



FleetCarma C2 Device Installation Instructions

(For Tesla Vehicles)

These instructions are a guide for installing FleetCarma C2 Devices. If you require additional support, or have questions, please do not hesitate to contact our Support Team.

Contact Support

Email: support@fleetcarma.com

Toll-free: 1-(800)-975-2434

Hours of Operation: 9am-5pm ET, Mon-Fri



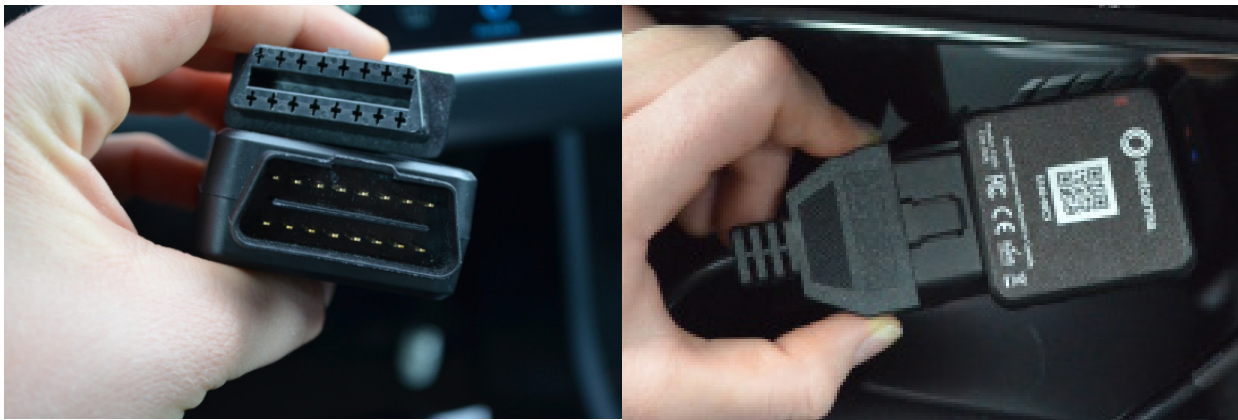
CONS-C2-INS-SCR-TESLA



FleetCarma C2 Device Installation Instructions

Step 1: Prepare the C2 Device

- A. Remove the C2 Device from its box. Retain the box for future reference to the C2 ID number and Activation Code.
- B. Connect the Vehicle Interface Cable to the port on the C2 Device.



Step 2: Locate the Diagnostics Connector

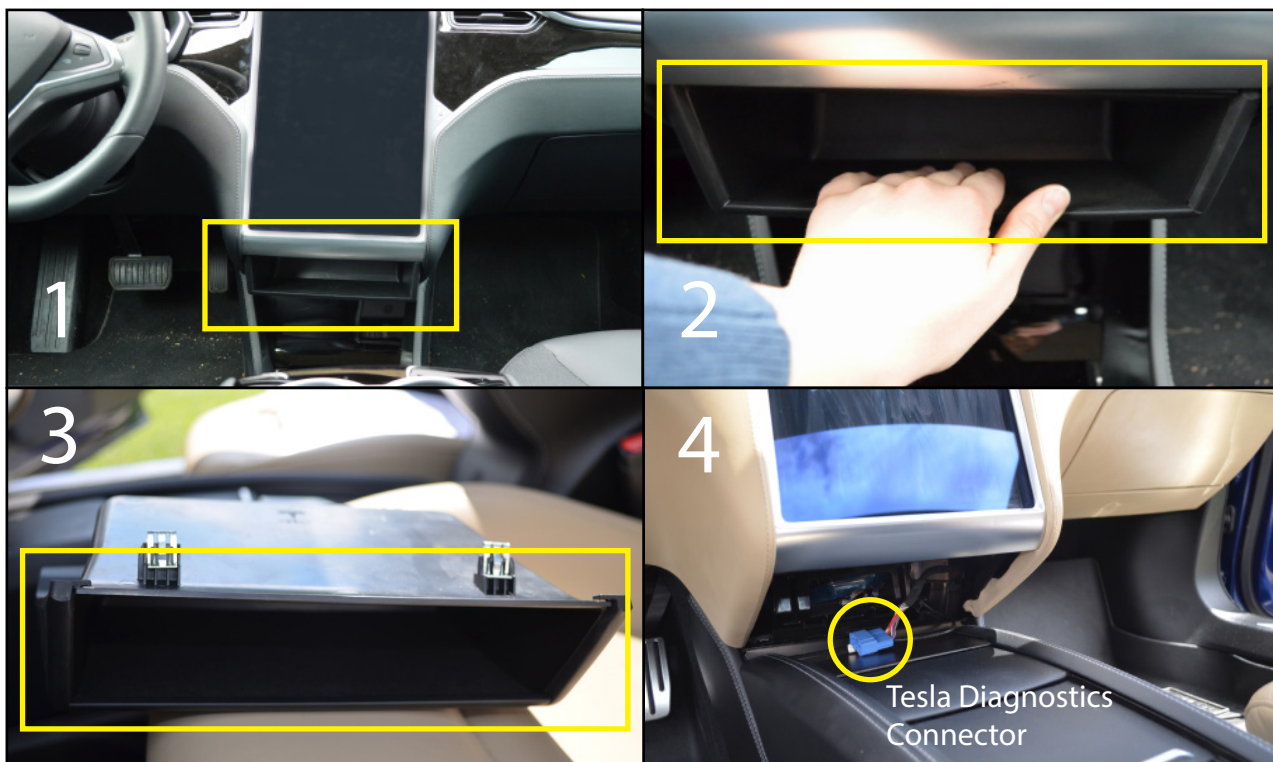
In most vehicles, the C2 device is installed directly into the OBD (on-board diagnostics) port. In Tesla models, the C2 must be installed in the proprietary Tesla Diagnostics Connector located behind the storage tray, in order to access the rich driving and charging data needed to build your online vehicle dashboard.

