

TM3 Charging-Disabled Problem on Florida Trip January 2019

I meticulously planned a round trip in our Model 3 (VIN 25942 purchased on 28 May 2018 at Richmond VA) from Blacksburg VA to Key West FL (5-13 January) with several stops at Superchargers and stays at hotels with Destination Chargers what would allow us to stay with our small dog.

- 5 January: We charged at the Charlotte NC Supercharger and at the Columbia SC Supercharger.
- We stayed at Fairfield Inn and Suites by the Savannah GA airport. I thought of charging at the nearby Supercharger at the airport, but decided to use one of the two Destination Chargers (DC) at the hotel. I tried both of the DCs, but only got 1-kW power from them! (I will inform the hotel of this problem.) So I plugged into one of the two J1772 charging stations using the adapter, which supplied the usual 7-kW power.
- 6 January: The next morning (Sunday) the car was fully charged. However, the car would not release the charging cable the usual way. I pulled the release cord in the trunk and it still would not release the charging cable. I then unhooked the charging cable from the adapter to see if I could get the adapter out of the charge port, which did not work. So I hooked the charging cable back to the adapter, **which apparently was a mistake**. After pulling the release cord in the trunk a few times I was able to get the cable and adapter out of the vehicle. I got in the car to drive away from the charging spot and the screen showed a notice "**Charging disabled**", which later showed a notice that one should not use the release cord before inserting the charging cable. I decided to drive on to Kingsland GA Supercharger to see if it would charge.
- The car would not charge at the Kingsland GA Supercharger. When I plugged it in the screen showed "Ready to charge", but would not charge. Also, it would not release the charging cable until I pulled on the release cord a few times.
- The car would not charge at the Gate Parkway Supercharger in Jacksonville FL as at Kingsland. Again I had to pull the release cord a few times to release the charging cable. I called the Tesla help line four times because I was cut off 3 times, with a total wait time of over an hour. Finally, a pleasant lady told me to do a Power Off on the Security-Safety screen, which did not work. Apparently she had not heard of the problem we had.
- I took the car to the Jacksonville Airport to park it at a parking lot and rent a gasoline car to drive to visit family in central FL. (The car had about 26% charge.)
- While there we decided to not go on to Key West, but instead go back to Jacksonville on Monday to drive the Model 3 to the Jacksonville Tesla Service Center (TSC) while it still had sufficient charge. (The car had 21% charge.) The TSC took the car in right away to investigate the problem. Apparently they had not seen this problem before. They fiddled with the release cable and tried to charge it. Finally, they unhooked the 12-volts battery and the "Charging disabled" notice went away!
- We drove to the nearby Park Gateway Supercharger and it charged normally, to our great relief!!

- We cancelled our 3-day stay in Key West and lost one night's rent. We had our planned 2-nights' stay in Hilton Head SC moved backward and stayed at the hotel, charging at its 10-kW Destination Charger.
- We charged at Columbia, Charlotte and Wytheville VA Superchargers on the way home, driving in high wind.
- **I recommend that Tesla set up a car procedure for fixing the problem we had in the car without having to go to a TSC.**
- Our TM3LR now has been driven 12,769 miles, including a trip to Texas last July.

[From Quora](#): Powering off on most devices these days is a glorified stand-by. It doesn't actually remove the power (12v) from the device, instead it's a logical command for it to turn itself off and quit functioning. Tesla interrupted the power to the device by disconnecting the battery. This caused the device to "clear" its instructions and be ready without any commands when the power was reconnected.

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