

From: [Ambrose, Ann-Marie L](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Br](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11534368
Date: Wednesday, July 26, 2023 4:14:12 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED]
Yesterday

Subject: 11534368
To: nhtsa.webmaster@dot.gov

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Attached are the receipts for the half shaft defect on our 2019 Tesla Model X. We experienced the problem in late 2020 and they said it was a warranty fix but they didn't have the part so it took another 8 months before they made the repair at 23k miles but it was less miles when we first got the problem. The problem also causes premature wear on the expensive tires and causes the inside of the tire wear out and have caused blow outs on some cars. Tesla is well aware of the issue. We took the car back in and they charged us \$180 to lubricate the half shaft knowing that would not fix the issue but they claimed they thought it might which makes no sense because we contacted them again they promptly told us to bring the car back and it would cost \$1700 without even examining the car again which validates they just charged us the \$180 for no good reason. The fix is the exact same problem that occurred on the car at 23k miles and we now are at 55k miles with the exact same issue and when asked how long would this fix last they said they didn't know and its based on how we drive.

[REDACTED]
[REDACTED]
[REDACTED]

Thank you,

Ann-Marie Ambrose
ASRC Federal Holding Company
AAmbrose@asrcfederal.com
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.



Tesla, Inc.
4099 Easton Loop West
Columbus, OH, US 43219
Ph.: (614) 336-2042

Service Estimate

SERVICE DEPARTMENT HOURS
Mon-Fri 8:00 a.m. - 5:00 p.m
Saturday-Sunday Sat-Sun: Closed

B.M.V.R.# 49690675
E.P.A.ID# OHR000181719

Invoice date	Invoice number
18-Jul-2023	
Due Date	
18-Jul-2023	
Date/Time Received	Date/Time Promised
Odometer In	Odometer Out
Miles	Miles
Ready Date	
Service Advisor	

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number
			5YJXCDE27KF
Johnstown, OH	Year	Model	License Plate Number
	2019	MODEL X	
			Colour
			Pearl White Multi-Coat

Job Number	Description Of Work	Amount (USD)																				
1	Concern: Check tire pressure and condition Correction: Automated Tire Pressure Check Pay Type: Goodwill - Service	0.00																				
2	Concern: Customer States: Clicking noise on front suspension has returned from prior fix. Wants it inspected thoroughly . Correction: Front Suspension Noise Diagnosis Pay Type: Goodwill - Service	0.00																				
3	Concern: Customer States: Clicking noise on front suspension has returned from prior fix. Wants it inspected thoroughly . <table><tr><td>Correction: Halfshaft - Front Drive Unit - LH (1st Generation) (Remove and Replace) - Remove and Replace</td><td>Price</td><td>Adjustment</td><td>Subtotal</td></tr><tr><td></td><td>315.00</td><td>0.00</td><td>315.00</td></tr></table> Parts Replaced or Added <table><tr><td>Part</td><td>Quantity</td><td>Unit Price</td><td>Price</td><td>Adjustment</td><td>Subtotal</td></tr><tr><td>HALF SHAFT ASSY, FR, RIGHT HAND(1420119-00-B)</td><td>1.00</td><td>500.00</td><td>500.00</td><td>0.00</td><td>500.00</td></tr></table>	Correction: Halfshaft - Front Drive Unit - LH (1st Generation) (Remove and Replace) - Remove and Replace	Price	Adjustment	Subtotal		315.00	0.00	315.00	Part	Quantity	Unit Price	Price	Adjustment	Subtotal	HALF SHAFT ASSY, FR, RIGHT HAND(1420119-00-B)	1.00	500.00	500.00	0.00	500.00	1,463.38
Correction: Halfshaft - Front Drive Unit - LH (1st Generation) (Remove and Replace) - Remove and Replace	Price	Adjustment	Subtotal																			
	315.00	0.00	315.00																			
Part	Quantity	Unit Price	Price	Adjustment	Subtotal																	
HALF SHAFT ASSY, FR, RIGHT HAND(1420119-00-B)	1.00	500.00	500.00	0.00	500.00																	

