

1/4/21.

To, NHTSA

Ref: Tesla Recall notices

Agoura Hills
Ca

Hello,

Referring to the 2 notices you sent me.

I went to the Tesla Service center with these,
to get the repairs

They refused to do either of them, saying
the car does not have these problems, even though

- 1) I have the screen blacking out randomly
and the steering assist does not function
properly, braking randomly, and actually
resulting in a big accident on 11/8/19.

They refused to fix this and actually charged
me \$195⁰⁰ to say so -

- 2) They did not (would not) fix the Roof trim
separation, even though it is worn out and
will leak rain water, anytime now, if
not repaired.

I don't know what to do. They are
completely uncooperative and difficult.

Thanks

Important Recall Info That MAY Affect Your Vehicle

U.S. Department of Transportation (DOT) National Highway Traffic Safety Administration (NHTSA)

<NHTSA-Recall-Alerts@service.govdelivery.com>

Reply-To: <NHTSA-Recall-Alerts@service.govdelivery.com>

To: [REDACTED]

Wed, Nov 25,
3:02 AM



Your vehicle MAY be involved in a safety recall and MAY create a safety risk for you or your passengers. If left unrepaired, a potential safety defect could lead to injury or even death. Safety defects must be repaired by a dealer at no cost to you.

Why am I getting this email?

You are receiving this message because you requested to be notified by the National Highway Traffic Safety Administration (NHTSA) if there is a safety recall that **may** affect your vehicle.

The following **may apply** to one or more of your vehicles **if your vehicle is listed below**. Click on the NHTSA Recall ID Number below to read more about the safety issue and the reason for the recall.

To find out if your specific passenger vehicle is included in the recall, use our [VIN Look-up Tool](#).

NHTSA Recall ID Number : 20V710

Manufacturer : Tesla, Inc.

Subject : Missing Primer may cause Roof Trim Separation

Make	Model	Model Years
TESLA	MODEL X	2016

What is a recall?

When a manufacturer or the National Highway Traffic Safety Administration (NHTSA) determines that a vehicle creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that vehicle at no cost to the owner. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

What should I do if my vehicle is included in this recall?

If your vehicle is included in this recall, **it is very important that you get it fixed as soon as possible given the potential danger to you and your passengers if it is not addressed**. You should receive a separate letter in the mail from the vehicle manufacturer, notifying you of the recall and explaining when the remedy will be available, whom to contact to repair your vehicle, and to remind you that the repair will be done at no charge to you. If you believe your vehicle is included in the recall, but you do not receive a letter in the mail from the vehicle manufacturer, please call NHTSA's Vehicle Safety Hotline at 1-888-327-4236, or contact your vehicle manufacturer or dealership.

Thank you for your attention to this important safety matter and for your commitment to helping save lives on America's roadways.

Additional Resources

[Understanding Vehicle Recalls](#)
[Recalls FAQ](#)

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To:

Fri, Feb 14,

2:01 AM



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NHTSA Recall ID Number : 20V062

Manufacturer : Tesla, Inc.

Subject : Reduced/Loss of Steering Assist

Make	Model	Model Years
TESLA	MODEL X	2015-2016

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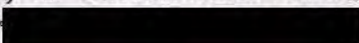
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NHTSA Recall ID Number : [20V710](#)

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Additional Resources

[Understanding Vehicle Recalls](#)

[Recalls FAQ](#)

Thank you,

National Highway Traffic Safety Administration
United States Department of Transportation

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

Please follow one of these links to update your [profile](#) or [unsubscribe](#).

To file a Vehicle safety-related complaint, please go online to our [File a Complaint](#) web page, or call us toll-free at 1-888-327-4236.

To find out more about NHTSA, visit nhtsa.gov, and follow us on [Facebook](#) and [Twitter](#).

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[Review our Privacy Policy](#).



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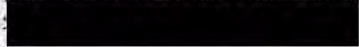
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