



**Vehicle Maintenance and Service History Attachment 1- Maintenance Records**

**Mountain View, CA**

**HWY18FH011**

(35 pages)

**TESLA MOTORS**

14408 NE 20th Street  
 Bellevue, WA 98007  
 Ph: 425-519-8070  
 Fax: (425) 644-5405

**Invoice**

**SERVICE DEPARTMENT HOURS**  
 Mon-Fri: 9:00 a.m. to 6:00 p.m.

[REDACTED]

Invoice Date	Reference Number
23-Sep-2017	[REDACTED]
Date/Time Received	Date/Time Promised
23-Sep-2017 9:28 a.m.	26-Sep-2017 00:00
Odometer In	Odometer Out
6 Miles	6 Miles
Ready Date	
23-Sep-2017	
Service Advisor	
Maddy Hickman	

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number	
Tesla Motors Inventory 3500 Deer Creek Road, Palo Alto, CA 94304 teslamotorsnorthamerica@tesla.com	[REDACTED]		5YJXCAE [REDACTED]	
	Year	Model	License Plate	Color
	2017	Model X		Deep Blue Metallic Paint

Job Number	Description Of Work	Amount (USD)
<b>1</b>	Concern: Replace Inaccurate Monroney Labels  Corrections: Replace Incorrect Price Information Label  Installed replacement Monroney.  Pay Type: Rectification	0.00
<b>2</b>	Concern: Firmware upgrade on AP2.5 cars  Corrections: Update Firmware to Production Autopilot 2.5  Installed firmware update and verified success.  Pay Type: Rectification	0.00

<b>3</b>	Concern: Technician notes that left front (LF) seat will move all the way backward, but will not move all the way forward.	
	Corrections: Front Seat Assemblies & Hardware General Diagnosis	
	Performed seat calibration, found trim catching during seat movement, recommend replacement.	
	Corrections: Cover - Seat Track - Driver's - Outboard - Rear	
	Removed and replaced seat track cover.	0.00
<b>Parts Replaced or Added</b>		
<b>Part</b>	<b>Quantity</b>	
1R TRACK CVR LWR RR LHS (1061613-00-A)	1	
Pay Type: Rectification		

Service Center hourly rate: USD 125.00

All parts are new unless otherwise specified.

Notes:

Payment Terms:

Due upon receipt. PLEASE QUOTE THE INVOICE NUMBER WITH YOUR PAYMENT

Total Labor & Miscellaneous Items	0.00
Total Parts	0.00
Shipping	0.00
Discount	0.00
Referral Credit	0.00
<b>Subtotal</b>	<b>0.00</b>
Sales Tax	0.00
<b>TOTAL AMOUNT</b>	<b>0.00</b>

Additional Amount	Revised Estimate	Job Number	Date & Time	Approved By (# If By Phone)

You agree that: Tesla is not responsible for any personal items left in your vehicle; Tesla and its employees may access and operate your vehicle for the sole purpose of testing and/or inspection of repairs; Tesla and its employees may access, download and use the information stored on your vehicle's data recorder to service and diagnose issues with your vehicle, and Tesla may store and aggregate such data for its own purposes; Tesla and its employees will turn off any photo or video capturing devices, such as dashboard cameras, once we receive the vehicle in preparation for service. an express mechanic's lien is hereby acknowledged on your vehicle to secure the amount of repairs and storage; the owner's insurance provides exclusive coverage for the vehicle while it is in Tesla's possession; and you may be charged storage fees from the fourth working day after you are notified that repairs on your vehicle are complete.

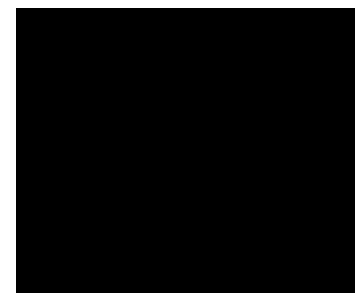
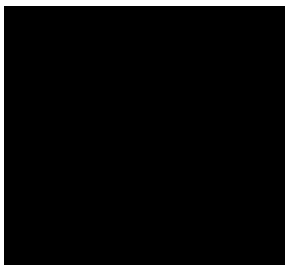
Tesla disclaims all express or implied warranties with respect to any repairs or products used in repairs, except as may be set forth in your Tesla-issued New Vehicle Limited Warranty or other extended service agreement. Tesla is not responsible for repairs not performed by, or components not installed by, Tesla.

I authorize the repair work, including parts, materials and labor, on my vehicle to be done as set forth in this service agreement document.

**Signature:**

**Date:**

I hereby authorize the repair work about to be done along with the necessary material and agree that Tesla Motors is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond Tesla's control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant Tesla Motors and its employees to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. The distance could be as little as a couple of miles or could be as high as 100-200 miles. Customer understands and approves the driving of miles associated with diagnosis and testing. Any express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts. Any limitation contained herein does not apply where prohibited by law.



**TESLA MOTORS**

6692 Auto Center Drive,  
 Buena Park, CA 90621  
 Ph: (714)735-5696  
 Fax:

**Invoice**

**SERVICE DEPARTMENT HOURS**  
 Mon-Fri: 8:00 am to 6:00 pm  
 Sat 9:00 am - 5:00 pm Sunday-Closed

Invoice Date	Reference Number
12-Oct-2017	[REDACTED]
Date/Time Received	Date/Time Promised
12-Oct-2017 10:13 a.m.	
Odometer In	Odometer Out
66 Miles	79 Miles
Ready Date	
12-Oct-2017	
Service Advisor	
Yazdan Minooei	

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number	
Tesla Motors Inventory 3500 Deer Creek Road, Palo Alto, CA 94304 teslamotorsnorthamerica@tesla.com	[REDACTED]		5YJXCAE [REDACTED]	
	Year	Model	License Plate	Color
	2017	Model X		Deep Blue Metallic Paint

Job Number	Description Of Work	Amount (USD)
<b>1</b>	Concern: Customer: states the A/C is not blowing cold air  Corrections: Cabin HVAC General Diagnosis  Found A/C leak on rear expansion valve. O-ring torn.  Corrections: A/C Refrigerant - Check and Adjust Pressure  Replaced rear expansion valve and charged system   Pay Type: Warranty	0.00