If you have ever experienced a buzzing noise in your Tesla vehicle due to a cellphone being in close proximity to the speaker system, skip ahead to the Alternate Installation Instructions.

- C. Turn the vehicle ON.
- D. Unclip the storage tray from below the center touch screen by pressing down with the palms of both your hands on the inside of the compartment until the clips holding it in place release. You will need to apply some force to unclip the tray, but rest assured that it is designed to be pulled down.

Tesla Model Year 2016 or NEWER: The tray will easily slide out after it has been unclipped. Pull it out towards you to access the diagnostic connector (pictures 3 and 4 below)

Tesla Model Year 2015 or OLDER: The tray may not come out easily after being unclipped since it has two extra clips at the back of the tray. If this is the case for your vehicle, do not attempt to remove the tray. Instead, push up on the tray to put it back into place and skip ahead in these instructions to the Alternate Installation Instructions. If your tray slides out easily when you pull it towards you (as in picture 3 below) continue following these instructions on the next page.



Please note: The Tesla Diagnostics Connector for your vehicle may be blue or black depending on the model year of your Tesla. If the Vehicle Interface Cable you were shipped does not fit the blue or black Tesla Connector, please contact smartchargenewyork@fleetcarma.com

- E. Once tray is removed, reach in and find the Tesla Diagnostic Connector tucked against the back wall. Pull it out towards you and plug the Vehicle Interface Cable into the open end of the Diagnostic Connector. If you cannot find the connector, skip ahead to the Alternate Installation Instructions.



- F. Ensure that the LED lights are indicating the C2 device is working:

- A solid Orange LED indicates the device is receiving power.
- A solid Blue LED indicates the device is successfully communicating data. It may take some time for the solid blue light to appear if the cell signal is weak.

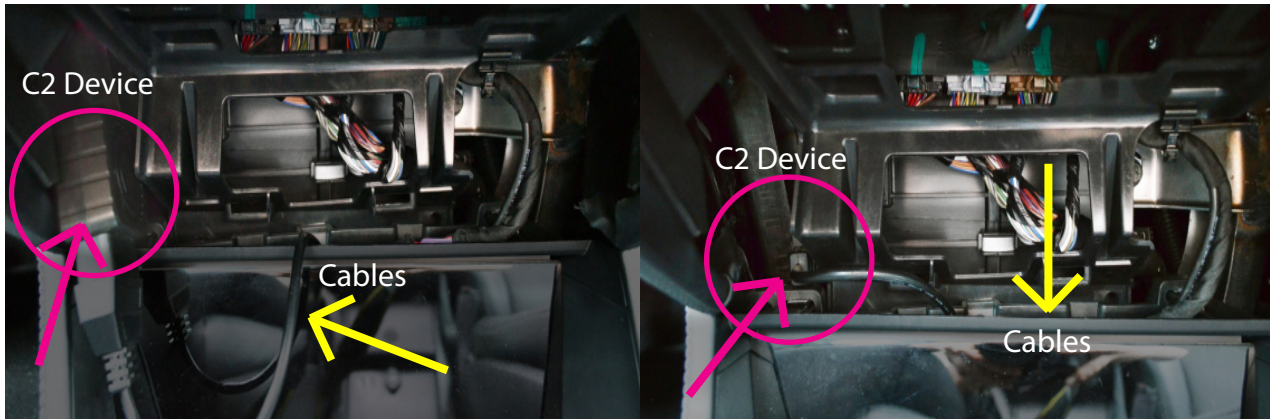
	LED Sequence	What does it mean?
Status	●	Unit is functioning correctly.
	● ✱ ●	Unit is receiving power and is running internal checks.
	●	Unit is not receiving power - contact FleetCarma Support.
Network	●	Unit is successfully connected to FleetCarma.
	● ✱ ●	Unit is attempting to establish a wireless connection with FleetCarma.
	●	Unit cannot establish cellular connectivity - contact FleetCarma Support.