	HALFSHAFT ASSY, FR, LEFT HAND(1420113-00-B)	1.00	500.00	500.00	0.00	500.00	
	NUT HF M24X1.5 [8.8] ZNFL-W(1020297-00-A)	1.00	2.38	2.38	0.00	2.38	
	WASHER SAFETY M24X39(1020296-00-B)	1.00	3.56	3.56	0.00	3.56	
	Parts Subtotal 1,005.94						
	Correction: Halfshaft - Front Drive Unit - RH (1st Generation) (Remove and Replace) - Remove and Replace			Price	Adjustment	Subtotal	
				136.50	0.00	136.50	
	Parts Replaced or Added						
	Part	Quantity	Unit Price	Price	Adjustment	Subtotal	
	NUT HF M24X1.5 [8.8] ZNFL-W(1020297-00-A)	1.00	2.38	2.38	0.00	2.38	
	WASHER SAFETY M24X39(1020296-00-B)	1.00	3.56	3.56	0.00	3.56	
	Parts Subtotal 5.94						
	Pay Type: Customer Pay						
	Total Parts Amount 1,011.88						
	Total Labor Amount 451.50						
4	Concern: Per previous notes, request brake cleaning operations.						
	Correction: Wheels - Vehicle - Set (Remove & Install) - Remove and Install			Price	Adjustment	Subtotal	
				52.50	0.00	52.50	
	Correction: Clean And Lubricate Brake Calipers (Integrated Parking Brake) (Requires Code 34012501)			Price	Adjustment	Subtotal	
				136.50	0.00	136.50	
	Pay Type: Customer Pay						
	Total Parts Amount 0.00						
	Total Labor Amount 189.00						
							189.00

Service Center hourly rate: USD 175

All parts are new unless otherwise specified.

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 including on streets, highways, or public roadways for the sole purpose of testing and/or inspection of repairs; Tesla may update your vehicle's software in the course of a repair or as part of the standard vehicle maintenance process per your owner's manual and New Vehicle Limited Warranty; 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; an express mechanic's lien is hereby acknowledged on your vehicle to secure the amount of repairs, storage and other applicable fees; the vehicle owner's insurance provides exclusive coverage for the vehicle

Total Parts (USD)	1,011.88
Total Labor (USD)	640.50
Discount	0.00
Pre-Tax Amount (USD)	1,652.38
Tax	123.95
Total Amount (USD)	1,776.33

while it is in Tesla's possession; and you may be charged storage fees of \$35/day from the fourth working day after you are notified that repairs on your vehicle are complete and that the vehicle is ready for pick up.

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 or Used Vehicle Limited Warranty, Tesla Parts, Body, and Paint Repair Limited Warranty or other extended service agreement. Tesla is not responsible for repairs not performed by, or components not installed by, Tesla. Any parts (including tires/wheels) removed or replaced by Tesla during vehicle service will become the property of Tesla. However, at the time you authorize repairs, you may request to receive (subject to any applicable core charge, which you agree to pay) or inspect replaced parts (excluding inflatable restraint system components), except body shop repair parts and parts required to be returned to the manufacturer or a third party under a warranty, trade-in or exchange agreement, which will only be presented to you for examination and not returned.

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

Signature:

Date:

FullName:

You have the right to an estimate of the cost of repairs or services which you are requesting. Your bill will not be higher than the estimate by more than ten percent unless you approve a larger amount before repairs are finished. Retain a copy of this service agreement document for your records.

You further agree and acknowledge that:

- Tesla is not responsible for loss or damage to the vehicle or any articles left in the vehicle in case of fire, theft, hail, wind, or any other causes beyond its control;
- Tesla personnel will turn off any photo or video capturing devices, such as dashboard cameras, once they receive the vehicle in preparation for service and your vehicle's Tesla dash cam will be enabled when you pick up your Tesla from this Service visit;
- Labor charges are not based solely on actual service personnel's time but are aggregate prices for specific services or repairs, which may include flat rates based on industry manuals and vehicle condition;
- Waste storage and disposal fees are charged separately when applicable to specific services or repairs, and represent costs and profits to Tesla which are calculated based on average annualized costs across Tesla service facilities;
- Items purchased over the counter or online directly from Tesla may be returned within 30 days with a proof of purchase and must be in their original and uninstalled condition with factory labeling attached and in factory packaging (if supplied);
- Tesla-branded parts purchased directly from Tesla over-the-counter, online or purchased and installed by Tesla Service are covered under the Tesla Parts, Body, and Paint Repair Limited Warranty for a period of 12 months subject to the applicable terms, conditions and exclusions and available at <https://www.tesla.com/support/vehicle-warranty>;
- All charges for repairs, including labor, parts and materials furnished, are due and payable simultaneously with the return of your vehicle or prior to return upon the expiration of three (3) working days after notice has been sent by Tesla that the vehicle is ready;
- If applicable, you have the right to choose the licensed repair shop where the damage to your vehicle will be repaired;
- All crash parts supplied meet the standards used in manufacturing the original equipment replaced;
- If any repair, storage and other applicable fees remain unpaid for thirty (30) days after a request for payment, Tesla may pursue collection and you will be responsible for paying all reasonable attorney's fees and costs for such collection;
- If provided a loaner or rental vehicle, the vehicle must be returned within 24 hours of such notification or a daily usage rate of up to \$100 USD and applicable fees will be charged until the return of such loaner vehicle;
- The repair work may not be completed prior to the date and time noted under Date/Time Promised and Tesla may adjust the estimated completion date upon notification to you and is not responsible for any delays caused by the unavailability of parts or parts shipments; and
- Tesla (and any of its subsidiaries) may contact you via emails, calls, SMS or other messages including through the Tesla app (collectively, "messages") to obtain authorization and provide updates regarding this Service visit and your vehicle. Standard SMS message and data rates may apply. You can withdraw your consent to receive automated SMS messages at any time by replying "STOP" or providing written notification to Tesla's customer representative.



Tesla, Inc.
4099 Easton Loop West
Columbus, OH, US 43219
Ph.: (614) 336-2042

Invoice

SERVICE DEPARTMENT HOURS
Mon-Fri 8:00 a.m. - 5:00 p.m
Saturday-Sunday Sat-Sun: Closed

B.M.V.R.# 49690675
E.P.A.ID# OHR000181719

Paid

Invoice date	Invoice number
12-Jul-2023	
Due Date	
12-Jul-2023	
Date/Time Received	Date/Time Promised
12-Jul-2023 14:40:10	12-Jul-2023 18:00:48
Odometer In	Odometer Out
55711 Miles	55728 Miles
Ready Date	
12-Jul-2023 17:31:39	
Service Advisor	
Mike Hall	

Bill To
Johnstown, OH

Mobile Phone	Additional Phone		Vehicle Identification Number	
			5YJXCDE27KF	
Year	Model	License Plate Number	Colour	
2019	MODEL X		Pearl White Multi-Coat	