<p style="text-align: center; font-size: 24pt; font-weight: bold;">2</p>	<p>Concern: Customer: states there is slight shake underneath of the car</p> <p>Corrections: Rebalance 4 Tires</p> <p>Balance and roadforce tires. Found front left and rear right tires out road force specification.</p> <p>Corrections: Tires - Vehicle - Set</p> <p>Replaced 4 tires . old dot # [REDACTED] new dot # [REDACTED] [REDACTED]. Test drove vehicle after repairs . Tire balance ok on city and highway speeds.</p> <p><b>Parts Replaced or Added</b></p> <table border="0"> <thead> <tr> <th style="text-align: left;">Part</th> <th style="text-align: left;">Quantity</th> </tr> </thead> <tbody> <tr> <td>265/45R20 108V A/S CONTINENTAL CROSSCONTACT LX SPORT TIRE [REDACTED]</td> <td>2</td> </tr> <tr> <td>275/45 R20 110V A/S CONTINENTAL CROSSCONTACT LX SPORT TIRE [REDACTED]</td> <td>2</td> </tr> </tbody> </table> <p>Pay Type: Warranty</p>	Part	Quantity	265/45R20 108V A/S CONTINENTAL CROSSCONTACT LX SPORT TIRE [REDACTED]	2	275/45 R20 110V A/S CONTINENTAL CROSSCONTACT LX SPORT TIRE [REDACTED]	2	<p style="text-align: right;">0.00</p>														
Part	Quantity																					
265/45R20 108V A/S CONTINENTAL CROSSCONTACT LX SPORT TIRE [REDACTED]	2																					
275/45 R20 110V A/S CONTINENTAL CROSSCONTACT LX SPORT TIRE [REDACTED]	2																					
<p style="text-align: center; font-size: 24pt; font-weight: bold;">3</p>	<p>Concern: Perform courtesy inspection.</p> <p>Corrections: Courtesy Inspection</p> <ul style="list-style-type: none"> <li>-Checked for Active alerts: No active alert exist</li> <li>-Checked firmware version: Updated to latest Version</li> <li>-Topped off washer fluid.</li> <li>-Verified wiper and washer jet operation: Good no other issue.</li> <li>-Tested and inspected customer's charge cable : Tested with a shop cable at 40 amps without issue.</li> </ul> <p>tire pressure to proper specifications</p> <p>-Measured tire tread depth at:</p> <table border="0" style="margin-left: 20px;"> <tr> <td></td> <td style="text-align: center;">(Outer)</td> <td style="text-align: center;">(Center)</td> <td style="text-align: center;">(Inner)</td> </tr> <tr> <td>LF:</td> <td style="text-align: center;">8</td> <td style="text-align: center;">8</td> <td style="text-align: center;">8</td> </tr> <tr> <td>RF:</td> <td style="text-align: center;">8</td> <td style="text-align: center;">8</td> <td style="text-align: center;">8</td> </tr> <tr> <td>LR:</td> <td style="text-align: center;">8</td> <td style="text-align: center;">8</td> <td style="text-align: center;">8</td> </tr> <tr> <td>RR:</td> <td style="text-align: center;">8</td> <td style="text-align: center;">8</td> <td style="text-align: center;">8</td> </tr> </table> <p>Corrections: Check and Adjust Tire Pressure - CA MANDATE</p> <p>Set tire pressure to specified pressure:</p> <ul style="list-style-type: none"> <li>Left Front - 45 psi</li> <li>Right Front - 45 psi</li> <li>Left Rear - 45 psi</li> <li>Right Rear - 45 psi</li> </ul> <p>Pay Type: Goodwill</p>		(Outer)	(Center)	(Inner)	LF:	8	8	8	RF:	8	8	8	LR:	8	8	8	RR:	8	8	8	<p style="text-align: right;">0.00</p>
	(Outer)	(Center)	(Inner)																			
LF:	8	8	8																			
RF:	8	8	8																			
LR:	8	8	8																			
RR:	8	8	8																			

Service Center hourly rate: USD 175.00

All parts are new unless otherwise specified.

Notes:

Payment Terms:  
 Due upon receipt. PLEASE QUOTE THE INVOICE NUMBER  
 WITH YOUR PAYMENT

Total Labor & Miscellaneous Items	0.00
Total Parts	0.00
Shipping	0.00
Discount	0.00
Referral Credit	0.00
<b>Subtotal</b>	<b>0.00</b>
Sales Tax	0.00
<b>TOTAL AMOUNT</b>	<b>0.00</b>

Additional Amount	Revised Estimate	Job Number	Date & Time	Approved By (# If By Phone)

I agree that:

- Tesla is not responsible for any personal items left in my vehicle.
- Tesla and its employees may access and operate my vehicle or transport it to another Tesla service location for the purpose of repairs, testing and/or inspection of repairs.
- Tesla and its affiliates may access, download, and use the Telematics Log Data and any other data on my vehicle to diagnose or service issues with it, and Tesla may store the data for its own purposes.
- Tesla and its employees will turn off any photo or video capturing devices, such as dashboard cameras, once we receive the vehicle in preparation for service.
- I understand that if Tesla and its affiliates have to remove a child safety seat to complete service to my vehicle, I am responsible for reinstalling the child safety seat.
- Tesla may disclose information about me and details related to the damage and repair of my vehicle to its service providers and any insurance company that may contribute to the payment of repair services.
- An express mechanic's lien is hereby acknowledged on my vehicle to secure the amount of repairs, fines (if any) and storage.
- My insurance provides exclusive coverage for the vehicle while it is in Tesla's possession.
- I may be charged storage fees from the fourth working day after I am notified that repairs on my vehicle are complete.
- I am responsible for all repair charges incurred, including any insurance company deductible payments, betterments, and any costs associated with collection of unpaid amounts. I further acknowledge that I am responsible for full payment if anyone making payments on my behalf fail to make such payments.

I authorize Tesla to:

- complete the repair work, including parts, materials and labor, on my vehicle as set forth in this service agreement document.
- dispose of old parts unless otherwise instructed in writing.
- obtain sublet services as necessary.
- act with the Power of Attorney to endorse insurance checks to pay for the repair charges incurred.

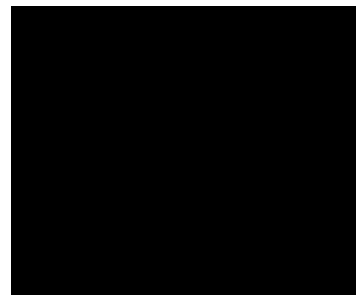
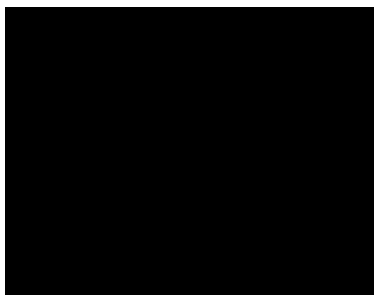
I authorize the insurance carrier paying my claim to process direct payment to Tesla, Inc. for the repairs to my vehicle identified above.

**Signature:**

**Date:**

Warning: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.



**TESLA MOTORS**

6692 Auto Center Drive,  
 Buena Park, CA 90621  
 Ph: (714)735-5696  
 Fax:

**Invoice**

**SERVICE DEPARTMENT HOURS**  
 Mon-Fri: 8:00 am to 6:00 pm  
 Sat 9:00 am - 5:00 pm Sunday-Closed

Invoice Date	Reference Number
01-Nov-2017	[REDACTED]
Date/Time Received	Date/Time Promised
01-Nov-2017 5:08 p.m.	
Odometer In	Odometer Out
260 Miles	260 Miles
Ready Date	
01-Nov-2017	
Service Advisor	
Yvette Espinoza	

Bill To	Mobile Phone	Additional Phone		Vehicle Identification Number
Walter Huang [REDACTED]	[REDACTED]			5YJXCAE [REDACTED]
	Year	Model	License Plate	Color
	2017	Model X		Deep Blue Metallic Paint

Job Number	Description Of Work	Amount (USD)
<b>1</b>	Concern: Vehicle Receiving Corrections: Vehicle Receiving Vehicle was received  Pay Type: Internal Marketing/Sales/Service	0.00
<b>2</b>	Concern: Vehicle detail to be performed Corrections: Courtesy Inspection Vehicle was performed  Pay Type: Goodwill	0.00

Service Center hourly rate: USD 175.00

All parts are new unless otherwise specified.

Notes:

Total Labor & Miscellaneous Items	0.00
Total Parts	0.00
Shipping	0.00
Discount	0.00
Referral Credit	0.00
<b>Subtotal</b>	<b>0.00</b>
Sales Tax	0.00
<b>TOTAL AMOUNT</b>	<b>0.00</b>

Payment Terms:  
Due upon receipt. PLEASE QUOTE THE INVOICE NUMBER WITH YOUR PAYMENT

Additional Amount	Revised Estimate	Job Number	Date & Time	Approved By (# If By Phone)

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- Tesla may disclose information about me and details related to the damage and repair of my vehicle to its service providers and any insurance company that may contribute to the payment of repair services.
- An express mechanic's lien is hereby acknowledged on my vehicle to secure the amount of repairs, fines (if any) and storage.
- My insurance provides exclusive coverage for the vehicle while it is in Tesla's possession.
- I may be charged storage fees from the fourth working day after I am notified that repairs on my vehicle are complete.
- I am responsible for all repair charges incurred, including any insurance company deductible payments, betterments, and any costs associated with collection of unpaid amounts. I further acknowledge that I am responsible for full payment if anyone making payments on my behalf fail to make such payments.

I authorize Tesla to:

- complete the repair work, including parts, materials and labor, on my vehicle as set forth in this service agreement document.
- dispose of old parts unless otherwise instructed in writing.
- obtain sublet services as necessary.
- act with the Power of Attorney to endorse insurance checks to pay for the repair charges incurred.

