

**From:** [Ann Marie L Ambrose](#)  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** ODI# 11287033  
**Date:** Thursday, December 26, 2019 11:21:41 AM

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Hi Christopher,

Thank you for fixing the MCU. Please note that the car burned 35 miles driving the actual distance of 8.9 miles, from the Service Center to my residence in El Dorado hills, while driving under 60 miles/hr, slower than traffic. No AC, no heat on.

YES, THIS CAR TRAVELS NEARLY 1/4 th OF THE MILES, RANGE, IT INDICATES.

Thanks,  
[REDACTED]

...

On Sat, Dec 21, 2019, 12:59 PM [REDACTED] wrote: > Mr. Elder, >> The problem with this Tesla battery is not the only defective warranty issue but also the MCU system as well. >> A couple of months ago the MCU started malfunctioning and the Tesla Service Center in Rocklin set an appointment to replace it at the cost of \$2500.00. We had no choice but trust them and accept it. After the car being not usable for two weeks and back ordering different components, as they claimed, the car was fixed. However, the following day, the "newly replaced MCU at 2500.00 cost" started malfunctioning. After a couple of weeks going back and forth, we got disgusted by a dysfunctional car that was sold for over \$70,000.00 with impressive warranties promised at the time sale. We left the car at the Rocklin Tesla Service Center about a month ago hoping someone will test it out and respond to our request. >> Nothing was done till I called Chris Elder, the Technical Manager, and met with him at the Service Center on 12/16/19 and he accepted the fact that the newly installed MCU was malfunctioning and promised to get it fixed. He also, promised that if for 6 weeks we used home EV charger rather than the Super chargers owned by Tesla, the battery will repair itself. Even though we have paid for the use of Tesla Super Charger Use for the life of the car, We accepted to follow his advise. >> The fact remains that we, after a month, still do not have the car fixed and parked in their Service location. We do need a resolution and reliable car. >> Sincerely, > [REDACTED] > [REDACTED]

[REDACTED] > On Thu, Dec 5, 2019, 1:17 AM Reviewing Board <[REDACTED]> wrote:  
RE: NHTSA Action Number: [REDACTED] - INVESTIGATION Subject : Battery Management Software Updates

**Ann-Marie Ambrose**  
Customer Service Representative



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