Tesla, Inc. Service Bulletin		*Inspect and Adjust Liftgate Alignment*		
SB-25-11-004 August 1, 2025				
Classification		**Section/Group**	**Mobile Service**	**Configuration**
Repair Bulletin		11 - Closures	Can Perform (where permitted)	All
Model	**Model Year**	**Country/Region**	**Build Location**	
Model Y	2025	Europe, Middle East, Taiwan	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 some Model Y vehicles, the alignment of the liftgate may not meet Tesla specifications.

Correction

Inspect the vehicle for symptoms related to the condition. If symptoms are present, adjust the liftgate.

Correction Description	Correction	Time
Inspect Liftgate Alignment, No Adjustment Needed	S012511004	0.06
Inspect Liftgate Alignment And Adjust Bump Stops	S022511004	0.30
Inspect And Adjust Liftgate Alignment	S032511004	0.66

	Part Number	Description
Special Tools	1080552-00-A	TAPER STEP GAUGE
Shop Supplies (if necessary)	Isopropyl Alcohol (IPA) Wipes	

Inspect Gap and Flush between Liftgate Glass and Roof Glass

Measure the gap and flush between the liftgate glass and the roof glass, and then note the values (Figure 1).

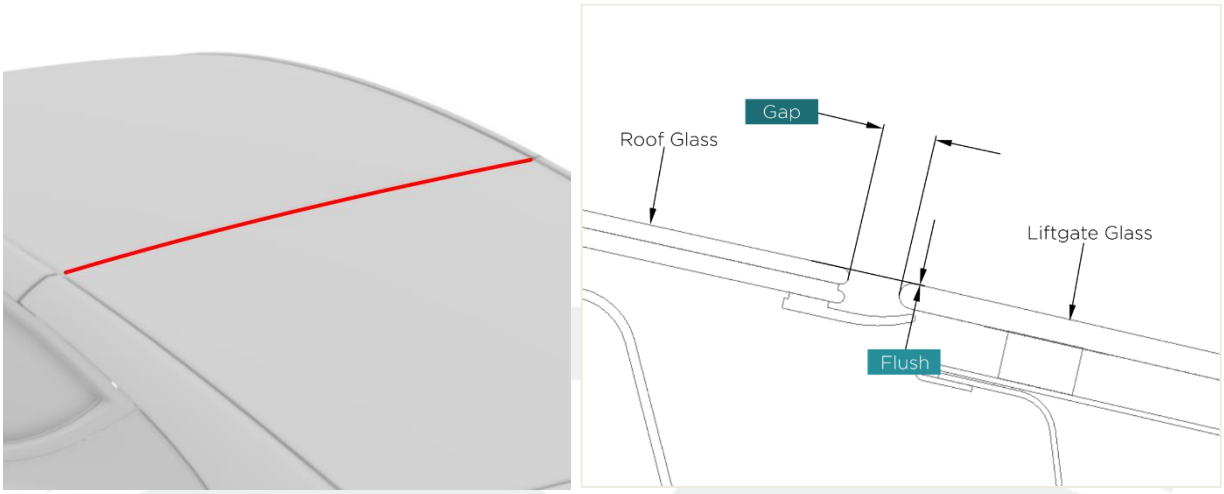


Figure 1

Allowed gap: 4.55mm to 8.05mm. Nominal value: 6.30mm
Allowed flush: -2.20mm to 2.20mm. Nominal value: 0.00mm

- If the gap between the liftgate glass and roof glass is not within specifications, proceed to the Adjust Gap between Liftgate Glass and Roof Glass section.
- If the gap between the liftgate glass and roof glass is within specifications but the flush is not, skip to the Adjust Flush between Liftgate Glass and Roof Glass section.
- If the gap and flush between the liftgate glass and roof glass are within specifications, skip to the Inspect and Adjust Bump Stops section.

Adjust Gap between Liftgate Glass and Roof Glass

1. Release the clips (x6) and magnets (x2) that attach the rear headliner panel to the vehicle, and then remove the rear headliner panel (Figure 2).

