![Tesla logo] **TESLR**	**Tesla, Inc.** **Service Bulletin**	***Rear Touchscreen Bluetooth Audio Retrofit***		
SB-24-21-001 April 30, 2024				
Classification		**Section/Group**	**Mobile Service**	**Configuration**
Repair Bulletin		21 - Infotainment	Can Perform (where permitted)	All
Model Year	**Model**	**Country/Region**	**Build Location**	
2021	Model S, Model X	All	Fremont	
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 S and Model X vehicles built before November 1, 2021, the vehicle may lack Bluetooth headphone hardware support for the rear touchscreen audio.

Correction

Inspect the vehicle for the symptom related to the condition. If symptom is present, verify that the vehicle software version is 2023.44.30 or later, and if needed, replace the center console front USB hub assembly with an updated part.

Correction Description	**Correction**	**Time**
SB-24-21-001 Not Applicable	S012421001	0.00
Inspect Rear Touchscreen Bluetooth Audio; Enabled After Vehicle Software Version Update	S022421001	0.06
Inspect Rear Touchscreen Bluetooth Audio; Enabled After Front USB Hub Assembly Upgrade	S032421001	0.18

	Part Number	**Description**	**Quantity**
Parts If Necessary	1656787-00-A or 1656787-00-B	FRONT USB HUB ASSEMBLY	1
	These part numbers were current at the time of publication. Use the revisions listed or later, unless otherwise specified in the Parts Catalog.		
Special Tool	1060071-00-A	Torque Wrench 1/4in Dr Hexagon	

Procedure

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

   - If the vehicle is operating with software version 2023.44.30 or later, go to step 2.

   - If the vehicle is operating with a software version earlier than 2023.44.30, update the software to version 2023.44.30 or later (refer to Service Manual procedure 00020003; Model S, Model X), and then continue to the next step.

2. Determine if the vehicle has Bluetooth headphones compatibility. Use one of the following methods described in the sections below:

   - Rear Touchscreen Method

   - Toolbox Method

Rear Touchscreen Method

On the vehicle rear touchscreen, touch **Settings** > **Add New Device** > **Start Search**.

   - If the message "Wireless devices can be paired if they support Bluetooth Classic" appears (Figure 1), then the front USB hub assembly has the necessary Bluetooth hardware. Discontinue this procedure and use correction code S022421001.

   - If the message "Some vehicles may require additional hardware to be compatible with headphone pairing" appears (Figure 2), then the front USB hub assembly is incompatible. Skip to "Front USB Hub Assembly Replacement Procedure" in this document.
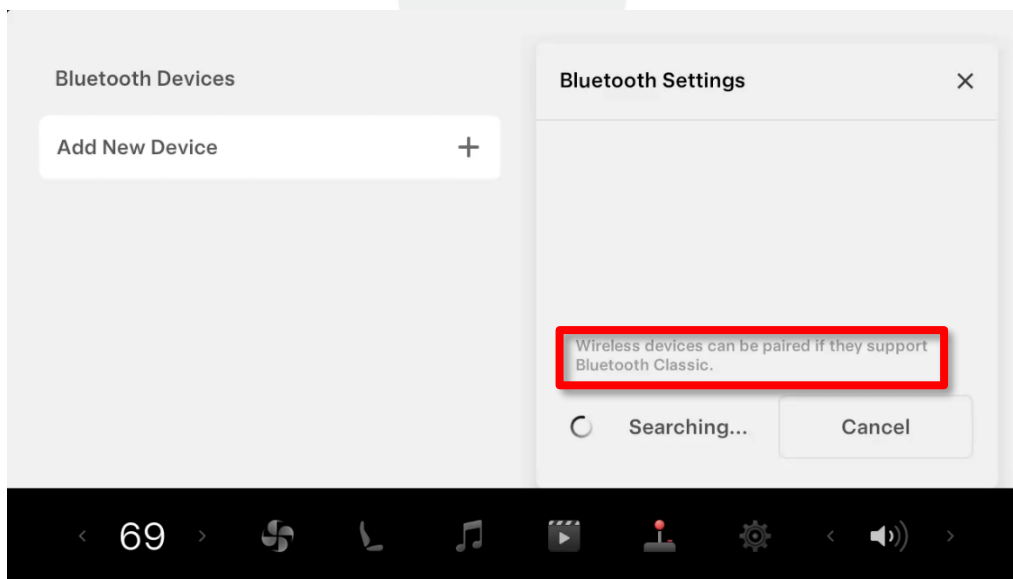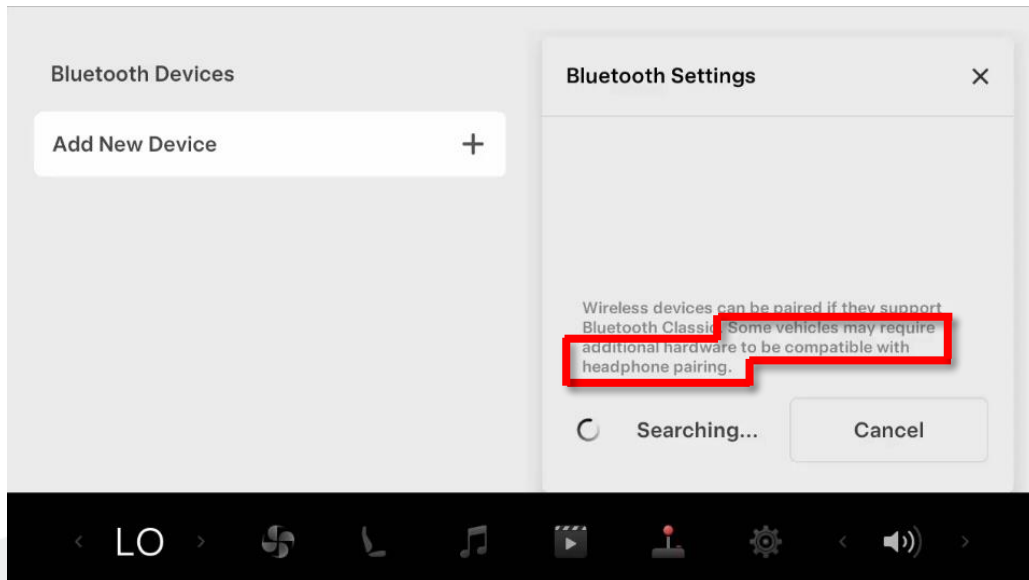

