

[REDACTED]
[REDACTED]
Mesa, AZ [REDACTED]
[REDACTED] 2
[REDACTED]

February 15, 2025

National Highway Traffic Safety Administration (NHTSA)

1200 New Jersey Avenue SE
Washington, DC 20590

Subject: Formal Complaint Against Tesla, Inc. for Safety Defects and Drivetrain Instability

Dear NHTSA Representative,

I am submitting this formal complaint against Tesla, Inc. due to serious safety concerns related to my 2024 Tesla Model 3. Tesla's failure to address known defects in its vehicles and the company's misleading sales practices have placed drivers and pedestrians at risk. I urge the NHTSA to investigate these issues and take appropriate regulatory action.

Safety Concerns and Vehicle Defects

Since purchasing my vehicle on September 20, 2024, I have encountered persistent and hazardous issues, including:

- **Full Self-Driving (FSD) System Malfunctions:** Tesla advertised a seamless transfer of FSD from my previous vehicle, yet the system has never worked correctly. The FSD feature frequently disengages without warning and fails to detect slight steering wheel movements, forcing exaggerated inputs that cause it to disengage.
- **Unstable Drivetrain and Handling Issues:** The vehicle exhibits significant instability when accelerating and navigating turns, creating unsafe driving conditions.
- **Navigation and System Failures:** The car's navigation system frequently misdirects routes or crashes, further exacerbating the vehicle's usability and safety.

Redesigned Turn Signal Safety Hazard

Additionally, Tesla's recent redesign of the turn signal placement introduces a serious safety hazard. Unlike traditional column-mounted turn signals, Tesla's Model 3 now utilizes small buttons on the steering wheel. These changes create two critical risks:

- **Inaccessibility During Turns:** If a driver is mid-turn and needs to signal another immediate turn, the signal buttons become physically unreachable, leaving the driver unable to properly indicate their intentions.
- **Lack of Tactile Feedback:** The turn signal buttons have no distinct tactile features, making it easy to accidentally activate the incorrect direction signal, which can mislead other drivers and create dangerous road situations.


Regulatory Concerns and Requested Actions

Tesla's failure to address these safety defects and design flaws poses a significant risk to vehicle occupants and the public. I request that the NHTSA:

1. **Investigate the malfunctioning Full Self-Driving system** and require Tesla to issue corrective updates ensuring its safe operation.
2. **Examine drivetrain stability issues** to determine whether Tesla's engineering failures pose undue risks to consumers.
3. **Review the safety implications of Tesla's turn signal redesign** and assess whether the current design meets federal safety regulations.
4. **Enforce corrective action**, requiring Tesla to implement vehicle modifications or recalls where necessary.

I have attached supporting documentation, including emails, letters, and a detailed timeline of events. While some of these documents include issues beyond safety concerns, I am submitting them for context. However, I am specifically requesting the NHTSA to focus on the safety concerns outlined in this letter. I urge the NHTSA to take immediate action in ensuring that Tesla prioritizes safety and consumer protection.

Sincerely,



CC: Tesla Legal

Enclosures: Timeline, Emails and Correspondence with Tesla Representatives

From: [Redacted]
Subject: [Redacted]
Date: Oct 3, 2024 at 11:48:36 AM
To: mesa_ordersupport@tesla.com

2:23



Marcus T

45 minutes

Just left for school drop off

Oh okay no problem. I will call then

10:48 AM

I'm leaving at 9:15 MST. You can call before then or after 3:30

10:50 AM

Sounds good we will call you after 3:30pm.

Never heard from anyone. Could you please just email me a quote? buying m3 with same options I have. Prefer white interior but not sure what is included. No need to upgrade exterior color

11:01 AM

I was expecting a call around 4:30 I'd like to set up an appointment for tomorrow

11:03 AM

Sent from my iPhone

From: [REDACTED]
Subject: [REDACTED] - Delivery Experience
Date: Oct 21, 2024 at 11:09:23 AM
To: Sarai Gutierrez sargutierrez@tesla.com

What did your bosses say about me receiving a car I didn't request?