If one or both LEDs do not light up after installation, follow these steps:

1. Ensure vehicle is started (vehicle ready to drive).
2. Remove the C2 device, wait for 10 seconds, and clip it back in.
3. LEDs still not lit correctly? Contact FleetCarma Support at: support@fleetcarma.com or 1-800-975-2434.

- G. Tuck the C2 device and Vehicle Interface Cable back into the area behind the storage compartment. Place the C2 into the space on the left side of the open compartment (pink arrow & circle), and tuck the cables downwards until you can no longer see them (yellow arrow).

Ensure that the C2 and cables are as tucked away as possible so that the storage tray can fit back into place.



- H. Slide the tray all the way back into the open compartment until it is aligned with the screen. If you cannot slide it all the way back, remove the tray and tuck the cables and C2 further back into the compartment and try again. Once the tray is realigned, press up on the inside of the tray to reattach the clips. Done!



Note: Approximately four out of 100 Tesla owners may experience a buzzing noise coming from the speaker system after installing the C2 device due to cellular interference. If you find this to be the case with your vehicle, the noise can be mitigated by removing the C2 and using the Alternate Installation Instructions on the next page to reinstall it.

Alternate Installation Instructions

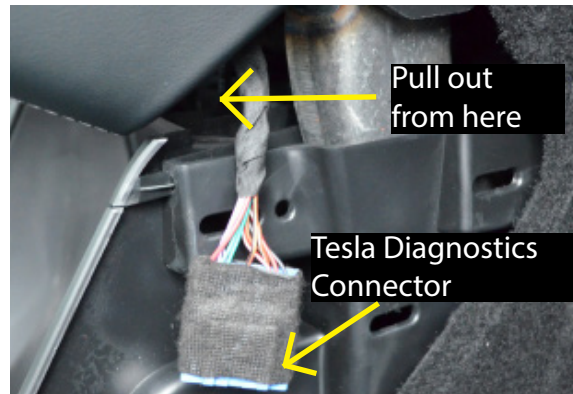
If you could not easily remove the storage tray after unclipping it from your vehicle, or you could not find the Diagnostics Connector behind the storage tray once you removed it, follow the instructions below for completing the installation.

Before beginning, it may be useful to have a flashlight and a pair of needle nose pliers if you have these on-hand.

- A. Remove the passenger-side kick panel to expose the Tesla propriety Diagnostic Connector. The panel is attached with multiple push-fit snaps much like those that hold the storage tray in place. You will need to apply some force to remove the panel, but rest assured that the it is designed to be removed just like the tray.



- B. Reach into the space behind the storage tray to find the diagnostic connector if it is not immediately visible (arrow in below image). If you find it difficult to reach the connector, try using a pair of needle nosed pliers or a similar tool to pull the connector out and towards you. Plug the connector into the Vehicle Interface Cable. Press firmly to ensure a secure connection.