Figure 1

Figure 2

Toolbox Method

1. Connect to the vehicle remotely using Toolbox.

2. Click the **Actions** tab, and then click **ICE Get directory contents**.

3. Under the "ICE Get directory contents" screen (Figure 3), perform the following:

    a. Select the "details" checkbox.

    b. Type **ttyBT** in the "filter" field.

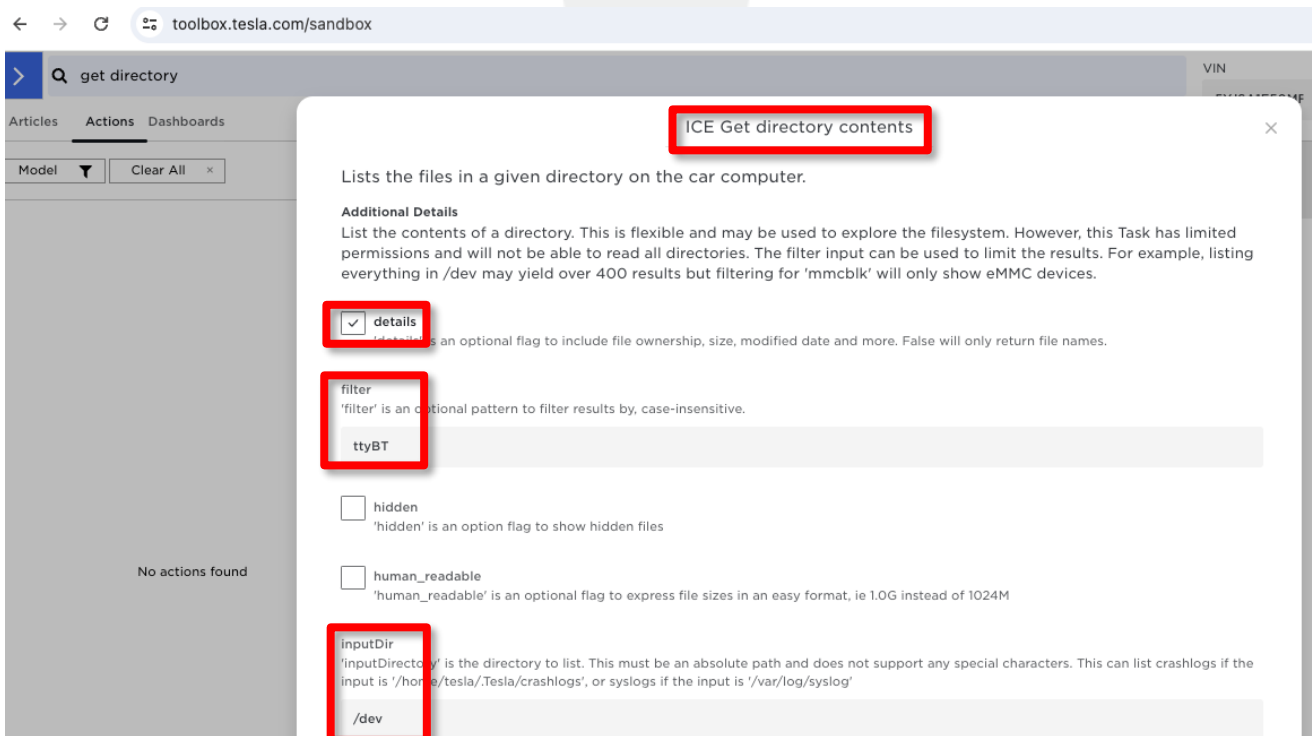   c. Type **/dev** in the "inputDir" field.

Figure 3

4. Determine the raw output.

    - If the raw output shows "ttyBT-rear ->" (Figure 4), then the front USB hub assembly has the necessary Bluetooth hardware. Discontinue this procedure and use correction code S022421001.

    - If the raw output does not show "ttyBT-rear ->" (Figure 5), then the front USB hub assembly is incompatible. Continue to the "Front USB Hub Assembly Replacement Procedure" section next in this document.

✔ Figure 4

✘ Figure 5

Front USB Hub Assembly Replacement Procedure

1. Replace the center console front USB hub assembly with the updated part (refer to Service Manual procedure 21260402; Model S, Model X).

2. Connect a laptop with Toolbox 3 to the vehicle (refer to Service Manual procedure; Model S, Model X).

3. In Toolbox, click **Dashboards** > **Infotainment Dashboard**, and then update "frontUsbHubType" to **1**.

4. Disconnect the laptop from the vehicle and use correction code S032421001.