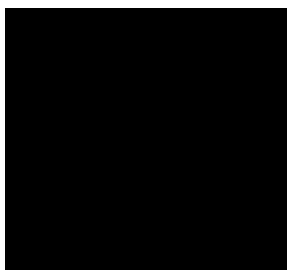
I authorize the insurance carrier paying my claim to process direct payment to Tesla, Inc. for the repairs to my vehicle identified above.

**Signature:**

**Date:**

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**TESLA MOTORS**

47623 Fremont Boulevard,  
 Fremont, CA 94538  
 Ph: (510) 897-4860  
 Fax:

**Invoice****SERVICE DEPARTMENT HOURS**

B.A.R.# ARD00269989

Invoice Date	Reference Number
16-Nov-2017	[REDACTED]
Date/Time Received	Date/Time Promised
16-Nov-2017 8:29 a.m.	
Odometer In	Odometer Out
0 Miles	269 Miles
Ready Date	
16-Nov-2017	
Service Advisor	
Alex Cobern	

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number	
Tesla Motors Inc. 47623 Fremont Boulevard, Fremont, CA 94538 FremontService@tesla.com			5YJXCAE [REDACTED]	
	Year	Model	License Plate	Color
	2017	Model X		Deep Blue Metallic Paint

Job Number	Description Of Work	Amount (USD)
<b>1</b>	Concern: Vehicle Receiving to be performed  Corrections: Vehicle Receiving  Vehicle Receiving Completed  Pay Type: PDI	0.00
<b>2</b>	Concern: Vehicle detail to be performed  Corrections: Detail I  Pay Type: PDI	0.00

Service Center hourly rate: USD 175.00

All parts are new unless otherwise specified.

Notes:

Total Labor & Miscellaneous Items	0.00
Total Parts	0.00
Shipping	0.00
Discount	0.00
Referral Credit	0.00
<b>Subtotal</b>	<b>0.00</b>
Sales Tax	0.00
<b>TOTAL AMOUNT</b>	<b>0.00</b>

Payment Terms:  
Due upon receipt. PLEASE QUOTE THE INVOICE NUMBER WITH YOUR PAYMENT

Additional Amount	Revised Estimate	Job Number	Date & Time	Approved By (# If By Phone)

I agree that:

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- Tesla and its employees will turn off any photo or video capturing devices, such as dashboard cameras, once we receive the vehicle in preparation for service.
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- An express mechanic's lien is hereby acknowledged on my vehicle to secure the amount of repairs, fines (if any) and storage.
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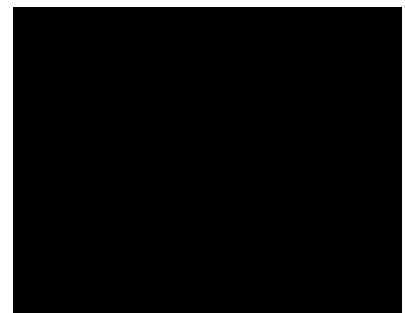
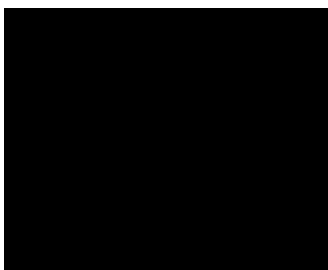
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**Signature:**

**Date:**

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**TESLA MOTORS**

2801 Northwestern Parkway  
Santa Clara, CA 95051  
Ph: 669-220-3371  
Fax:

**Invoice**

**SERVICE DEPARTMENT HOURS**  
Mon-Fri:

Invoice Date	Reference Number
24-Nov-2017	[REDACTED]
Date/Time Received	Date/Time Promised
24-Nov-2017 10:14 a.m.	
Odometer In	Odometer Out
541 Miles	542 Miles
Ready Date	
24-Nov-2017	
Service Advisor	
Elizabeth Maranta	

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number
Walter Huang [REDACTED]	[REDACTED]		5YJXCAE [REDACTED]
	Year	Model	License Plate
	2017	Model X	
			Color
			Deep Blue Metallic Paint

Job Number	Description Of Work	Amount (USD)
1	Concern: Customer: firmware unable to update at home  Corrections: Firmware Update - Repair  Verified customer's concern. Hammered previous firmware download and manually downloaded new firmware onto vehicle. Verified proper operation at this time.  Pay Type: Warranty	0.00

Service Center hourly rate: USD 175.00

All parts are new unless otherwise specified.

Notes:

Payment Terms:

Due upon receipt. PLEASE QUOTE THE INVOICE NUMBER WITH YOUR PAYMENT

Total Labor & Miscellaneous Items	0.00
Total Parts	0.00
Shipping	0.00
Discount	0.00
Referral Credit	0.00
<b>Subtotal</b>	<b>0.00</b>
Sales Tax	0.00
<b>TOTAL AMOUNT</b>	<b>0.00</b>

Additional Amount	Revised Estimate	Job Number	Date & Time	Approved By (# If By Phone)

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- dispose of old parts unless otherwise instructed in writing.
- obtain sublet services as necessary.
- act with the Power of Attorney to endorse insurance checks to pay for the repair charges incurred.

I authorize the insurance carrier paying my claim to process direct payment to Tesla, Inc. for the repairs to my vehicle identified above.

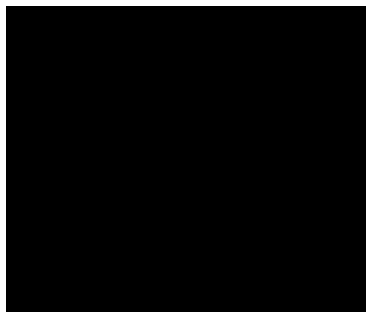
**Signature:**

**Date:**

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Warning: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

Tesla disclaims all express or implied warranties with respect to any repairs or products used in repairs, except as set forth in the Tesla-issued New Vehicle Limited Warranty, applicable Tesla parts warranty, or other extended service agreement. Tesla is not responsible for repairs not performed, or components not installed, by Tesla.





**TESLA MOTORS**

750 East El Camino Real ,  
Sunnyvale, CA 94087  
Ph: 408-739-2034  
Fax:

**Invoice**

**SERVICE DEPARTMENT HOURS**  
Mon-Fri: 9:00 a.m. to 5:30 p.m.



Invoice Date	Reference Number
06-Mar-2018	[REDACTED]
Date/Time Received	Date/Time Promised
06-Mar-2018 11:31 a.m.	
Odometer In	Odometer Out
5581 Miles	5595 Miles
Ready Date	
12-Mar-2018	
Service Advisor	
Karin Nayler	

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number
Walter Huang [REDACTED]	[REDACTED]		5YJXCAE [REDACTED]
	Year	Model	License Plate
	2017	Model X	
			Color
			Deep Blue Metallic Paint

Job Number	Description Of Work	Amount (USD)				
1	<p>Concern: Passenger Falcon door opened and contacted overhead garage door on 3/2/2018</p> <p>Corrections: Sensors General Diagnosis</p> <p>Performed testing and found capacitive sensor to be failing, recommend to replace sensor and recheck.</p> <p>Corrections: Cladding - Door - Rear - RH</p> <p>Replaced rear right side cladding with capacitive sensor and verified proper operation after repairs.</p> <p><b>Parts Replaced or Added</b></p> <table border="1"> <tr><th>Part</th><th>Quantity</th></tr> <tr><td>ASY, RHS CLADDING &amp; CAPACITIVE SENSOR (1097664-00-B)</td><td>1</td></tr> </table> <p>Pay Type: Warranty</p>	Part	Quantity	ASY, RHS CLADDING & CAPACITIVE SENSOR (1097664-00-B)	1	0.00
Part	Quantity					
ASY, RHS CLADDING & CAPACITIVE SENSOR (1097664-00-B)	1					
2	<p>Concern: Customer stated an alert navigation needs service</p> <p>Corrections: Navigation General Diagnosis</p> <p>Unable to duplicate concern at this time. Advised customer to perform bug report if issue occurs again.</p> <p>Pay Type: Goodwill</p>	0.00				

<b>3</b>	<p>Concern: Perform courtesy inspection.</p> <p>Corrections: Courtesy Inspection</p> <p>-Checked for Active alerts: No active alert exist  -Topped off washer fluid.  -Verified wiper and washer jet operation: Good no other issue.  -Tested and inspected customer's charge cable : Tested with a shop cable at 40 amps without issue.  -Tire pressure to proper specifications:  Front - 42 psi    Rear - 42 psi  -Measured tire tread depth at:  (Outer) (Center) (Inner)  LF: 8/32    8/32    8/32  RF: 8/32    9/32    9/32  LR: 9/32    9/32    9/32  RR: 9/32    9/32    9/32</p> <p>Pay Type: Goodwill</p>	0.00
----------	---	------

Service Center hourly rate: USD 175.00

All parts are new unless otherwise specified.