Job Number	Description Of Work	Amount (USD)																																																										
1	Concern: Customer states: Something Else - A ticking noise during acceleration and deacceleration Performed pre road test operations and and auditable hub click could be heard on the initial take off of vehicle in Drive or Reverse. The noise was only present in the front of vehicle, requested front hub lubrication operations. Per client request performed hub lubrication, reinstalled components and tightened fasteners to specification. Performed post road test operations and found no further hub clicking on the initial vehicle take off as described above. During return to service center noted rhythmic noise from the front of vehicle, returned to the Service center and inspected components to ensure no debris in the brake assemblies, noted brake clean and lubrication operations could be recommended. Performed additional road test operations and performed brake burnishing. During the final post road test noted on a rolling acceleration around 35 miles per hour the rhythmic noise would again occur. Noise is due to faulty front Halfshafts assemblies, would request replacement operations to correct. <table><tr><td>Correction: Front Suspension Noise Diagnosis</td><td>Price</td><td>Adjustment</td><td>Subtotal</td></tr><tr><td></td><td>52.50</td><td>0.00</td><td>52.50</td></tr><tr><td>Correction: Halfshaft - Front Drive Unit - LH (Lubricate at Hub)</td><td>Price</td><td>Adjustment</td><td>Subtotal</td></tr><tr><td></td><td>52.50</td><td>0.00</td><td>52.50</td></tr><tr><td colspan="4">Parts Replaced or Added</td></tr><tr><td>Part</td><td>Quantity</td><td>Unit Price</td><td>Price</td><td>Adjustment</td><td>Subtotal</td></tr><tr><td>WASHER SAFETY M24X39(1020296-00-B)</td><td>2.00</td><td>3.56</td><td>7.12</td><td>0.00</td><td>7.12</td></tr><tr><td colspan="6">Parts Subtotal 7.12</td></tr><tr><td>Correction: Halfshaft - Front Drive Unit - RH (Lubricate at Hub)</td><td>Price</td><td>Adjustment</td><td>Subtotal</td></tr><tr><td></td><td>52.50</td><td>0.00</td><td>52.50</td></tr><tr><td colspan="6">Pay Type: Customer Pay</td></tr><tr><td colspan="6">Total Parts Amount 7.12</td></tr></table>	Correction: Front Suspension Noise Diagnosis	Price	Adjustment	Subtotal		52.50	0.00	52.50	Correction: Halfshaft - Front Drive Unit - LH (Lubricate at Hub)	Price	Adjustment	Subtotal		52.50	0.00	52.50	Parts Replaced or Added				Part	Quantity	Unit Price	Price	Adjustment	Subtotal	WASHER SAFETY M24X39(1020296-00-B)	2.00	3.56	7.12	0.00	7.12	Parts Subtotal 7.12						Correction: Halfshaft - Front Drive Unit - RH (Lubricate at Hub)	Price	Adjustment	Subtotal		52.50	0.00	52.50	Pay Type: Customer Pay						Total Parts Amount 7.12						164.62
Correction: Front Suspension Noise Diagnosis	Price	Adjustment	Subtotal																																																									
	52.50	0.00	52.50																																																									
Correction: Halfshaft - Front Drive Unit - LH (Lubricate at Hub)	Price	Adjustment	Subtotal																																																									
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Part	Quantity	Unit Price	Price	Adjustment	Subtotal																																																							
WASHER SAFETY M24X39(1020296-00-B)	2.00	3.56	7.12	0.00	7.12																																																							
Parts Subtotal 7.12																																																												
Correction: Halfshaft - Front Drive Unit - RH (Lubricate at Hub)	Price	Adjustment	Subtotal																																																									
	52.50	0.00	52.50																																																									
Pay Type: Customer Pay																																																												
Total Parts Amount 7.12																																																												

	Total Labor Amount 157.50	
2	Concern: Customer states: Something Else - A ticking noise during acceleration and deacceleration Performed pre road test operations and and auditable hub click could be heard on the initial take off of vehicle in Drive or Reverse. The noise was only present in the front of vehicle, requested front hub lubrication operations. Per client request performed hub lubrication, reinstalled components and tightened fasteners to specification. Performed post road test operations and found no further hub clicking on the initial vehicle take off as described above. During return to service center noted rhythmic noise from the front of vehicle, returned to the Service center and inspected components to ensure no debris in the brake assemblies, noted brake clean and lubrication operations could be recommended. Performed additional road test operations and performed brake burnishing. During the final post road test noted on a rolling acceleration around 35 miles per hour the rhythmic noise would again occur. Noise is due to faulty front Halfshafts assemblies, would request replacement operations to correct. Correction: Perform Post-Repair Validation Test Drive Pay Type: Goodwill - Service	0.00
3	Concern: Check tire pressure and condition Inspected tire tread depth, set tire pressures and filled washer fluid. Tread Depth Measure Type 32nds Tread depth - Record the lowest measurement across all groves Front Driver: 6 Front Passenger: 5 Back Driver: 6 Back Passenger: 6 Tire replacement recommended No Tire rotation recommended No Correction: Check Tire Tread Depth Correction: Automated Tire Pressure Check Correction: Automated Tire Pressure Check (No Adjustment Needed) Pay Type: Goodwill - Service	0.00

Service Center hourly rate: USD 175

All parts are new unless otherwise specified.

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 including on streets, highways, or public roadways for the sole purpose of testing and/or inspection of repairs; Tesla may update your vehicle's software in the course of a repair or as part of the standard vehicle maintenance process per your owner's manual and New Vehicle Limited Warranty; 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

Total Parts (USD)	7.12
Total Labor (USD)	157.50
Discount	0.00
Pre-Tax Amount (USD)	164.62
Tax	12.35
Total Amount (USD)	176.97

aggregate such data for its own purposes; an express mechanic's lien is hereby acknowledged on your vehicle to secure the amount of repairs, storage and other applicable fees; the vehicle owner's insurance provides exclusive coverage for the vehicle while it is in Tesla's possession; and you may be charged storage fees of \$35/day from the fourth working day after you are notified that repairs on your vehicle are complete and that the vehicle is ready for pick up.