Service had my car for quite a few days last time and said the software had to be completely redone. It's worse now. This is a brand new car and it is unacceptable that it isn't what I was told I was buying and even it was, it doesn't work.

How will this be addressed?

Thank you
[REDACTED]

Sent from my iPhone

On Oct 21, 2024, at 11:01 AM, Sarai Gutierrez <sargutierrez@tesla.com> wrote:

Good morning [REDACTED]

I'm sorry to hear you're having issues with your vehicle's maps. I spoke with Jared about your previous service visit, and it appears that this was addressed while your vehicle was here. I've added our service supervisor [@Jared](#) and service manager, [@Andrew](#), to review the logs for your vehicle and see if there's anything else we can do remotely regarding the screen concerns. We apologize for any inconvenience and look forward to assisting you resolving your concerns.

Best,
Sarai Gutierrez
Operations Manager

sargutierrez@tesla.com

Mesa_OrderSupport@tesla.com

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From: [REDACTED]
Subject: [REDACTED] - Delivery Experience
Date: Oct 21, 2024 at 11:59:21 AM
To: Sarai Gutierrez sargutierrez@tesla.com

I tried to schedule an appointment, however it wanted to set it for my home, which I know doesn't work for you. First available appointment isn't for a week. That's not ok for a brand new car. I just got in it to drive. My seatbelt was on, destination selected. I put my foot on the brake and it shifted to reverse. And left my seat back so far I couldn't reach the pedals. Had to manually adjust from easy entry to my own. Should I start looking into lemon laws?

Sent from my iPhone

On Oct 21, 2024, at 11:01 AM, Sarai Gutierrez <sargutierrez@tesla.com> wrote:

Good morning [REDACTED]

I'm sorry to hear you're having issues with your vehicle's maps. I spoke with Jared about your previous service visit, and it appears that this was addressed while your vehicle was here. I've added our service supervisor [@Jared](#) and service manager, [@Andrew](#), to review the logs for your vehicle and see if there's anything else we can do remotely regarding the screen concerns. We apologize for any inconvenience and look forward to assisting you resolving your concerns.

Best,

Sarai Gutierrez

Operations Manager

sargutierrez@tesla.com

Mesa_OrderSupport@tesla.com

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From: [REDACTED]
Sent: Monday, October 21, 2024 6:33 AM
To: Sarai Gutierrez <sargutierrez@tesla.com>
Subject: Fwd: [REDACTED] - Delivery Experience

From: [REDACTED]
Subject: [REDACTED] - Delivery Experience
Date: Oct 23, 2024 at 1:43:01 PM
To: Sarai Gutierrez sargutierrez@tesla.com

Your salesman lied to me. I showed you that in writing (as well as verbally every single time) I said I wanted the same options as were on my 2020. That's not what I was sold after relying 100% on your salesman's lies. I'm not asking for a return because I ordered the wrong car. I'm asking for a return because a Tesla salesman ordered the wrong car. Can your service team convert my car to all wheel drive, as I had on my 2020? If yes, that's perfect and please schedule the service.

It also appears you sold me a lemon that continues to malfunction. Do I have to retain an attorney?

Sent from my iPhone

On Oct 23, 2024, at 1:30 PM, Sarai Gutierrez <sargutierrez@tesla.com> wrote:

Hello [REDACTED]

Thank you for following up. Any concerns regarding the drivability of your vehicle should be addressed through our service team, as they are best equipped to advise you on the next steps.

Regarding the vehicle you took delivery of, our records indicate that a custom order was placed, confirming that you specifically ordered the vehicle you received. At this time, Tesla does not offer a return policy, and our ground team is unable to make exceptions as this is a policy set by headquarters.

We are happy to assist with any drivability concerns you may have, and our service team will be able to guide you on what the next steps would look like as they work on resolving your concerns.