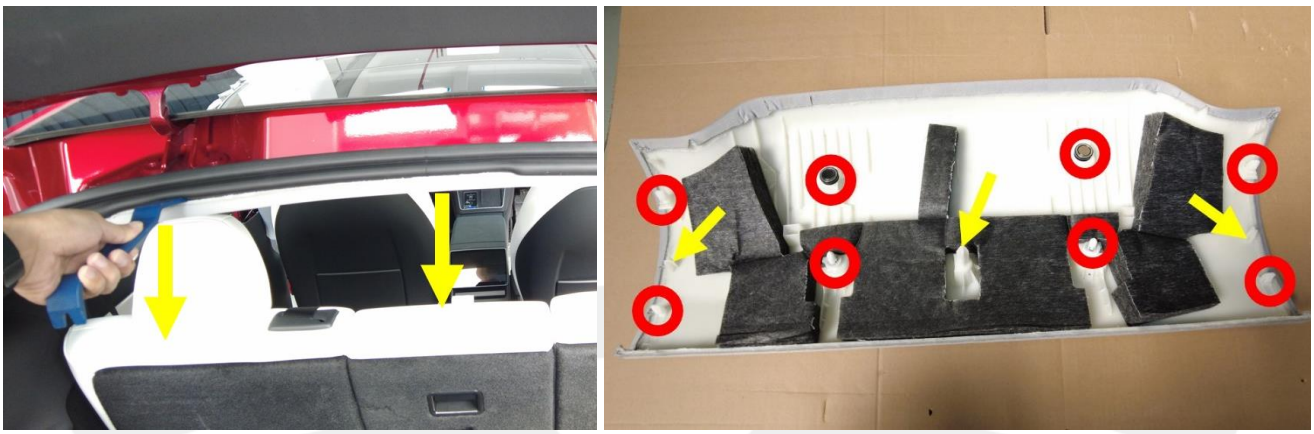


Figure 2

2. Release the clip that attaches the RH rear section of the headliner assembly, and then carefully lower the RH rear section of the headliner assembly (Figure 3).

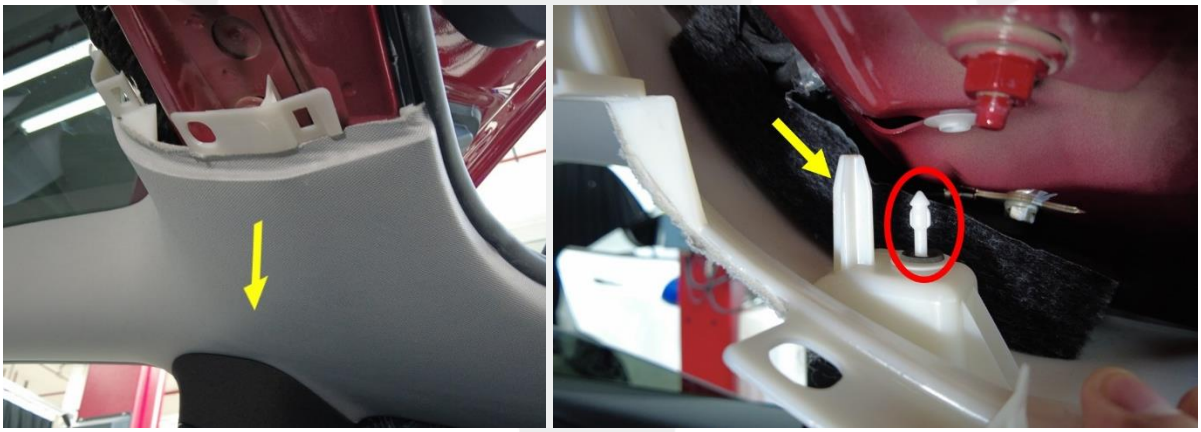


Figure 3

3. Repeat the previous step on the LH side of the vehicle.
4. Loosen the nuts (x2, 13mm) that attach the LH liftgate hinge to the vehicle (Figure 4).

NOTE: Do not fully remove the nuts from the liftgate hinge.



Figure 4

5. Slightly adjust the LH side of the liftgate in the desired direction, and then hand-tighten the nuts that attach the LH liftgate hinge to the vehicle.
6. Close the liftgate, and then verify the gap between the roof glass and liftgate glass near the LH liftgate hinge. Repeat the previous step if necessary.
7. Tighten the nuts (x2, 13mm, torque 24Nm) that attach the LH liftgate hinge to the vehicle.
8. Loosen the nuts (x2, 13mm) that attach the RH liftgate hinge to the vehicle (Figure 5).

   NOTE: Do not fully remove the nuts from the liftgate hinge.



Figure 5

9. Slightly adjust the RH side of the liftgate in the desired direction, and then hand-tighten the nuts that attach the RH liftgate hinge to the vehicle.
10. Close the liftgate, and then verify the gap between the roof glass and liftgate glass near the RH liftgate hinge. Repeat the previous step if necessary.
11. Tighten the nuts (x2, 13mm, torque 24Nm) that attach the RH liftgate hinge to the vehicle.
12. Use IPA wipes to clean the nuts and washers (x4) that attach the liftgate hinges to the vehicle, and then allow 1 minute to dry.
13. Apply touch up paint to the threaded studs and the nuts and washers that attach the liftgate hinges to the vehicle.

