		<b>Tesla, Inc.</b> Service Bulletin		<b><i>Inspect and Replace Front Tires due to NVH Issue</i></b>	
<b>SB-24-34-002</b> October 11, 2024					
<b>Classification</b>		<b>Section/Group</b>			
Campaign Bulletin		34 - Wheels & Tires		<b>Mobile Service</b>	
				Cannot Perform	
				<b>Configuration</b>	
				All	
<b>Model</b>		<b>Model Year</b>		<b>Country/Region</b>	
Model 3		All		Europe	
Model Y		All		All	
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 some Model 3 and Model Y vehicles, there may be noise from the factory installed left-hand front and/or right-hand front Michelin tire(s) due to the foam insert detaching from the tire which may cause imbalance and vibration.

## Correction


Inspect the vehicle for symptoms related to the condition. If symptoms are present, replace both tires on the axle.

Correction Description	Correction	Time
Inspect Front Tire Due To NVH Issue, Imbalance Below Threshold	S012434002	0.18
Inspect Front Tire Due To NVH Issue, Symptom Not Found, Tire Rebalanced	S022434002	0.30
Inspect And Replace Front Tires Due To NVH Issue	S032434002	0.60


	Part Number	Description	Quantity
<b>If Necessary</b>	3488215-00-A	TIRE, 255/40R20 101W XL, 20SU	2
	1234251-00-A	TIRE, 235/45R18 98Y SUMMER, MICHELIN PS4 T0	2

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

## Inspect Tire Balance

 **NOTE:** Only the steps for removing and installing the wheel refer to vehicle specific Service Manual procedures. For improved readability, the other references contain only one link. These procedures are applicable to all models.

1. Remove the wheel from the vehicle (refer to Service Manual procedure 34015001; [Model 3](#), [Model Y](#), [2024+ Model 3](#)).
2. Check for imbalance on the wheel (refer to Service Manual procedure [34022025](#)).

 **NOTE:** Do not remove existing wheel weight(s) at this time. Disregard step 5 of the Service Manual procedure.

- If the wheel balancer instructs to add 15 grams of wheel weight or less, disregard the instructions, reinstall the wheel and discontinue this procedure. Use correction code S012434002.
- If the wheel balancer instructs to add more than 15 grams of wheel weight, go to section [Inspect NVH Foam](#).

## Inspect NVH Foam

1. Dismount the tire from the wheel (refer to Service Manual procedure [34021002](#)).
2. Inspect the inside of the tire to see if the NVH foam is loose (Figure 1).



**Figure 1 – Loose NVH foam inside tire**

- If the NVH foam is properly attached, the imbalance was not caused by foam separation. Go to section [Reinstall Tire](#).
- If the NVH foam is loose, replace both tires on the front axle. Go to section [Replace Tires](#).

## Reinstall Tire

1. Reinstall the tire, and then balance the tire (refer to Service Manual procedure [34021002](#)).
2. Reinstall the wheel (refer to Service Manual procedure 34015001; [Model 3](#), [Model Y](#), [2024+ Model 3](#)).
3. Discontinue this procedure. Use correction code S022434002.

## Replace Tires

1. Take three photos of the removed tire, showing the following:
  - Visible damage
  - DOT code
  - Codes on sidewall of the tire
2. Install a new tire, and then balance the tire (refer to Service Manual procedure [34021002](#)).
3. Reinstall the wheel (refer to Service Manual procedure 34015001; [Model 3](#), [Model Y](#), [2024+ Model 3](#)).
4. Replace the front tire on the other side of the vehicle (refer to Service Manual procedure [34021002](#)).
5. Complete the Michelin Tire Claim Form:
  - Download the [Michelin Model 3 Claim Form](#) or the [Michelin Model Y Claim Form](#).
  - Fill out all required details. Add your Tesla location under 'Dealer Information' to arrange for tire pickup.
  - Send the completed form and the three photos that were taken in step 1 of this section to [contact@tc.michelin.eu](mailto:contact@tc.michelin.eu), with a CC to [emeawarranty@tesla.com](mailto:emeawarranty@tesla.com).
6. Arrange for the tires to be picked up by the tire manufacturer. See [Appendix: Michelin Consumer Care Center Contact Numbers](#).
7. Use correction code S032434002.

## Appendix: Michelin Consumer Care Center Contact Numbers

Country	Phone number for domestic calls
Austria	+43 800909415
Belgium	+32 80049313
Bosnia-Herzegovina	+387 80020165
Bulgaria	+359 8001200974
Croatia	+385 800229020
Denmark	+45 80 81 07 09
Finland	+358 800415790
France	+33 800940357
Germany	+49 8007241192
Greece	+30 80044140100
Hungary	+36 680209836
Ireland	+353 1800939645
Italy	+39 800137079
Macedonia	+389 80003026
Netherlands	+31 8000209313
Norway	+47 80002472
Poland	+48 800 111 973
Portugal	+351 800800505
Romania	+40 800892049
Slovak Republic	+421 800000997
Slovenia	+386 8000824
Spain	+34 900814414
Sweden	+46 200883219
Switzerland	+41 800007172
United Kingdom	+44 8000318802