Best,

Sarai Gutierrez

Operations Manager

sargutierrez@tesla.com

Mesa_OrderSupport@tesla.com

<image001.png>

From: [REDACTED]
Subject: [REDACTED] - Delivery Experience
Date: Oct 23, 2024 at 1:47:49 PM
To: Sarai Gutierrez sargutierrez@tesla.com

In addition, your tactics are clearly bait and switch. I asked for one car and was sold something different. Your salesman materially misrepresented the vehicle he ordered and I have provided you the written proof. That's illegal.

Sent from my iPhone

On Oct 23, 2024, at 1:30 PM, Sarai Gutierrez <sargutierrez@tesla.com> wrote:

Hello [REDACTED],

Thank you for following up. Any concerns regarding the drivability of your vehicle should be addressed through our service team, as they are best equipped to advise you on the next steps.

Regarding the vehicle you took delivery of, our records indicate that a custom order was placed, confirming that you specifically ordered the vehicle you received. At this time, Tesla does not offer a return policy, and our ground team is unable to make exceptions as this is a policy set by headquarters.

We are happy to assist with any drivability concerns you may have, and our service team will be able to guide you on what the next steps would look like as they work on resolving your concerns.

Best,

Sarai Gutierrez

Operations Manager

sargutierrez@tesla.com

Mesa_OrderSupport@tesla.com

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From: [REDACTED]
Sent: Tuesday, October 22, 2024 4:32 PM
To: Sarai Gutierrez <sargutierrez@tesla.com>
Subject: Re: [REDACTED] - Delivery Experience

I appreciate that you had service contact me, however I just squealed my tires going around a corner. This is not the car I thought I was buying and not the car I said I wanted. What happens next?

Thank you.

[REDACTED]
Sent from my iPhone

On Oct 21, 2024, at 11:01 AM, Sarai Gutierrez <sargutierrez@tesla.com> wrote:

Good morning [REDACTED]

I'm sorry to hear you're having issues with your vehicle's maps. I spoke with Jared about your previous service visit, and it appears that this was addressed while your vehicle was here. I've added our service supervisor [@Jared](#) and service manager, [@Andrew](#), to review the logs for your vehicle and see if there's anything else we can do remotely regarding the screen concerns. We apologize for any inconvenience and look forward to assisting you resolving your concerns.

Best,

Sarai Gutierrez

Operations Manager

sargutierrez@tesla.com

Mesa_OrderSupport@tesla.com

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From: [REDACTED]

Sent: Monday, October 21, 2024 6:33 AM

To: Sarai Gutierrez <sargutierrez@tesla.com>

Subject: Fwd: [REDACTED] - Delivery Experience

I'm going through vacation photos and it feels like I have as many pictures of my screen as I do of my child. The map has malfunctioned on every drive. FSD has turned or tried to

turn into the wrong place at least three times. I was in an area where a real map would truly enhance the drives through canyons etc, yet the map turns white (or black) on FSD. Everything continued to malfunction on the drive home. Please call me today. I'm available all day except 11 a.m. to 12 p.m.

Thank you,
[REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: October 15, 2024 at 11:55:27 AM MST
To: Sarai Gutierrez <sargutierrez@tesla.com>
Subject: Re: [REDACTED] - Delivery Experience

As we discussed, I drove to Sedona this week. Unfortunately the map still isn't working right. I've had to use my phone for navigation. FSD has turned into the wrong place twice. Although the car drives significantly better than before, I'm still squealing tires when I start quickly from a stop. I'd appreciate it if you could continue to look into my options since I was not sold the vehicle I requested. I do have screenshots of things still going wrong. I never know what to expect, as the display is different daily.

Thank you,
[REDACTED]

Sent from my iPhone

On Oct 5, 2024, at 9:33 AM, Sarai Gutierrez <sargutierrez@tesla.com> wrote:

Good morning, [REDACTED]

This is Sarai from the Tesla team here at Mesa. I wanted to follow up after Benjamin mentioned that you called in with some concerns about your delivery experience at our location. First, I sincerely apologize if our process did not meet your expectations. I would appreciate the opportunity to connect further during your scheduled service visit on Monday, October 7th. If you have any questions in the meantime, please don't hesitate to reach out!

