

## NOTIFICATION TO TESLA MANUFACTURER

San Antonio, TX

Cell: [REDACTED]

Date: 04/07/2023

Tesla Corporation / Manufacturer  
45500 Fremont Blvd.  
Fremont, CA. 94538

TO WHOM IT MAY CONCERN:

**\*\*SAFETY CONCERN\*\***

I am writing to notify you of the problems I am experiencing with my 2023 Tesla MODEL 3, VIN SYJ3E1EA3P [REDACTED] and since all requests and attempts to correct these problems have failed I am requesting that within thirty (30) days of your receipt of this letter I be granted the opportunity to replace this car with another 2023 Tesla Model 3.

I purchased my vehicle from San Antonio-Dominion 23011 IH-10 West, San Antonio, TX 78257 on or about early November 2022. **On the day I took delivery of my Tesla I was informed there were issues.** I was informed on that day the rubber around the windows needed to be replaced. I was further informed I had to return the car for this to be corrected. Once this issue was fixed, approximately a month later (approximately 2 months after purchase) I began having trouble with my phone not connecting to the Bluetooth in the car. After four attempts to repair this issue, it was never corrected. Not only was this issue never fixed but several other problems have manifest. To date, the service department has been unable to fix any of my issues. **I took my vehicle back to the dealer for repairs on at least 6 occasions all to no avail.**

**I have over 14 emails from Tesla** where I have made appointments and have had my appointments rescheduled 2 and 3 times. **The problems have ranged from minor to dangerous.** I have experienced the following problems with this Tesla 2023 Model 3:

- My phone will not connect to the Bluetooth. The service workers have attempted to connect their phones as well to no avail. At this moment the Bluetooth screen in the car has been showing "Connecting" continuously for about 2 weeks.
- Upon entry into the car the navigation says, "Your destination is on the right" when the navigation has not been engaged.
- The glove box will not open. The service department attempted to pry it open to no avail. There is now a gap where the glove box opens. And it still will not open. This issue has persisted for about a month depriving me of the items within the glovebox.
- The window will go down without notice. I have often come out to my car and found my window lowered leaving my contents exposed to being stolen. Recently when I returned to my

car I found the window on the front passenger side had come down. It was raining so the car seat got wet.

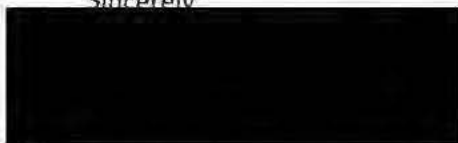
- I use the app on my phone to lock and unlock the car. There have been situations when it malfunctions and won't let me in the car.
- I have the app on my phone to open and close the garage door. Most of the time it works to open the garage but never to close it however, there have been several times when it will not even operate to open the garage. It is a hit and miss on whether it will operate.
- When I exit the car and close the door the window squeaks.
- The self-locking device works sometimes and other times it will not engage.
- The video recording feature stopped working for a period of about 2 months. It then just started working for reasons I can't explain.
- **\*\*SAFETY CONCERN\*\*** The most serious issue to date is this; I was going down the highway with the self-driving mechanism engaged at 71mph. Suddenly the car jerked and lowered itself to 62mph. This was on a Sunday morning at 7:30am and there were no other cars around at all. It scared me so badly. This happened on 2 occasions on 2 separate days. At this point this is past minor issues and has moved into the realm of safety concerns.

These problems substantially impair the use and value of my vehicle not to mention the serious safety hazard occurring with the self-driving application. I fear the entire computer system is on the verge of malfunctioning and causing me harm. Therefore, since you and/or your dealer have been unable to correct these problems, I expect you to do the honorable thing and REPURCHASE the vehicle pursuant to Chapter 2301, Subchapter M of the Texas Occupations Code Annotated. At which time I intend to turnaround and repurchase another 2023 Tesla Model 3 that operates as it should.

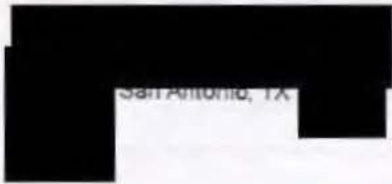
At this point this situation is affecting my health. I am stressed out and experiencing headaches, elevated blood pressure and loss of sleep.

Please contact me on receipt of this letter at the above address or telephone number to arrange a mutually convenient date and time for you to have an opportunity to discuss my vehicle and the next steps necessary to resolve this situation.

Sincerely

A large black rectangular redaction box covering the signature area.

Enclosures CERTIFIED MAIL WITH RETURN RECEIPT REQUESTED



San Antonio, TX

SAN ANTONIO TX 780  
RIO GRANDE DISTRICT  
8 APR 2023 PM 2 L



Administrator, NATIONAL Highway  
Traffic Safety  
1200 NEW JERSEY AVE. SE  
WASHINGTON, DC 20590

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