Notes:

Payment Terms:

Due upon receipt. PLEASE QUOTE THE INVOICE NUMBER WITH YOUR PAYMENT

Total Labor & Miscellaneous Items	0.00
Total Parts	0.00
Shipping	0.00
Discount	0.00
Referral Credit	0.00
<b>Subtotal</b>	<b>0.00</b>
Sales Tax	0.00
<b>TOTAL AMOUNT</b>	<b>0.00</b>

Additional Amount	Revised Estimate	Job Number	Date & Time	Approved By (# If By Phone)

I agree that:

- Tesla is not responsible for any personal items left in my vehicle.
- Tesla and its employees may access and operate my vehicle or transport it to another Tesla service location for the purpose of repairs, testing and/or inspection of repairs.
- Tesla and its affiliates may access, download, and use the Telematics Log Data and any other data on my vehicle to diagnose or service issues with it, and Tesla may store the data for its own purposes.
- Tesla and its employees will turn off any photo or video capturing devices, such as dashboard cameras, once we receive the vehicle in preparation for service.
- I understand that if Tesla and its affiliates have to remove a child safety seat to complete service to my vehicle, I am responsible for reinstalling the child safety seat.
- Tesla may disclose information about me and details related to the damage and repair of my vehicle to its service providers and any insurance company that may contribute to the payment of repair services.
- An express mechanic's lien is hereby acknowledged on my vehicle to secure the amount of repairs, fines (if any) and storage.
- My insurance provides exclusive coverage for the vehicle while it is in Tesla's possession.
- I may be charged storage fees from the fourth working day after I am notified that repairs on my vehicle are complete.
- I am responsible for all repair charges incurred, including any insurance company deductible payments, betterments, and any costs associated with collection of unpaid amounts. I further acknowledge that I am responsible for full payment if anyone making payments on my behalf fail to make such payments.

I authorize Tesla to:

- complete the repair work, including parts, materials and labor, on my vehicle as set forth in this service agreement document.
- dispose of old parts unless otherwise instructed in writing.
- obtain sublet services as necessary.
- act with the Power of Attorney to endorse insurance checks to pay for the repair charges incurred.

I authorize the insurance carrier paying my claim to process direct payment to Tesla, Inc. for the repairs to my vehicle identified above.

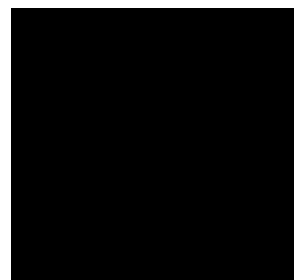
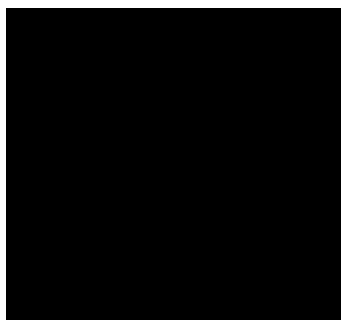
**Signature:**

**Date:**

---

Warning: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

Tesla disclaims all express or implied warranties with respect to any repairs or products used in repairs, except as set forth in the Tesla-issued New Vehicle Limited Warranty, applicable Tesla parts warranty, or other extended service agreement. Tesla is not responsible for repairs not performed, or components not installed, by Tesla.



	Reference Number	Date Created	Last Modified	Concern Type	Category	Concern Contact Information	Status	Symptom	Car Won't Drive	Assigned to Location
▶	[REDACTED]	19-Nov-2017	27-Apr-2018	Service	Request	Walter Huang [REDACTED] [REDACTED]	Closed	Service Support: Service appointment scheduled	No	Tesla Service Burlingame
▶	[REDACTED]	24-Nov-2017	24-Nov-2017	Service	Request	Walter Huang [REDACTED] [REDACTED]	Closed	Service Support: Customer education - Vehicle features / troubleshooting	No	NA Customer Support
▶	[REDACTED]	24-Nov-2017	27-Apr-2018	Service	Request	Walter Huang [REDACTED] [REDACTED]	Closed	Service Support: Customer provided other feedback	No	Tesla Service Burlingame
▶	[REDACTED]	19-Jan-2018	19-Jan-2018	Service	Driver Assistance	Walter Huang [REDACTED] [REDACTED]	Closed	Alert appeared: Cruise not available	No	NA Customer Support
▶	[REDACTED]	19-Jan-2018	27-Apr-2018	Service	Navigation	Walter Huang [REDACTED] [REDACTED]	Closed	Alert appeared: Navigation System Needs Service/Incorrect Maps Are Loaded (Vehicle exhibited no other symptom related to this alert)	No	Tesla Service Burlingame
▶	[REDACTED]	01-Feb-2018	01-Feb-2018	Service	Brake Systems	Walter Huang [REDACTED] [REDACTED]	Closed	Alert appeared: Automatic Emergency Braking Is Disabled	No	NA Customer Support
▶	[REDACTED]	05-Feb-2018	05-Apr-2018	Service	Navigation	Walter Huang [REDACTED] [REDACTED]	Closed	Alert appeared: Navigation needs service	No	Tesla Service Palo Alto
▶	[REDACTED]	02-Mar-2018	13-Mar-2018	Service	Request	Walter Huang [REDACTED] [REDACTED]	Closed	Service Support: Service appointment scheduled	No	Tesla Service Sunnyvale



**VEHICLE INFORMATION**

VIN: 5YJXCAE [REDACTED]  
 License Plate Number:  
 Model: Model X General Production-2017  
 Year: 2017  
 Trim: General Production  
 Warranty Coverage Region: North America

**CURRENT OWNER INFORMATION**

Owner Name: Walter Huang  
 Owner Email: [REDACTED]  
 Owner Phone: [REDACTED]  
 Ownership Start Date: Invalid date

**CONCERN CONTACT INFORMATION**

First Name \* Walter  
 Last Name \* Huang  
 Address [REDACTED]  
 Address 2 [REDACTED]  
 City [REDACTED]  
 State CA  
 Zip Code [REDACTED]  
 Country USA  
 Email \* [REDACTED]  
 Phone \* [REDACTED]

Note that changing the above information is for this concern only.  
 To permanently update customer contact or owner information: [Customer/Vehicle Profile](#)

**Concern List** [Scheduling Tool](#) [New Concern](#)

Service Request #	Concern Type	Symptom	Concern Status	Concern Date	
[REDACTED]	Service	Service Support: Service appointment scheduled	Closed	19-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Service Support: Customer education - Vehicle feat...	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Service Support: Customer provided other feedback	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Cruise not available	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Navigation System Needs Service/In...	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	[REDACTED]	Alert appeared: Automatic Emergency Braking	Closed	01-Feb-2018	<a href="#">View</a>

10 items per page 1 - 8 of 8 items

**Repair Order:** [REDACTED]

Created by: Michael Haleua Date Created: 19-Nov-2017  
 Last Modified by: Warp Last Modified by: 27-Apr-2018  
 A concern with this symptom has been logged for this VIN. [Click here to review it.](#)

**Concern #1** Car won't drive  ? Roadside Assist  ? [Add](#) [Cancel](#)

Concern Type: Service  
 Concern Status: Closed  
 Symptom \* Search: Service Support: Service appointment scheduled  
 Assign To Service Center: Tesla Service Burlin  
 Concern Narrative: unable to update at home  
 Category: Request  
 Notes/Logs: (0) notes  
 Odometer: 361  
 Participants(s) \*  