    NOTE: Thoroughly shake the touch up paint before applying, and allow 5 minutes to dry.
14. Reinstall all components that were removed for access.
15. Proceed with the next section to adjust the flush between the liftgate glass and the roof glass.

    NOTE: If the flush between liftgate glass and roof glass is within specifications, skip to the Inspect and Adjust Bump Stops section.

Adjust Flush between Liftgate Glass and Roof Glass

1. Loosen the nuts (x2, 13mm) that attach the LH liftgate hinge to the liftgate (Figure 6).

   NOTE: Do not fully remove the nuts from the liftgate hinge.

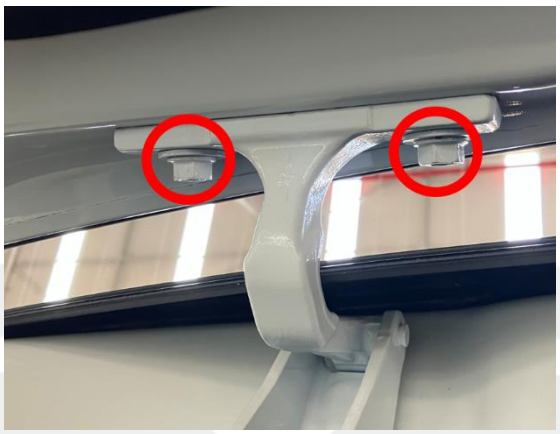


Figure 6 – LH shown, RH similar.

2. Raise or lower the LH side of the liftgate by slightly moving the LH side of the liftgate in a push-pull motion, and then hand-tighten the nuts that attach the LH liftgate hinge to the liftgate.
3. Close the liftgate, and then verify the flush between the roof glass and liftgate glass on the LH side of the vehicle. Repeat the previous step if necessary.
4. Tighten the nuts (x2, 13mm, torque 24Nm) that attach the LH liftgate hinge to the liftgate.
5. Loosen the nuts (x2, 13mm) that attach the RH liftgate hinge to the liftgate (Figure 6).

   NOTE: Do not fully remove the nuts from the liftgate hinge.

6. Raise or lower the RH side of the liftgate by slightly moving the RH side of the liftgate in a push-pull motion, and then hand-tighten the nuts that attach the LH liftgate hinge to the liftgate.
7. Close the liftgate, and then verify the flush between the roof glass and liftgate glass on the RH side of the vehicle. Repeat the previous step if necessary.
8. Tighten the nuts (x2, 13mm, torque 24Nm) that attach the RH liftgate hinge to the liftgate.
9. Use IPA wipes to clean the nuts and washers (x4) that attach the liftgate to the liftgate hinges, and then allow 1 minute to dry.
10. Apply touch up paint to the nuts and washers that attach the liftgate to the liftgate hinges.

    NOTE: Thoroughly shake the touch up paint before applying, and allow 5 minutes to dry.

11. Proceed with the next section.

Inspect Gap and Flush between Liftgate and Rear Quarter Panel

Measure the gap and flush between the liftgate and the rear quarter panel on the LH and RH side of the vehicle, and then note the values (Figure 7).