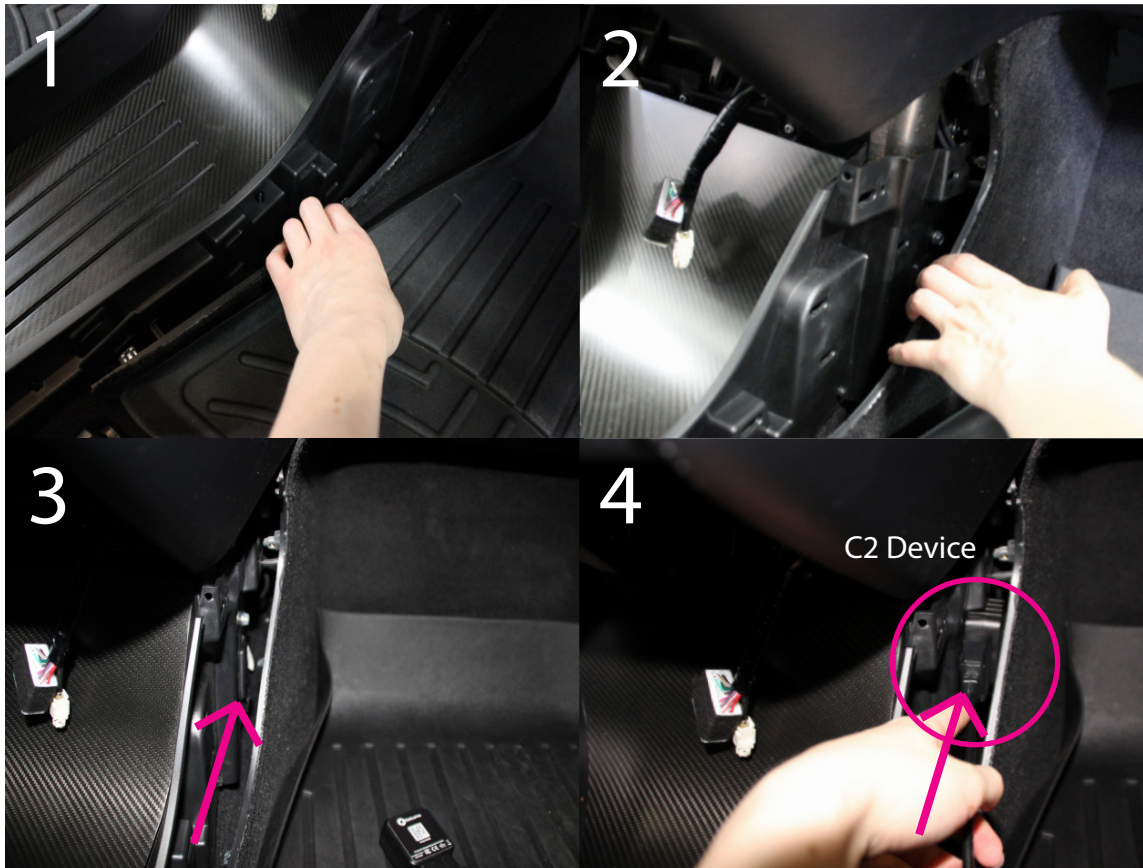


- C. Ensure that the LED lights are indicating the C2 device is working:
- A solid Orange LED indicates the device is receiving power.
 - A solid Blue LED indicates the device is successfully communicating data. It may take some time for the solid blue light to appear if the cell signal is weak.

	LED Sequence	What does it mean?
Status	●	Unit is functioning correctly.
	● ✨ ●	Unit is receiving power and is running internal checks.
	●	Unit is not receiving power - contact FleetCarma Support.
Network	●	Unit is successfully connected to FleetCarma.
	● ✨ ●	Unit is attempting to establish a wireless connection with FleetCarma.
	●	Unit cannot establish cellular connectivity - contact FleetCarma Support.

If one or both LEDs do not light up after installation, follow these steps:

1. Ensure vehicle is started (vehicle ready to drive).
 2. Remove the C2 device, wait for 10 seconds, and clip it back in.
 3. LEDs still not lit correctly? Contact Program Support at: support@fleetcarma.com or 1-877-870-6618
- D. Loosen the panel below the one you just removed to open up a space where you can tuck the C2 away. This panel is also attached with push-fit snaps. Once loosened, you will be able to place the C2 behind the panel. Push it as far backwards as you comfortably can so that the panels will fit nicely back into place.



- E. Push at the lower panel's snaps to clip them back into place. If it doesn't close, push the C2 futher back into the cavity and try again. Then tuck the connected cables into the top right corner of the cavity to get them out of the way.



- F. Next, simply replace the passenger-side kick panel by pressing at the push-fit snaps until they click back into place. If you removed it, the storage tray can be replaced in the same way by sliding it all the way back into the cavity that it was removed from and pressing upwards on the snaps. Done!