Best,
Sarai Gutierrez
Operations Manager

sargutierrez@tesla.com

Mesa_OrderSupport@tesla.com

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From: [REDACTED]
Subject: [REDACTED]
Date: Nov 6, 2024 at 5:14:03 PM
To: Sarai Gutierrez sargutierrez@tesla.com

It's been over a week since I was told the service issues were resolved, and they still aren't resolved. I let someone know immediately that I left something in the loaner car, and I'm still waiting, but have no way to contact service because they closed the chat. I didn't hear from anyone today about the ongoing service issues (you said they'd contact me). I haven't heard from anyone about how Tesla will handle having sold me the wrong vehicle. I've been patient. I haven't filed formal complaints or involved the always hungry for negative Tesla headlines reporters. I have requested the opportunity to speak to someone above your location multiple times. What do I need to do next? Please provide contact information for your manager immediately.

Thank you,
[REDACTED]

Sent from my iPhone

On Nov 5, 2024, at 10:36 AM, Sarai Gutierrez <sargutierrez@tesla.com> wrote:

Good morning [REDACTED]

I will reach out to the appropriate teams for an update and let you know as soon as I hear back. In the meantime, I'll have our service team contact you directly to address your concerns.

Best,
Sarai Gutierrez
Operations Manager

sargutierrez@tesla.com

Mesa_OrderSupport@tesla.com

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From: [REDACTED]

Sent: Monday, November 4, 2024 11:26 AM
To: Sarai Gutierrez <sargutierrez@tesla.com>
Subject: [REDACTED]

Have you heard anything on my vehicle?

The chat for my service appointment is closed, but my screen STILL doesn't work and I'm missing items left in the loaner. Not sure why the car wants to go to the wrong place every time I come here, but that's a secondary issue. I've noted the calendar item for Ninja Trix has NEVER worked. I've been told every time that it's fixed and it never is. Tried to make another appointment but the app tries for my home which I know doesn't work with computer issues.

What can we do to get things moving?

Thank you,
[REDACTED]

Sent from my iPhone

From [REDACTED]
Subject [REDACTED]

Date: Nov 12, 2024 at 7:51:43 AM

To: Sarai Tesla Operations Mgr Gutierrez sargutierrez@tesla.com

Will this be forwarded for additional consideration?

Thank you.

Sent from my iPhone

Begin forwarded message:

From [REDACTED]

Date: November 11, 2024 at 8:37:20 AM MST

To: Sarai Gutierrez <sargutierrez@tesla.com>

Subject [REDACTED]

Tesla's determination is based on something that didn't happen.

I tried to order on line, but wasn't able to finish—thus three days of texts begging for someone to call me or send a quote so I could purchase a "m3 with the same options I have." I actually came in twice to order the vehicle. I was a walk in on 9/17/24 and then returned with a test drive appointment on the 20th, where I met with two sales representatives. If it was an "on line order", it was completed in your sales office at the instruction of your sales representative. I do remember being handed a tablet, and I might have done something on my phone. I'm sure there are plenty of videos from that day. Please accept this as a formal request to retain videos from the sales office on 9/20/24 to avoid spoliation issues in the event of litigation (yes, please forward this request to your legal department for review).

I was told I would receive a copy of the email from Tesla and I'm still waiting. I also need all documentation related to the purchase of the 2024. Please forward it with your manager's information. I have requested this in writing multiple times. Please include the name of the salesperson who finalized the purchase, as there are no names on any documents available on line.

