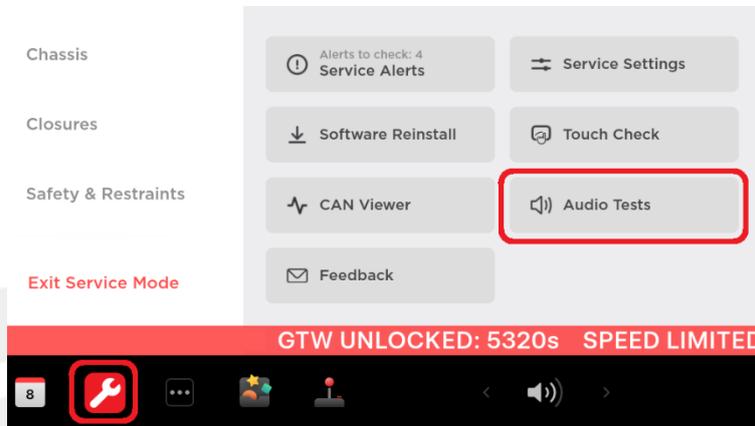


Figure 1

4. Set the 'SOURCE' to **Sine**, set the 'SINE FREQ' to **79 Hz**, set the 'SPEAKERS' to **LFW** and **RFW**, and then set the volume to 75% to play a test sound (Figure 2).



Figure 2

5. Listen for rattling noises coming from the camera hood area.
6. Use the 'SINE FREQ' slider to repeat the test in a frequency range from **100 Hz** to **126 Hz**, and listen for rattle noise coming from the overhead console.
7. Touch **Controls** > **Service Mode** and hold **Exit Service Mode** for 2 seconds to exit Service Mode.
 - If a rattling sound was heard in either frequency range, go to the section [Replace Camera Hood](#).
 - If no rattling sound was heard, discontinue this procedure and use correction code S022415003.

Replace Camera Hood

1. Remove the rear view mirror and both camera covers (refer to Service Manual procedure [15051802](#)).
2. Disconnect the GNSS antenna connector from the GNSS antenna (Figure 3).



Figure 3

3. Remove the bolt (T10) that attaches the GNSS antenna to the camera hood, and then remove the GNSS antenna by pulling it backward from the tabs (x2) on the camera hood (Figure 4).

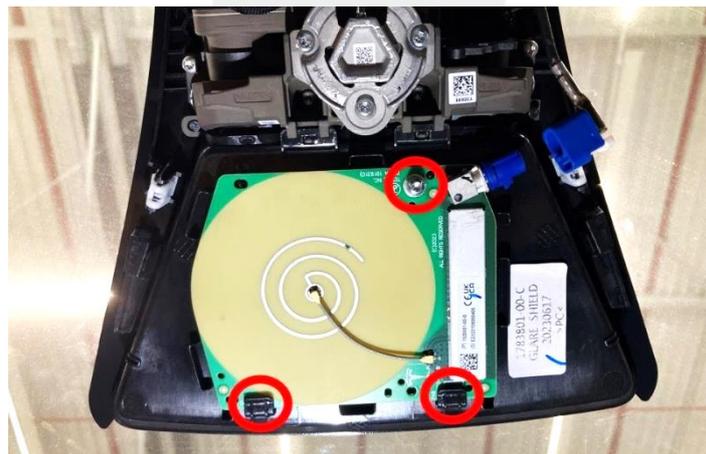


Figure 4

4. Push the tabs (x2) at the side of the camera hood, and then lower the camera hood from the tabs (x2) on the windshield bracket (Figure 5).

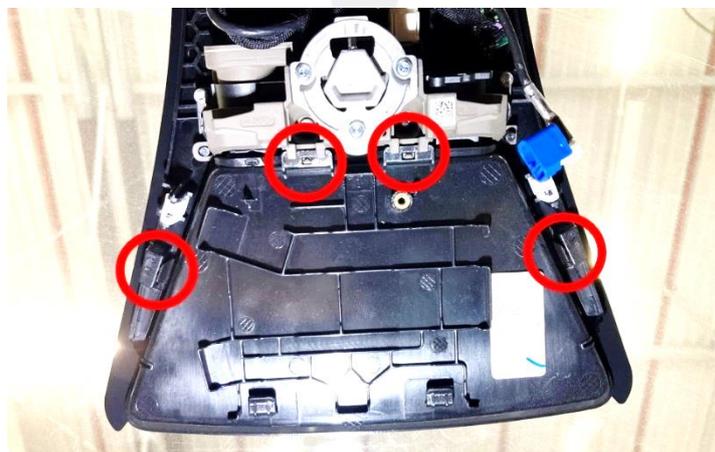


Figure 5 – Push side tabs (x2)

5. Attach the tabs (x2) at the top of the new camera hood to the camera assembly, and then engage the tabs (x2) at the side of the camera hood to install the camera hood to the windshield bracket (Figure 5).
6. Attach the GNSS antenna to the tabs (x2) of the camera hood, and then fasten the bolt (T10, torque 0.8 Nm) that attaches the GNSS antenna to the camera hood (Figure 4).
7. Connect the GNSS antenna connector to the GNSS antenna (Figure 3).
8. Install the upper camera cover, but do not install the rear view mirror and lower camera cover yet (refer to Service Manual procedure [15051802](#)).



NOTE: The rear view mirror and lower camera cover will be installed in a later step.

9. Perform an audio test to confirm that NVH issues are no longer present. Refer to steps 2 – 6 within [Inspection](#).
 - If no more rattling sound was heard, go to the next step. Use correction code S032415003.
 - If a rattling sound is still present after this procedure, contact [EMEA Service Campaigns & Compliance](#) via email for additional instructions, providing VIN and Service Visit information. Continue with the next step and use correction code S042415003.
10. Install the rear view mirror and lower camera cover (refer to Service Manual procedure [15050202](#)).
11. If the rattle or vibration is still present, inform the customer that the issue will be resolved in a future Service Visit.