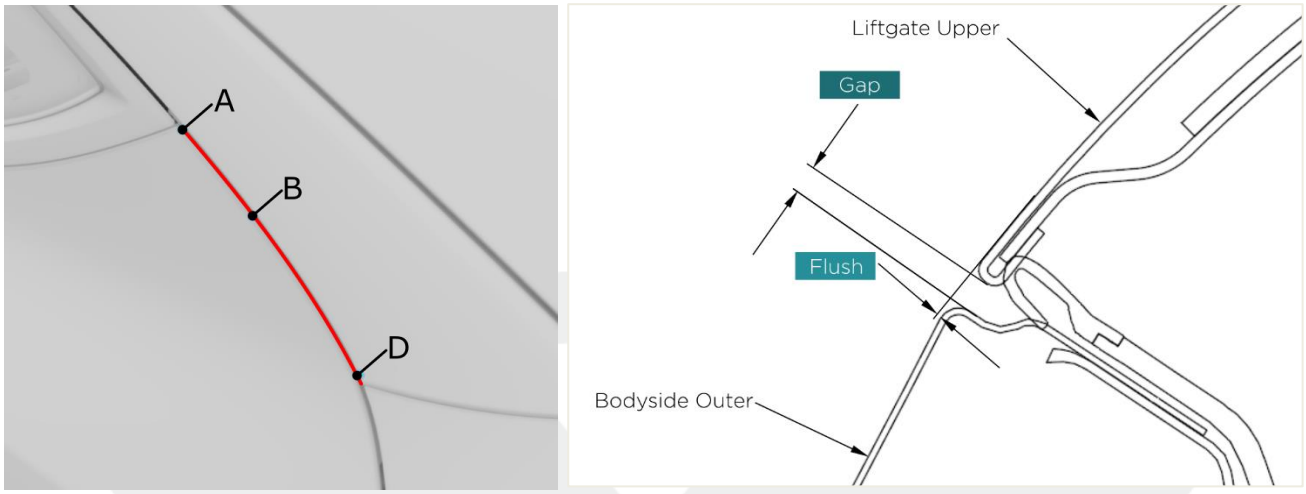


Figure 7 – LH shown, RH similar.

Allowed gap: 1.90mm to 4.30mm. Nominal value: 3.10mm
Allowed flush, Section A: -1.80mm to 1.20mm. Nominal value: -0.30mm
Allowed flush, Section B: -2.00mm to 1.00mm. Nominal value: -0.50mm
Allowed flush, Section D: -2.10mm to 0.90mm. Nominal value: -0.60mm

- If the gap and/or flush between the liftgate and the rear quarter panel on either side is not within specifications, proceed to the Adjust Bump Stops section.
- If the gap and/or flush between the liftgate glass and roof glass is within specifications, skip to the Test Bump Stops section.

Adjust Bump Stops

1. Adjust the three bump stops on the LH side of the liftgate (Figure 8).



Figure 8 – LH shown, RH similar.

- Turn the lower bump stop clockwise or counter-clockwise to increase or decrease the gap between the liftgate and the rear quarter panel.
- Twist the middle and upper bump stops counter-clockwise to unlock, and then move the bump stops in or out to adjust the flush between the liftgate and the rear quarter panel.

2. Repeat the previous step on the RH side of the liftgate (Figure 8).
3. Close the liftgate and verify that it operates as designed. Make small adjustments to the bump stops in case of shaking or difficulty to latch.

Test Bump Stops

NOTE: The following steps must always be performed even the bump stop(s) were not adjusted.

1. Hold a sheet of printer paper to the damper base of the RH middle bump stop, and then close the liftgate. (Figure 11).

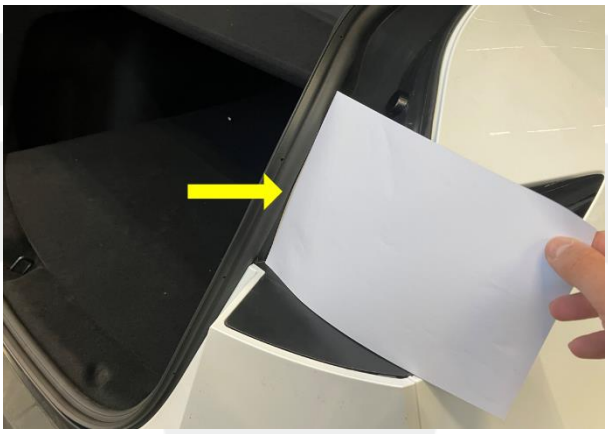


Figure 9 – RH shown, LH similar.

2. Pull the paper away from the vehicle.
    - If the paper comes out easily with low resistance, adjust the middle bump stop to ensure it touches the damper base.
    - If the paper is difficult to remove, the bump stop is functioning as expected.
3. Repeat the previous steps to test the RH upper bump stop (Figure 12).

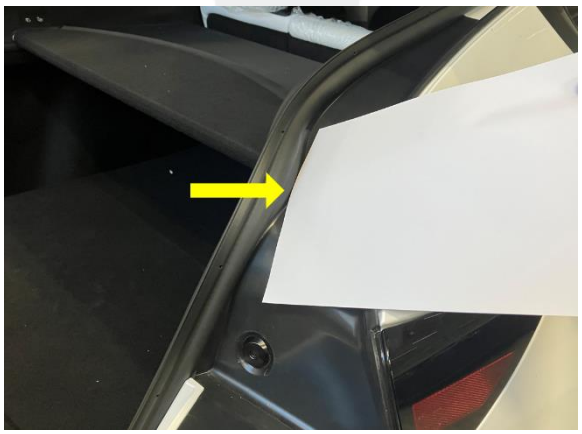


Figure 10 – RH shown, LH similar.

4. Repeat all steps on the LH side of the vehicle.
5. Close out this bulletin:
    - If no adjustments were made on the liftgate hinges to adjust the flush between liftgate glass and roof glass, use correction code S022511004.
    - If adjustments were made to the gap and/or flush between liftgate glass and roof glass, use correction code S032511004.

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