

Subject: Formal Request for Vehicle Buyback Due to Safety Recall

[REDACTED]
[REDACTED]
Capitol Heights, MD [REDACTED]
[REDACTED]
[REDACTED]

October 1, 2024

National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
Washington, DC 20590

RE: Vehicle Buyback Request – VIN: 5YJSA1E5XMF [REDACTED]

Dear Administrator,

I hope this message finds you well. I am reaching out regarding the recent safety recall notice I received for my Tesla Model S (VIN: 5YJSA1E5XMF [REDACTED]). While I appreciate Tesla's commitment to addressing safety concerns, I am deeply concerned about the severity of this recall and the impact it has on my confidence in the vehicle.

Given the nature of the issue, I am requesting that Tesla consider repurchasing my vehicle for the amount I currently owe, as I no longer feel safe driving it. I believe this would be the most appropriate resolution given the circumstances.

I would appreciate a prompt response with details on how we might move forward with this request. I hope we can resolve this matter in a way that reflects our mutual commitment to safety and customer satisfaction.

Thank you for your attention to this matter, and I look forward to hearing from you soon.

[REDACTED]
[REDACTED]
Tesla Model S - VIN: 5YJSA1E5XMF [REDACTED]
[REDACTED]
[REDACTED]

(enclosure)

RE

IMPORTANT SAFETY RECALL

09/22/2024

[REDACTED]
CAPITOL HEIGHTS, MD [REDACTED]

This notice applies to your vehicle, 5YJSA1E5XMF [REDACTED]

NHTSA Recall No: 24V-554

Dear Tesla Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Tesla, Inc. has decided that a defect, which relates to motor vehicle safety exists in certain model year 2013-2024 Model S, MY 2016-2024 Model X, MY 2017-2024 Model 3 and MY 2020-2024 Model Y vehicles. Our records show that you are the owner of a vehicle affected by this action.

REASON FOR THIS RECALL

On affected vehicles, after a customer action opens the hood, the latch assembly may not detect an open condition and prevent driver notification of the hood open state when the vehicle is placed into drive. Unknowingly driving a vehicle with an unlatched hood may result in the hood fully opening and obstructing the driver's view, increasing the risk of a collision.

WHAT TESLA WILL DO

At no charge to you, Tesla deployed an over-the-air ("OTA") firmware update to affected vehicles that detects the open hood and provides a customer-facing user interface notification of the open hood state.

WHAT YOU SHOULD DO

Please check that your vehicle is running software version 2024.20.3 or a later release, all of which contain the remedy. You can check the software version running on your vehicle by tapping 'Controls' then 'Software' on your touchscreen. If your vehicle is running software version 2024.20.3 or a later release, then you have received the remedy and there is no further action that you need to take, and you may disregard this notice. If your vehicle is not running one of these software versions, then please accept the latest pending software update for installation by tapping the yellow clock icon at the top of the vehicle touchscreen and following the prompts. For awareness, software updates typically take between 20 to 60 minutes to complete. See <https://www.tesla.com/support/software-updates> for additional details on Tesla vehicle software updates.

If you believe that Tesla has failed or is unable to remedy this defect without charge or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590, by calling 1-888-327-4236 (TTY: 1-800-424-9153), or by visiting www.safercar.gov.

Federal law requires any lessor who receives a notification of a determination of a noncompliance pertaining to any leased motor vehicle to send the notice to the lessee within 10 days.

If you no longer own the vehicle, update vehicle ownership in your Tesla Account. For more details on adding or removing vehicles from your Tesla Account, visit www.tesla.com/support/account-support#add-remove-products. If you have any questions or need assistance installing the software update, please contact Tesla online by visiting www.tesla.com/support/contact or by calling 1-877-79-TESLA (1-877-798-3752).

Thank you for being a Tesla customer. We are committed to ensuring that your vehicle provides the highest possible level of safety.

TESLA, INC.

CAPITOL HEIGHTS, MARYLAND

CAPITAL DISTRICT 206

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USPS

If you do not receive your mail, please call us.



ADMINISTRATOR

NATIONAL HIGHWAY TRAFFIC
SAFETY ADMINISTRATION
1200 NEW JERSEY AVE. SE
WASHINGTON, DC 20590

20590--