Total Paid (USD)	176.97
Payment Due (USD)	0.00

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 or Used Vehicle Limited Warranty, Tesla Parts, Body, and Paint Repair Limited Warranty or other extended service agreement. Tesla is not responsible for repairs not performed by, or components not installed by, Tesla. Any parts (including tires/wheels) removed or replaced by Tesla during vehicle service will become the property of Tesla. However, at the time you authorize repairs, you may request to receive (subject to any applicable core charge, which you agree to pay) or inspect replaced parts (excluding inflatable restraint system components), except body shop repair parts and parts required to be returned to the manufacturer or a third party under a warranty, trade-in or exchange agreement, which will only be presented to you for examination and not returned.

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

Signature:

Date:

FullName:

You have the right to an estimate of the cost of repairs or services which you are requesting. Your bill will not be higher than the estimate by more than ten percent unless you approve a larger amount before repairs are finished. Retain a copy of this service agreement document for your records.

You further agree and acknowledge that:

- Tesla is not responsible for loss or damage to the vehicle or any articles left in the vehicle in case of fire, theft, hail, wind, or any other causes beyond its control;
- Tesla personnel will turn off any photo or video capturing devices, such as dashboard cameras, once they receive the vehicle in preparation for service and your vehicle's Tesla dash cam will be enabled when you pick up your Tesla from this Service visit;
- Labor charges are not based solely on actual service personnel's time but are aggregate prices for specific services or repairs, which may include flat rates based on industry manuals and vehicle condition;
- Waste storage and disposal fees are charged separately when applicable to specific services or repairs, and represent costs and profits to Tesla which are calculated based on average annualized costs across Tesla service facilities;
- Items purchased over the counter or online directly from Tesla may be returned within 30 days with a proof of purchase and must be in their original and uninstalled condition with factory labeling attached and in factory packaging (if supplied);
- Tesla-branded parts purchased directly from Tesla over-the-counter, online or purchased and installed by Tesla Service are covered under the Tesla Parts, Body, and Paint Repair Limited Warranty for a period of 12 months subject to the applicable terms, conditions and exclusions and available at <https://www.tesla.com/support/vehicle-warranty>;
- All charges for repairs, including labor, parts and materials furnished, are due and payable simultaneously with the return of your vehicle or prior to return upon the expiration of three (3) working days after notice has been sent by Tesla that the vehicle is ready;
- If applicable, you have the right to choose the licensed repair shop where the damage to your vehicle will be repaired;
- All crash parts supplied meet the standards used in manufacturing the original equipment replaced;
- If any repair, storage and other applicable fees remain unpaid for thirty (30) days after a request for payment, Tesla may pursue collection and you will be responsible for paying all reasonable attorney's fees and costs for such collection;
- If provided a loaner or rental vehicle, the vehicle must be returned within 24 hours of such notification or a daily usage rate of up to \$100 USD and applicable fees will be charged until the return of such loaner vehicle;
- The repair work may not be completed prior to the date and time noted under Date/Time Promised and Tesla may adjust the estimated completion date upon notification to you and is not responsible for any delays caused by the unavailability of parts or parts shipments; and
- Tesla (and any of its subsidiaries) may contact you via emails, calls, SMS or other messages including through the Tesla app (collectively, "messages") to obtain authorization and provide updates regarding this Service visit and your vehicle. Standard SMS message and data rates may apply. You can withdraw your consent to receive automated SMS messages at any time by replying "STOP" or providing written notification to Tesla's customer representative.



Tesla, Inc.
4099 Easton Loop West
Columbus, OH, US 43219
Ph.: (614) 336-2042

Invoice

SERVICE DEPARTMENT HOURS
Mon-Fri 8:00 a.m. - 5:00 p.m
Saturday-Sunday Sat-Sun: Closed

B.M.V.R.# 49690675
E.P.A.ID# OHR000181719

Paid

Invoice date	Invoice number
08-Jul-2021	
Date/Time Received	Date/Time Promised
07-Jul-2021 10:59:40	08-Jul-2021 14:45:00
Odometer In	Odometer Out
23018 Miles	23061 Miles
Ready Date	
08-Jul-2021 14:39:49	
Service Advisor	
Erich Devine	