Thank you,

[REDACTED]

Sent from my iPhone

On Nov 10, 2024, at 3:21PM, Sarai Gutierrez <sargutierrez@tesla.com> wrote:

Hello [REDACTED]

Apologies for the delay in response, as I've just returned after being out the past few days. Our Business Resolution team has reviewed your case, and unfortunately, they've determined that Tesla is unable to proceed with repurchasing your Model 3 at this time. They found that the order was placed through the online design studio on your personal device, and upon review, it was confirmed that the configuration you received matches the original order exactly. I've since connected with our service team to ensure they reach out to you tomorrow when they are back in office regarding any service concerns you may have. Furthermore, please see her information below:

Name: Riley Bolton

Email: rbolton@tesla.com

Best,

Sarai Gutierrez

Operations Manager

sargutierrez@tesla.com

Mesa_OrderSupport@tesla.com

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From: [REDACTED]

Sent: Friday, November 8, 2024 2:44 PM

To: Sarai Gutierrez <sargutierrez@tesla.com>

Subject: Re [REDACTED]

Ben called twice yesterday to tell me you were out so he was calling for you. The first time I was at a noisy car wash and finally hung up in tears. The second time I was at a noisy grocery store and again ended up in tears in public. He said he'd forward the email from Tesla refusing assistance. I didn't receive it so I stopped by this morning. I've tried calling multiple times today and can't get through. I've texted. I still haven't received the email. Tesla employees have lied to me from the moment I decided to buy a new car, so that doesn't surprise me. And I'm asking again for the contact information for your supervisor. I've been asking for over a month. Your refusal to respond, refusal to assist and the continued lack of honesty from Tesla employees is unacceptable. Tesla lied to sell me a car I didn't want. The car is a lemon that has never worked, and now you tell me tough luck and goodbye.

Please send the email from Tesla with the contact information for your manager immediately.

[REDACTED]

Sent from my iPhone

On Nov 5, 2024, at 10:36 AM, Sarai Gutierrez <sargutierrez@tesla.com> wrote:

Good morning [REDACTED]

I will reach out to the appropriate teams for an update and let you know as soon as I hear back. In the meantime, I'll have our service team contact you directly to address your concerns.

Best,

Sarai Gutierrez

Operations Manager

sargutierrez@tesla.com

Mesa_OrderSupport@tesla.com

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From: [REDACTED]

Subject: [REDACTED]

Tesla's determination is based on something that didn't happen.

I tried to order on line, but wasn't able to finish—thus three days of texts begging for someone to call me or send a quote so I could purchase a “m3 with the same options I have.” I actually came in twice to order the vehicle. I was a walk in on 9/17/24 and then returned with a test drive appointment on the 20th, where I met with two sales representatives. If it was an “on line order”, it was completed in your sales office at the instruction of your sales representative. I do remember being handed a tablet, and I might have done something on my phone. I'm sure there are plenty of videos from that day. Please accept this as a formal request to retain videos from the sales office on 9/20/24 to avoid spoliation issues in the event of litigation (yes, please forward this request to your legal department for review).

I was told I would receive a copy of the email from Tesla and I'm still waiting. I also need all documentation related to the purchase of the 2024. Please forward it with your manager's information. I have requested this in writing multiple times. Please include the name of the salesperson who finalized the purchase, as there are no names on any documents available on line.

Thank you,
[REDACTED]

Sent from my iPhone

On Nov 10, 2024, at 3:21 PM, Sarai Gutierrez <sargutierrez@tesla.com> wrote:

Hello [REDACTED]

Apologies for the delay in response, as I've just returned after being out the past few days. Our Business Resolution team has reviewed your case, and unfortunately, they've determined that Tesla is unable to proceed with repurchasing your Model 3 at this time. They found that the order was placed through the online design studio on your personal device, and upon review, it was confirmed that the configuration you received matches the original order exactly. I've since connected with our service team to ensure they reach out to you tomorrow when they are back in office regarding any service concerns you may have. Furthermore, please see her information bellow:

From: Sarai Gutierrez sargutierrez@tesla.com
Subject: RE: Please Respond
Date: Dec 3, 2024 at 10:55:14 AM
To: [REDACTED]

Good morning, [REDACTED]

