Tesla outage leaves owners out in the cold, exposes the fragility of connected cars

Article

The news: Some **Tesla** owners in the US and Canada were locked out of their cars due to a server outage late last week, per Electrek.

Why it's worth watching: Tesla owners who didn't have a backup key card or fob on hand were unable to unlock or drive their vehicles using the Tesla app. Various features of the mobile app were also inoperable.

- The outage, which happened after Tesla pushed an update to the app, seems to have been introduced by an error in the code base. Tesla CEO **Elon Musk** acknowledged the issue on Twitter, stating that the company may have "accidentally increased verbosity of network traffic."

- Tesla experienced a complete outage of its customer and internal servers in September 2020.

- **Human error is the third most common reason for network downtime**, per EnableIP. In most cases, online services, apps, or websites are inaccessible. When factoring in connected cars, an outage can hinder normal operation, or in this case, even access to a vehicle.

The problem: Tesla's app server outage is a sobering reminder of how dependent its entire infrastructure is on constant cloud connectivity and server access.

- The danger of scaling any tech-reliant business quickly is that critical back-end operations might become overtaxed and collapse. Tesla sold **241,300 cars** in Q3—the most it's ever sold in a quarter—and is still unable to meet user demand.

- Recent internet and service outages have also been taking longer to resolve, indicating that massive growth is quickly becoming unmanageable and now extending to EVs and connected cars.