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number	
			5YJXCDE27KF	
Year	Model	License Plate Number	Colour	
2019	MODEL X		Pearl White Multi-Coat	

Job Number	Description Of Work	Amount (USD) (USD)
1	Concern: Check tire pressure and condition. rear tires are cupped, need rear tires replacement. Tire Pressures set to Factory Recommendations. Inspected tire tread depth. Verified Proper Operation. Tread Depth Measure Type 32nds Tread depth Front Driver Outer: 7 Front Driver Middle: 7 Front Driver Inner: 7 Front Passenger Outer: 7 Front Passenger Middle: 7 Front Passenger Inner: 7 Back Driver Outer: 7 Back Driver Middle: 7 Back Driver Inner: 4 Back Passenger Outer: 7 Back Passenger Middle: 7 Back Passenger Inner: 4 Tire replacement recommended Yes Tire rotation recommended No Correction: Check and Adjust Tire Pressure Correction: Check Tire Tread Depth Pay Type: Goodwill - Service	0.00
2	Concern: Noise & vibration - other - customer states: Wheel shutter Replace Front Halfshafts and reposition clevis mount. Test drive car normal operation. Correction: Inspect Vehicle, Replace Front Halfshafts, Reposition Clevis (Raven Front Drive Unit)	0.00

11534368

nhitsa.webmaster@oh.gov

	Parts Replaced or Added <table><tr><th>Part</th><th>Quantity</th></tr><tr><td>HALF SHAFT ASSY, FR, RH(1420119-00-B)</td><td>1.00</td></tr><tr><td>HALF SHAFT ASSY, FR, LH(1420113-00-B)</td><td>1.00</td></tr><tr><td>NUT HF M24x1.5 [8.8] ZnFl-W(1020297-00-A)</td><td>2.00</td></tr><tr><td>WASHER SAFETY M24x39(1020296-00-B)</td><td>2.00</td></tr></table> Pay Type: Basic Vehicle Limited Warranty	Part	Quantity	HALF SHAFT ASSY, FR, RH(1420119-00-B)	1.00	HALF SHAFT ASSY, FR, LH(1420113-00-B)	1.00	NUT HF M24x1.5 [8.8] ZnFl-W(1020297-00-A)	2.00	WASHER SAFETY M24x39(1020296-00-B)	2.00							
Part	Quantity																	
HALF SHAFT ASSY, FR, RH(1420119-00-B)	1.00																	
HALF SHAFT ASSY, FR, LH(1420113-00-B)	1.00																	
NUT HF M24x1.5 [8.8] ZnFl-W(1020297-00-A)	2.00																	
WASHER SAFETY M24x39(1020296-00-B)	2.00																	
3	Concern: both front door seals are loose. Reseal both front door seals.. Verified Proper Operation. Correction: Exterior Component/Panel/Glass Adjustment - 0.6 Pay Type: Goodwill - Service	0.00																
4	Concern: alignment steering wheel is off/not pulling Completed 4 wheel alignment . Verified Proper Operation. <table><tr><td>Correction: Four Wheel Alignment (Air Suspension) (Check)</td><td>Price</td><td>Adjustment</td><td>Subtotal</td></tr><tr><td></td><td>52.50</td><td>0.00</td><td>52.50</td></tr><tr><td>Correction: Four Wheel Alignment (Air Suspension) (Adjust Camber Caster Toe)</td><td>Price</td><td>Adjustment</td><td>Subtotal</td></tr><tr><td></td><td>183.75</td><td>0.00</td><td>183.75</td></tr></table> Pay Type: Customer Pay Total Parts Amount 0.00 Total Labor Amount 236.25	Correction: Four Wheel Alignment (Air Suspension) (Check)	Price	Adjustment	Subtotal		52.50	0.00	52.50	Correction: Four Wheel Alignment (Air Suspension) (Adjust Camber Caster Toe)	Price	Adjustment	Subtotal		183.75	0.00	183.75	236.25
Correction: Four Wheel Alignment (Air Suspension) (Check)	Price	Adjustment	Subtotal															
	52.50	0.00	52.50															
Correction: Four Wheel Alignment (Air Suspension) (Adjust Camber Caster Toe)	Price	Adjustment	Subtotal															
	183.75	0.00	183.75															
5	Concern: noise accelleration and decel Found that the noise is coming from the right side rocker, I was able to install a nylon bushing to stop the creaking noise. Test drove vehicle and noise was gone. Correction: General Diagnosis Pay Type: Basic Vehicle Limited Warranty	0.00																
6	Concern: Reseal Front Upper Control Arm Ball Joints Reseal front upper contorl arm. Correction: Reseal Area Around Both Front Upper Control Arm Ball Joints With Urethane (Model X)	0.00																

Pay Type: Basic Vehicle Limited Warranty

Service Center hourly rate: USD 175

All parts are new unless otherwise specified.