The last communication I received was regarding the request being denied, at this time; our local team is unable to provide a different resolution. I've also included the information requested on my previous email regarding my supervisor:

Name: Riley Bolton

Email: rbolton@tesla.com

Best,

Sarai Gutierrez

Operations Manager

7444 E Hampton Ave, Mesa, AZ 85209

E. sargutierrez@tesla.com

For Delivery support email Mesa_OrderSupport@tesla.com

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-----Original Message-----

From: [REDACTED]
Sent: Monday, December 2, 2024 9:50 AM
To: Sarai Gutierrez <sargutierrez@tesla.com>
Subject: Please Respond

It's now been three weeks since I forwarded additional information. It's been months since the purchase of my vehicle. I would appreciate the courtesy of a response.

Thank you,

[REDACTED]
Sent from my iPhone

From: [REDACTED]
Subject: Please Respond
Date: Dec 3, 2024 at 11:31:39 AM
To: Sarai Gutierrez sargutierrez@tesla.com

The last communication said they couldn't help because I made the selections on line. Did you advise them that this is exactly what I said—the selections were made in your showroom with your salesman telling me which buttons to push. I said I wanted one vehicle. He did the bait and switch and instructed me to buy something different. I did not choose the options on my own. I clearly said what I wanted in writing and verbally. Your employee chose something different. I did exactly what I was instructed to do by your employee.

A Tesla employee made a mistake. It's up to you and Tesla to correct his mistake.

What was the response to this additional information when you forwarded it three weeks ago?

Thank you,
[REDACTED]

Sent from my iPhone

On Dec 3, 2024, at 10:55 AM, Sarai Gutierrez <sargutierrez@tesla.com> wrote:

Good morning, [REDACTED]

The last communication I received was regarding the request being denied, at this time; our local team is unable to provide a different resolution. I've also included the information requested on my previous email regarding my supervisor:

Name: Riley Bolton
Email: rbolton@tesla.com

Best,
Sarai Gutierrez
Operations Manager
[7444 E Hampton Ave, Mesa, AZ 85209](https://www.tesla.com/locations/mesa)
[E. \[sargutierrez@tesla.com\]\(mailto:sargutierrez@tesla.com\)](mailto:E.sargutierrez@tesla.com)
For Delivery support email Mesa_OrderSupport@tesla.com

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-----Original Message-----

From: [REDACTED]
Sent: Monday, December 2, 2024 9:50 AM
To: Sarai Gutierrez <sargutierrez@tesla.com>
Subject: Please Respond

It's now been three weeks since I forwarded additional information. It's been months since the purchase of my vehicle. I would appreciate the courtesy of a response.

Thank you,

[REDACTED]
Sent from my iPhone

[REDACTED]
Mesa, AZ [REDACTED]

December 28, 2024

Tesla, Inc.

Attn: Legal

45500 Fremont Blvd.

Fremont, CA 94538

CC: Riley Bolton

rbolton@tesla.com

Subject: Formal Complaint and Demand for Resolution Regarding Vehicle Purchase Issues

Dear Tesla Legal Department,

I am writing to formally document and escalate a series of unresolved issues surrounding the purchase of my 2024 Tesla Model 3. I have been a loyal Tesla customer and an advocate for the brand, frequently sharing my enthusiasm for Tesla vehicles—particularly their exceptional speed and handling. Unfortunately, the experience with this purchase has been disappointing, marred by misrepresentation, product defects, and inadequate resolution from Tesla employees.

Primary Issue: Bait and Switch in Vehicle Purchase

During my visit to the Tesla showroom on September 20, 2024, I expressed my desire to purchase a Model 3 with the same specifications as my 2020 Model 3. The assigned salesman not only failed to provide the scheduled test drive but also misrepresented critical differences between the AWD and RWD drivetrains. He incorrectly assured me that the RWD performed identically to the AWD, suggesting I could save \$2,000. Trusting his expertise, I proceeded with the purchase under his guidance, using both a Tesla iPad and my personal phone.