Participant	Owner
Johnny Chan	<input type="checkbox"/>
John Lampros	<input type="checkbox"/>
Karl Kreitner	<input type="checkbox"/>
Ray Nunes	<input type="checkbox"/>
Sergio Lopez	<input type="checkbox"/>
Farina Young	<input type="checkbox"/>

 Action Taken: Forwarded to Service  
 Unit: Miles

Toolbox Session:  
 [REDACTED] [Attachments](#)

**VEHICLE INFORMATION**

VIN: 5YJXCA [REDACTED]  
 License Plate Number:  
 Model: Model X General Production-2017  
 Year: 2017  
 Trim: General Production  
 Warranty Coverage Region: North America

**CURRENT OWNER INFORMATION**

Owner Name: Walter Huang  
 Owner Email: [REDACTED]  
 Owner Phone: [REDACTED]  
 Ownership Start Date: Invalid date

**CONCERN CONTACT INFORMATION**

First Name \* Walter  
 Last Name \* Huang  
 Address [REDACTED]  
 Address 2 [REDACTED]  
 City [REDACTED]  
 State [REDACTED]  
 Zip Code [REDACTED]  
 Email \* [REDACTED]  
 Country USA  
 Phone \* [REDACTED]

Note that changing the above information is for this concern only.

To permanently update customer contact or owner information: [Customer/Vehicle Profile](#)

**Concern List**

[Scheduling Tool](#)

[New Concern](#)

Service Request #	Concern Type	Symptom	Concern Status	Concern Date	
[REDACTED]	Service	Service Support: Service appointment scheduled	Closed	19-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Service Support: Customer education - Vehicle feat...	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Service Support: Customer provided other feedback	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Cruise not available	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Navigation System Needs Service/In...	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Automatic Emergency Braking	Closed	01-Feb-2018	<a href="#">View</a>

10 items per page 1 - 8 of 8 items

Created by: Lawrence Alvin Date Created: 24-Nov-2017

**Concern #1** Car won't drive  ? Roadside Assist  ? [Add](#) [Cancel](#)

Concern Type Service  
 Symptom \* Search  
 Concern Status Closed  
 Assign To Service Center NA Customer Supp...

Concern Narrative  
 Customer states he is limited to 85mph.

Category Request  
 Notes/Logs (1) notes  
 Odometer 555  
 Participants(s) \*  
 Participant Owner  
 Lawrence Alvin  
 Action Taken Fixed over the phone  
 Unit Miles

Toolbox Session:

[Attachments](#)

VEHICLE INFORMATION

VIN: 5Y [REDACTED]  
License Plate Number:  
Model: Model X General Production-2017  
Year: 2017  
Trim: General Production  
Warranty Coverage Region: North America

CONCERN CONTACT INFORMATION

First Name \* Walter  
Last Name \* Huang  
Address [REDACTED] Address 2 [REDACTED]  
City [REDACTED] State [REDACTED]  
Zip Code [REDACTED] Country USA  
Email \* [REDACTED] Phone \* [REDACTED]

CURRENT OWNER INFO

Owner Name:  
Owner Email:  
Owner Phone:  
Ownership Start Date:

Notes

**Lawrence Alvin - 24-Nov-2017 01:35 PM PST**  
Advised customer the vehicle needs to be in Park, currently driving. Will contact customer within the next hour and confirm action.

Write Note

Add Close

Vehicle Profile

Created: 24-Nov-2017

Add Cancel

Customer Support

Owner

Add Close

Concern List

Service Request #	Concern Type	Alert appeared:	Status	Date	Action
[REDACTED]	Service				
[REDACTED]	Service				
[REDACTED]	Service	Alert appeared: Navigation System Needs Service/In...	Closed	19-Jan-2018	View
[REDACTED]	Service	Alert appeared: Automatic Emergency Braking	Closed	01-Feb-2018	View

Category Request  
Notes/Logs (1) notes  
Odometer 555

Action Taken Fixed over the phone  
Unit Miles

Toolbox Session:

Attachments

### VEHICLE INFORMATION

VIN: 5YJXCAE [REDACTED]  
 License Plate Number:  
 Model: Model X General Production-2017  
 Year: 2017  
 Trim: General Production  
 Warranty Coverage Region: North America

### CURRENT OWNER INFORMATION

Owner Name: Walter Huang  
 Owner Email: [REDACTED]  
 Owner Phone: [REDACTED]  
 Ownership Start Date: [REDACTED]

### CONCERN CONTACT INFORMATION

First Name \* Walter  
 Last Name \* Huang  
 Address [REDACTED]  
 Address 2 [REDACTED]  
 City [REDACTED]  
 State [REDACTED]  
 Zip Code [REDACTED]  
 Country USA  
 Email \* [REDACTED]  
 Phone \* [REDACTED]

Note that changing the above information is for this concern only.

To permanently update customer contact or owner information: [Customer/Vehicle Profile](#)

### Concern List

[Scheduling Tool](#)

[New Concern](#)

Service Request #	Concern Type	Symptom	Concern Status	Concern Date	
[REDACTED]	Service	Service Support: Service appointment scheduled	Closed	19-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Service Support: Customer education - Vehicle feat...	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Service Support: Customer provided other feedback	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Cruise not available	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Navigation System Needs Service/In...	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Automatic Emergency Braking	Closed	01-Feb-2018	<a href="#">View</a>

10 items per page 1 - 8 of 8 items

Created by: Spencer Shumway

Date Created: 24-Nov-2017

Last Modified by: Warp

Last Modified by: 27-Apr-2018

**Concern #1**  Car won't drive  ?  Roadside Assist  ? [Add](#) [Cancel](#)

Concern Type

Concern Status

Symptom \*

Assign To Service Center

Service Support: Customer provided other feedback

Participants(s) \*

Concern Narrative   
 Customer states he needed speed limiter removed.

Participant	Owner
Spencer Shumway	<input type="checkbox"/>

Category

Action Taken

Notes/Logs [\(0\) notes](#)

Unit

Odometer

Toolbox Session:

[Attachments](#)

### VEHICLE INFORMATION

VIN: 5YJXCA [REDACTED]  
 License Plate Number:  
 Model: Model X General Production-2017  
 Year: 2017  
 Trim: General Production  
 Warranty Coverage Region: North America

### CURRENT OWNER INFORMATION

Owner Name: Walter Huang  
 Owner Email: [REDACTED]  
 Owner Phone: [REDACTED]  
 Ownership Start Date: [REDACTED]

### CONCERN CONTACT INFORMATION

First Name \* Walter  
 Last Name \* Huang  
 Address [REDACTED]  
 Address 2 [REDACTED]  
 City [REDACTED]  
 State [REDACTED]  
 Zip Code [REDACTED]  
 Country USA  
 Email \* [REDACTED]  
 Phone \* [REDACTED]

Note that changing the above information is for this concern only.

To permanently update customer contact or owner information: [Customer/Vehicle Profile](#)

### Concern List

[Scheduling Tool](#)

[New Concern](#)

Service Request #	Concern Type	Symptom	Concern Status	Concern Date	
[REDACTED]	Service	Service Support: Service appointment scheduled	Closed	19-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Service Support: Customer education - Vehicle feat...	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Service Support: Customer provided other feedback	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Cruise not available	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Navigation System Needs Service/In...	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Automatic Emergency Braking	Closed	01-Feb-2018	<a href="#">View</a>

10 items per page 1 - 8 of 8 items

Created by: Andrew Dirks

Date Created: 19-Jan-2018

Last Modified by: Nathan Custance

Last Modified by: 19-Jan-2018

**Concern #1**  Car won't drive  ?  Roadside Assist  ? [Add](#) [Cancel](#)

Concern Type

Concern Status

Symptom \*

Assign To Service Center  [...](#)

Alert appeared: Cruise not available

Participants(s) \*

Concern Narrative

Participant	Owner
Nathan Custance	<input type="checkbox"/>

Category

Action Taken

Notes/Logs [\(3\) notes](#)

Unit

Odometer

Toolbox Session: [337955](#)

[Attachments](#)

**VEHICLE INFORMATION**

VIN: 5YJXCA [REDACTED]  
 License Plate Number:  
 Model: Model X General Production-2017  
 Year: 2017  
 Trim: General Production  
 Warranty Coverage Region: North America

**CURRENT OWNER INFORMATION**

Owner Name: Walter Huang  
 Owner Email: [REDACTED]  
 Owner Phone: [REDACTED]  
 Ownership Start Date: Invalid date

**CONCERN CONTACT INFORMATION**

First Name \* Walter  
 Last Name \* Huang  
 Address [REDACTED]  
 Address 2 [REDACTED]  
 City [REDACTED]  
 State [REDACTED]  
 Zip Code [REDACTED]  
 Email \* [REDACTED]  
 Country USA  
 Phone \* [REDACTED]

Note that changing the above information is for this concern only.