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Total Parts (USD)	0.00
Total Labor (USD)	236.25
Discount	0.00
Subtotal (USD)	236.25
Tax	17.72
Total Amount (USD)	253.97
Total Paid (USD)	253.97
Payment Due (USD)	0.00

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 or Used Vehicle Limited Warranty, Tesla Parts, Body, and Paint Repair Limited Warranty or other extended service agreement. Tesla is not responsible for repairs not performed by, or components not installed by, Tesla. Any parts (including tires/wheels) removed or replaced by Tesla during vehicle service will become the property of Tesla. However, at the time you authorize repairs, you may request to receive (subject to any applicable core charge, which you agree to pay) or inspect replaced parts (excluding inflatable restraint system components), except body shop repair parts and parts required to be returned to the manufacturer or a third party under a warranty, trade-in or exchange agreement, which will only be presented to you for examination and not returned.

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

Signature:

Date:

FullName:

You have the right to an estimate of the cost of repairs or services which you are requesting. Your bill will not be higher than the estimate by more than ten percent unless you approve a larger amount before repairs are finished. Retain a copy of this service agreement document for your records.

You further agree and acknowledge that:

- Tesla is not responsible for loss or damage to the vehicle or any articles left in the vehicle in case of fire, theft, hail, wind, or any other causes beyond its control;
- Tesla personnel will turn off any photo or video capturing devices, such as dashboard cameras, once they receive the vehicle in preparation for service and your vehicle's Tesla dash cam will be enabled when you pick up your Tesla from this Service visit;
- Labor charges are not based solely on actual service personnel's time but are aggregate prices for specific services or repairs, which may include flat rates based on industry manuals and vehicle condition;
- Waste storage and disposal fees are charged separately when applicable to specific services or repairs, and represent costs and profits to Tesla which are calculated based on average annualized costs across Tesla service facilities;
- Items purchased over the counter or online directly from Tesla may be returned within 30 days with a proof of purchase and must be in their original and uninstalled condition with factory labeling attached and in factory packaging (if supplied);
- Tesla-branded parts purchased directly from Tesla over-the-counter, online or purchased and installed by Tesla Service are covered under the Tesla Parts, Body, and Paint Repair Limited Warranty for a period of 12 months subject to the applicable terms, conditions and exclusions and available at <https://www.tesla.com/support/vehicle-warranty>;
- All charges for repairs, including labor, parts and materials furnished, are due and payable simultaneously with the return of your vehicle or prior to return upon the expiration of three (3) working days after notice has been sent by Tesla that the vehicle is ready;
- If applicable, you have the right to choose the licensed repair shop where the damage to your vehicle will be repaired;
- All crash parts supplied meet the standards used in manufacturing the original equipment replaced;
- If any repair, storage and other applicable fees remain unpaid for thirty (30) days after a request for payment, Tesla may pursue collection and you will be responsible for paying all reasonable attorney's fees and costs for such collection;

- If provided a loaner or rental vehicle, the vehicle must be returned within 24 hours of such notification or a daily usage rate of up to \$100 USD and applicable fees will be charged until the return of such loaner vehicle;
- The repair work may not be completed prior to the date and time noted under Date/Time Promised and Tesla may adjust the estimated completion date upon notification to you and is not responsible for any delays caused by the unavailability of parts or parts shipments; and
- Tesla (and any of its subsidiaries) may contact you via emails, calls, SMS or other messages including through the Tesla app (collectively, "messages") to obtain authorization and provide updates regarding this Service visit and your vehicle. Standard SMS message and data rates may apply. You can withdraw your consent to receive automated SMS messages at any time by replying "STOP" or providing written notification to Tesla's customer representative.