To permanently update customer contact or owner information: [Customer/Vehicle Profile](#)

**Concern List**

[Scheduling Tool](#)

[New Concern](#)

Service Request #	Concern Type	Symptom	Concern Status	Concern Date	
[REDACTED]	Service	Service Support: Service appointment scheduled	Closed	19-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Service Support: Customer education - Vehicle feat...	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Service Support: Customer provided other feedback	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Cruise not available	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Navigation System Needs Service/In...	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Automatic Emergency Braking	Closed	01-Feb-2018	<a href="#">View</a>

10 items per page 1 - 8 of 8 items

Created by: Andrew Dirks Date Created: 19-Jan-2018  
 Last Modified by: Nathan Custance Last Modified by: 19-Jan-2018

**Concern #1** Car won't drive  ? Roadside Assist  ? [Add](#) [Cancel](#)

Concern Type Service Concern Status Closed

Symptom \* Search  
 Alert appeared: Cruise not available  
 Assign To Service Center NA Customer Supp...

Concern Narrative  
 Customer stated that Cruise Not Available alert appeared tonight but that driver assist functions were working earlier today

Participants(s) \*  

Participant	Owner
Nathan Custance	<input type="checkbox"/>

Category Driver Assistance  
 Notes/Logs (3) notes  
 Odometer 3690  
 Action Taken Forwarded to Service  
 Unit Miles

Toolbox Session: 337955

[Attachments](#)



VEHICLE INFORMATION

CONCERN CONTACT INFORMATION

VIN: 5YJXCAE28HF060305

First Name \* [Walter] Last Name \* [Huang]

License Plate Number:

Notes

[REDACTED]

Andrew Dirks - 19-Jan-2018 08:31 PM PST

Advised customer I would submit case to Service Engineering for review, and that service will follow up if they need customer to bring vehicle to service.

Nathan Custance - 19-Jan-2018 08:59 PM PST

walked customer through a power cycle of his vehicle and used reset\_das command and we were able to restore use of his driver's

Write Note

[Empty text area for writing a note]

Add Close

CURRENT OWNER INFO

[REDACTED]

Service Request #	Concern
[REDACTED]	Service
[REDACTED]	Service
[REDACTED]	Service
[REDACTED]	Service
[REDACTED]	Service
[REDACTED]	Service

Vehicle Profile

Created: 19-Jan-2018  
Modified by: 19-Jan-2018

Add Cancel

Owner

Assigned to Service

TOOIBDX Session: 537988

Attachments



VEHICLE INFORMATION

CONCERN CONTACT INFORMATION

VIN: 5YJXCAE28HF060305  
License Plate Number:  
Model:  
Year:  
Trim:  
Warranty Coverage Regi

First Name \*  
Walter  
Last Name \*  
Huang

CURRENT OWNER INFO

Owner Name:  
Owner Email:  
Owner Phone:  
Ownership Start Date:

Notes

[Redacted text]

**Andrew Dirks - 19-Jan-2018 08:31 PM PST**  
Advised customer I would submit case to Service Engineering for review, and that service will follow up if they need customer to bring vehicle to service.

**Nathan Custance - 19-Jan-2018 08:59 PM PST**  
walked customer through a power cycle of his vehicle and used reset\_das command and we were able to restore use of his driver's assistance.

Write Note

[Empty text area for writing a note]

Add Close

Concern List

Service Request #	Concern Type
[Redacted]	Service
[Redacted]	Service
[Redacted]	Service
[Redacted]	Service
[Redacted]	Service
[Redacted]	Service

Created: 19-Jan-2018  
Modified by: 19-Jan-2018  
Add Cancel

Owner Support

Owner

Assigned to Service

Toolbox Session: [Redacted]

Attachments

### VEHICLE INFORMATION

VIN: 5YJXCAE [REDACTED]  
 License Plate Number:  
 Model: Model X General Production-2017  
 Year: 2017  
 Trim: General Production  
 Warranty Coverage Region: North America

### CURRENT OWNER INFORMATION

Owner Name: Walter Huang  
 Owner Email: [REDACTED]  
 Owner Phone: [REDACTED]  
 Ownership Start Date: [REDACTED]

### CONCERN CONTACT INFORMATION

First Name \* Walter  
 Last Name \* Huang  
 Address [REDACTED]  
 Address 2 [REDACTED]  
 City [REDACTED]  
 State [REDACTED]  
 Zip Code [REDACTED]  
 Email \* [REDACTED]  
 Country USA  
 Phone \* [REDACTED]

Note that changing the above information is for this concern only.

To permanently update customer contact or owner information: [Customer/Vehicle Profile](#)

### Concern List

[Scheduling Tool](#)

[New Concern](#)

Service Request #	Concern Type	Symptom	Concern Status	Concern Date	
[REDACTED]	Service	Service Support: Service appointment scheduled	Closed	19-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Service Support: Customer education - Vehicle feat...	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Service Support: Customer provided other feedback	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Cruise not available	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Navigation System Needs Service/In...	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Automatic Emergency Braking	Closed	01-Feb-2018	<a href="#">View</a>

10 items per page 1 - 8 of 8 items

Created by: Nathan Custance

Date Created: 19-Jan-2018

Last Modified by: Warp

Last Modified by: 27-Apr-2018

**Concern #1** Car won't drive  ? Roadside Assist  ? [Add](#) [Cancel](#)

Concern Type Service Concern Status Closed

Symptom \* Search Assign To Service Center Tesla Service Burlin ...

Alert appeared: Navigation System Needs Service/Incorrect Maps Are Loaded (Vehicle exhibited no other symptom related to this alert)

Participants(s) \*

Participant	Owner
Johnny Chan	<input type="checkbox"/>
John Lampros	<input type="checkbox"/>
Karl Kreitner	<input type="checkbox"/>
Ray Nunes	<input type="checkbox"/>
Sergio Lopez	<input type="checkbox"/>
Farina Young	<input type="checkbox"/>

Concern Narrative customer states that he sees alerts for maps need service and is not able to use navigation.

Action Taken Forwarded to Service

Category Navigation

Unit Miles

Notes/Logs (4) notes

Odometer 3691

Toolbox Session:

[REDACTED]

VEHICLE INFORMATION

CONCERN CONTACT INFORMATION

VIN: 5YJXC [redacted]  
License Plate Number:  
Model: Model X General Production-2017  
Year: 2017  
Trim: General Production

First Name \* Walter  
Last Name \* Huang  
Address [redacted]  
Address 2 [redacted]  
City [redacted]  
State [redacted]  
Zip Code [redacted]  
Country

CURRENT OWNER INFO

Owner Name:  
Owner Email:  
Owner Phone:  
Ownership Start Date:

Notes

- Nathan Custance - 19-Jan-2018 09:01 PM PST**  
Walked customer through IC reboot and touchscreen reboot with no change to vehicle's ability to use navigation. Forwarding to service for support.
- Joanne Santiago - 26-Jan-2018 02:32 PM PST**  
Reached out to customer. LVM. Awaiting response.
- Joanne Santiago - 31-Jan-2018 12:24 PM PST**  
Contacted customer. Confirmed that navigation is now working as designed.
- Joanne Santiago - 31-Jan-2018 12:24 PM PST**  
Closing concern.

Write Note

[Empty text area for writing a note]

Add Close

Concern List

Service Request #	Concern Type
[redacted]	Service
[redacted]	Service
[redacted]	Service
[redacted]	Service
[redacted]	Service
[redacted]	Service

10 items per page 1 - 8 of 8 items

Notes/Logs (4) notes

Odometer 3691

Toolbox Session:

[redacted] Attachments

### VEHICLE INFORMATION

VIN: 5YJXCA [REDACTED]  
 License Plate Number:  
 Model: Model X General Production-2017  
 Year: 2017  
 Trim: General Production  
 Warranty Coverage Region: North America

### CURRENT OWNER INFORMATION

Owner Name: Walter Huang  
 Owner Email: [REDACTED]  
 Owner Phone: [REDACTED]  
 Ownership Start Date: [REDACTED]

### CONCERN CONTACT INFORMATION

First Name \* Walter  
 Last Name \* Huang  
 Address [REDACTED]  
 Address 2 [REDACTED]  
 City [REDACTED]  
 State [REDACTED]  
 Zip Code [REDACTED]  
 Country USA  
 Email \* [REDACTED]  
 Phone \* [REDACTED]

Note that changing the above information is for this concern only.

To permanently update customer contact or owner information: [Customer/Vehicle Profile](#)

### Concern List

[Scheduling Tool](#)

[New Concern](#)

Service Request #	Concern Type	Symptom	Concern Status	Concern Date	
[REDACTED]	Service	Customer education - Vehicle feat...	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Service Support: Customer provided other feedback	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Cruise not available	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Navigation System Needs Service/In...	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Automatic Emergency Braking Is Dis...	Closed	01-Feb-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Navigation needs service	Closed	05-Feb-2018	<a href="#">View</a>

10 items per page 1 - 8 of 8 items

Created by: Bonnie Smith

Date Created: 01-Feb-2018

Concern #1 **Car won't drive**  ? **Roadside Assist**  ? [Add](#) [Cancel](#)

Concern Type **Service** Concern Status **Closed**

Symptom \*  Assign To Service Center **NA Customer Supp** [...](#)

Alert appeared: Automatic Emergency Braking Is Disabled

Concern Narrative **Customer states alert appeared: Automatic Emergency Braking Is Disabled**

Participants(s) \*

Participant	Owner
Bonnie Smith	<input type="checkbox"/>

Category **Brake Systems**

Action Taken **Fixed over the phone**

Notes/Logs **(1) notes**

Unit **Miles**

Odometer **4129**

Toolbox Session:

[Attachments](#)

VEHICLE INFORMATION

VIN: 5YJXCAE...  
License Plate Number:  
Model: Model X General Production-2017  
Year: 2017  
Trim: General Production  
Warranty Coverage Region: North America

CONCERN CONTACT INFORMATION

First Name \*: Walter  
Last Name \*: Huang  
Address: ...  
Address 2: ...  
City: ...  
State: ...  
Zip Code: ...  
Country: USA  
Email \*: ...

CURRENT OWNER INFORMATION

Owner Name:  
Owner Email:  
Owner Phone:  
Ownership Start Date:

**Notes** [Close]

**Bonnie Smith - 01-Feb-2018 10:06 AM PST**  
Customer states alert appeared: Automatic Emergency Braking Is Disabled. Had customer complete a power cycle, alert cleared. Customer will call back if issue arises again

Write Note

[Add] [Close]

Concern List

Service Request #	Concern Type	Description	Status	Date	Action
[Redacted]	Service	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	Service	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	Service	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	Service	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	Service	Alert appeared: Automatic Emergency Braking Is Dis...	Closed	01-Feb-2018	<a href="#">View</a>
[Redacted]	Service	Alert appeared: Navigation needs service	Closed	05-Feb-2018	<a href="#">View</a>

10 items per page 1 - 8 of 8 items

Vehicle Profile

Created: 01-Feb-2018  
[Add](#) [Cancel](#)

Owner

Category Brake Systems

Notes/Logs (1) notes

Odometer 4129

Action Taken Fixed over the phone

Unit Miles

Toolbox Session:

[Attachments](#)

### VEHICLE INFORMATION

VIN: 5YJXCA [REDACTED]  
 License Plate Number:  
 Model: Model X General Production-2017  
 Year: 2017  
 Trim: General Production  
 Warranty Coverage Region: North America

### CURRENT OWNER INFORMATION

Owner Name: Walter Huang  
 Owner Email: [REDACTED]  
 Owner Phone: [REDACTED]  
 Ownership Start Date: [REDACTED]

### CONCERN CONTACT INFORMATION

First Name \* Walter  
 Last Name \* Huang  
 Address [REDACTED] Address 2 [REDACTED]  
 City [REDACTED] State [REDACTED]  
 Zip Code [REDACTED] [REDACTED]  
 [REDACTED] [REDACTED]  
 USA  
 Phone \* [REDACTED]

Note that changing the above information is for this concern only.

To permanently update customer contact or owner information: [Customer/Vehicle Profile](#)

### Concern List

[Scheduling Tool](#)

[New Concern](#)

Service Request #	Concern Type	Symptom	Concern Status	Concern Date	
[REDACTED]	Service	Customer education - Vehicle feat...	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Service Support: Customer provided other feedback	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Cruise not available	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Navigation System Needs Service/In...	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Automatic Emergency Braking Is Dis...	Closed	01-Feb-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Navigation needs service	Closed	05-Feb-2018	<a href="#">View</a>

10 items per page 1 - 8 of 8 items

Repair Order: [REDACTED] 3  
 Created by: Clint Stocker Date Created: 05-Feb-2018  
 Last Modified by: Warp Last Modified by: 05-Apr-2018

**Concern #1** **Car won't drive**  ? **Roadside Assist**  ? [Add](#) [Cancel](#)

Concern Type  Concern Status   
 Symptom \*  Assign To Service Center

Concern Narrative

Participants(s) \*

Participant	Owner
Clint Stocker	<input type="checkbox"/>
Mike Garcia	<input type="checkbox"/>
Fred Peralta	<input type="checkbox"/>
Ron Tom	<input type="checkbox"/>
Dave Stewart	<input type="checkbox"/>
Rav Nunes	<input type="checkbox"/>

Category   
 Notes/Logs [\(1\) notes](#)  
 Odometer   
 Action Taken   
 Unit

Toolbox Session: [344101](#)

VEHICLE INFORMATION

VIN: 5YJXC [redacted]  
License Plate Number:  
Model: Model X General Production-2017  
Year: 2017  
Trim: General Production  
Warranty Coverage Reg

CONCERN CONTACT INFORMATION

First Name \* Walter  
Last Name \* Huang  
Address [redacted] Address 2  
City [redacted] State [redacted]  
Zip Code [redacted] Country

Notes

Clint Stocker - 05-Feb-2018 10:28 AM PST

Customer is having trouble with the maps

Customer Issue: maps missing

Probing Questions: Is this the first time you seen this alert? No started 3 weeks ago

Timestamps of Issue: 2018-02-05T09:12:43

Determination: Forward to Service

Write Note

[Empty text area for writing a note]

Add

Close

CURRENT OWNER INFO

Owner Name:  
Owner Email:  
Owner Phone:  
Ownership Start Date:

Concern List

Service Request #	Concern Type
[redacted]	Service
[redacted]	Service
[redacted]	Service
[redacted]	Service
[redacted]	Service
[redacted]	Service
[redacted]	Service

Navigation needs Closed 05-Feb-2018 View

10 items per page 1 - 8 of 8 items

Notes/Logs (1) notes

Odometer 4324

Toolbox Session: 344101

Action Taken Forwarded to Service

Unit Miles

Attachments

**VEHICLE INFORMATION**

VIN: 5YJXCA [REDACTED]  
 License Plate Number: [REDACTED]  
 Model: Model X General Production-2017  
 Year: 2017  
 Trim: General Production  
 Warranty Coverage Region: North America

**CURRENT OWNER INFORMATION**

Owner Name: Walter Huang  
 Owner Email: [REDACTED]  
 Owner Phone: [REDACTED]  
 Ownership Start Date: [REDACTED]

**CONCERN CONTACT INFORMATION**

First Name \* Walter  
 Last Name \* Huang  
 Address [REDACTED]  
 Address 2 [REDACTED]  
 City [REDACTED]  
 State [REDACTED]  
 Zip Code [REDACTED] 4  
 Country USA  
 Email \* [REDACTED]  
 Phone \* [REDACTED]

Note that changing the above information is for this concern only.  
 To permanently update customer contact or owner information: [Customer/Vehicle Profile](#)

**Concern List** [Scheduling Tool](#) [New Concern](#)

Service Request #	Concern Type	Symptom	Concern Status	Concern Date	
[REDACTED]	Service	Customer provided other feedback	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Cruise not available	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Navigation System Needs Service/In...	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED] 2	Service	Alert appeared: Automatic Emergency Braking Is Dis...	Closed	01-Feb-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Navigation needs service	Closed	05-Feb-2018	<a href="#">View</a>
[REDACTED] 2	Service	Service Support: Service appointment scheduled	Closed	02-Mar-2018	<a href="#">View</a>

10 items per page 1 - 8 of 8 items

**Repair Order:** [REDACTED]

Created by: Heidi Riera Date Created: 02-Mar-2018  
 Last Modified by: C.J. Macedo Last Modified by: 13-Mar-2018  
 A concern with this symptom has been logged for this VIN. [Click here to review it.](#)

**Concern #1** Car won't drive  ? Roadside Assist  ? [Add](#) [Cancel](#)

Concern Type: Service  
 Concern Status: Closed  
 Symptom \*  Service Support: Service appointment scheduled  
 Assign To Service Center: Tesla Service Sunn...  
 Participants(s) \*  

Participant	Owner
Heidi Riera	<input type="checkbox"/>
Jake Joseph	<input type="checkbox"/>
Andrew McDonald	<input type="checkbox"/>
John Polstra	<input type="checkbox"/>
Luis Galvez	<input type="checkbox"/>
Jose Garfius	<input type="checkbox"/>

 Category: Request  
 Notes/Logs: (2) notes  
 Odometer: 5408  
 Action Taken: Forwarded to Service  
 Unit: Miles

Toolbox Session: [REDACTED] [Attachments](#)



### VEHICLE INFORMATION

VIN: 5YJXCAE [REDACTED]  
 License Plate Number:  
 Model: Model X General Production-2017  
 Year: 2017  
 Trim: General Production  
 Warranty Coverage Region: North America

### CURRENT OWNER INFORMATION

Owner Name: Walter Huang  
 Owner Email: [REDACTED]  
 Owner Phone: [REDACTED]  
 Ownership Start Date: [REDACTED]

### CONCERN CONTACT INFORMATION

First Name \* Walter  
 Last Name \* Huang  
 Address [REDACTED]  
 Address 2 [REDACTED]  
 City [REDACTED]  
 State [REDACTED]  
 Zip Code [REDACTED]  
 Email \* [REDACTED]  
 Country USA  
 Phone \* [REDACTED]

Note that changing the above information is for this concern only.

To permanently update customer contact or owner information: [Customer/Vehicle Profile](#)

### Concern List

[Scheduling Tool](#)

[New Concern](#)

Service Request #	Concern Type	Symptom	Concern Status	Concern Date	
[REDACTED]	Service	Customer provided other feedback	Closed	24-Nov-2017	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Cruise not available	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Navigation System Needs Service/In...	Closed	19-Jan-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Automatic Emergency Braking Is Dis...	Closed	01-Feb-2018	<a href="#">View</a>
[REDACTED]	Service	Alert appeared: Navigation needs service	Closed	05-Feb-2018	<a href="#">View</a>
[REDACTED]	Service	Service Support: Service appointment scheduled	Closed	02-Mar-2018	<a href="#">View</a>

10 items per page 1 - 8 of 8 items

Repair Order: [REDACTED]

Created by: Heidi Riera Date Created: 02-Mar-2018

Last Modified by: C.J. Macedo Last Modified by: 13-Mar-2018

A concern with this symptom has been logged for this VIN. [Click here to review it.](#)

Concern #1  Car won't drive  ?  Roadside Assist  ? [Add](#) [Cancel](#)

Concern Type Service Concern Status Closed

Symptom \* Search Assign To Service Center Tesla Service Sunn...

Service Support: Service appointment scheduled

Concern Narrative  
 always parks the vehicle in Garage without issue. Door damaged on the upper section on the rim and made a large gash

Category Request

Notes/Logs (2) notes

Odometer 5408

Participants(s) \*

Participant	Owner
Heidi Riera	<input type="checkbox"/>
Jake Joseph	<input type="checkbox"/>
Andrew McDonald	<input type="checkbox"/>
John Polstra	<input type="checkbox"/>
Luis Galvez	<input type="checkbox"/>
Jose Garfius	<input type="checkbox"/>

Action Taken Forwarded to Service

Unit Miles

Toolbox Session:

[Attachments](#)

VEHICLE INFORMATION

CONCERN CONTACT INFORMATION

VIN: 5YJXCAE28HF060305

First Name \* Walter

Last Name \* Huang

License Plate Number:

Model:

Year:

Trim:

Warranty Coverage Reg

CURRENT OWNER INFO

Owner Name:

Owner Email:

Owner Phone:

Ownership Start Date:

Notes

Heidi Riera - 02-Mar-2018 10:22 AM PST

Customer: Walter Huang

Phone: [REDACTED]

Scheduled Date: Tues, Mar 6

Scheduled Time: 10:30a

Mobile Service Declined?: NA

Lane Category: CAT 1

Alternative Transportation: Loaner requested, if available

Valet requested?: n

Concern 1: Customer states Right side falcon door failed to detect open garage door (ceiling) and opened all the way. Customer always parks the vehicle in Garage without issue. Door damaged on the upper section on the rim and made a large gash

Customer states he attempted to open the door a second time and had to stop the door with his hand - door failed to detect object 3/2/18 - morning

[REDACTED]

Write Note

[Empty text area for writing a note]

Add

Close

Concern List

Service Request #	Concern Type
[REDACTED]	Service
[REDACTED]	Service
[REDACTED]	Service
[REDACTED]	Service
[REDACTED]	Service
[REDACTED]	Service
[REDACTED]	Service

Created: 02-Mar-2018

Modified by: 13-Mar-2018

Add

Cancel

Service Sunn

Owner

Assigned to Service

Toolbox Session:

Attachments

VEHICLE INFORMATION

CONCERN CONTACT INFORMATION

VIN: 5YJXCAE [redacted]  
License Plate Number:  
Model:  
Year:  
Trim:  
Warranty Coverage Regi

First Name \* Walter Last Name \* Huang

CURRENT OWNER INFO

Owner Name:  
Owner Email:  
Owner Phone:  
Ownership Start Date:

Notes

[redacted]

Concern 2: Customer having issues with GPS and would like to see if any firmware updates are out that can be installed during service.

- Emphasized importance of arriving at scheduled appointment time only. Customer confirmed they will callback to reschedule if they need to come in earlier or later.
- Confirmed that Alternate Transport type (if requested) is not guaranteed, and type of transport will be provided upon arrival as needed.
- Confirmed that Valet Service (if requested) is subject to confirmation prior to appointment. Advised if not called back to confirm, Valet Service is not available for the time selected.

Heidi Riera - 02-Mar-2018 10:22 AM PST  
Service, can the logs be looked at prior to the appointment to determine cause?

Write Note

[Empty text area for writing a note]

Add Close

Concern List

Service Request #	Concern Type
[redacted]	Service
[redacted]	Service
[redacted]	Service
[redacted]	Service
[redacted]	Service
[redacted]	Service

Created: 02-Mar-2018  
Modified by: 13-Mar-2018

Add Cancel

Owner

- 
- 
- 
- 
- 

Assigned to Service

Toolbox Session:

Attachments