Subsequent driving experiences have made it painfully clear that the salesman's assertions were false. The 2024 Model 3 squeals and fishtails even during slow starts or when navigating corners. Items in the back seat frequently shift or fall due to poor road handling. Moreover, I have to grip the steering wheel harder to maintain control. None of these issues were present in my 2020 Model 3. Had I been provided the promised test drive or accurate information about the drivetrain, I would never have purchased this vehicle.

Persistent Technical and Performance Issues

Since delivery on September 23, 2024, this car has been plagued by technical malfunctions, including:

- **Navigation Issues:** Maps and navigation frequently cut out, taking me to incorrect destinations.
- **FSD Malfunctions:** Despite paying a premium for the Full Self-Driving (FSD) feature, it is entirely non-functional. It has malfunctioned since the purchase of the vehicle. Service has assured me it was repaired each time, but it still doesn't work. Service instructed me to file "bug reports," which are general submissions for Model 3 performance improvements and not specific to my vehicle's defects. Service is no longer doing anything to attempt to repair FSD.
- **Screen and System Failures:** The primary control screen has been reset multiple times but continues to operate erratically. The phone randomly disconnects from key usage and/or Bluetooth settings. Spotify disconnects and displays errors. The calendar does not always integrate with navigation. I received pop ups saying my phone was in my hand when it was on the charge pad.
- **Mechanical Defects:** Despite multiple service visits, the drivetrain's instability persists, making the vehicle unsafe and unenjoyable to drive.

To date, I have not experienced a single day where this vehicle functioned as expected. This directly contradicts Tesla's commitment to quality and innovation.

Additional Context and Stress

Beyond the issues with the vehicle itself, the drawn-out resolution process has compounded my stress during an already difficult time. My [REDACTED] required significant changes to our holiday plans and travel arrangements. Instead of focusing on my family, I have been forced to repeatedly address Tesla's failures. It has taken much longer than anticipated to prepare the information for this submission. On Christmas, instead of enjoying time with my family, I found myself working on this letter, which added to the frustration of an already challenging situation.

Legal and Ethical Obligations

Arizona's Consumer Fraud Act (A.R.S. § 44-1522) prohibits misrepresentation and deceptive practices in the sale of goods. The salesman's actions—including misrepresenting the drivetrain's performance and pushing me into an uninformed purchase—constitute a violation of this statute. Furthermore, the Operations Manager, Sarai Gutierrez, admitted that her employee made a mistake and apologized. However, no corrective action has been taken to replace the vehicle with one matching the

specifications I requested. Tesla's failure to rectify these issues leaves me no choice but to consider further legal remedies.

Resolution Demanded

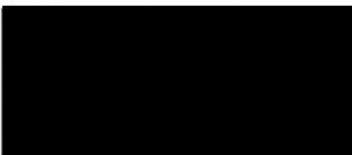
I request the following actions:

1. Immediate replacement of my 2024 Model 3 with a vehicle that matches the AWD drivetrain specifications of my 2020 Model 3.
2. A full inspection and confirmation that all promised features, including FSD, are fully operational.
3. Compensation for the inconvenience and emotional distress caused by Tesla's mishandling of this matter.

It is unacceptable for Tesla to deny responsibility for errors made by its employees and service teams. I have been patient and cooperative throughout this process, yet I remain burdened by a defective product that fails to meet the standards promised.

I expect a response to this letter within 14 days. If Tesla does not resolve this matter promptly, I will have no choice but to escalate my complaint through legal channels.

Sincerely,



Enc: Copies of most emails

September 2024

9/17/2024:

- Visited the Tesla showroom to look for a new car. There were five groups of customers waiting, but no employees were available to assist.
- Spoke to another customer, who mentioned there had been two employees earlier, but one disappeared an hour before and never returned.
- Left without receiving assistance and submitted a trade-in estimate request via the Tesla app. Received a text offering a call but never received one, even after suggesting alternate times.

9/18/2024:

- Continued texting Tesla, requesting a call. Never received one. Stated I was buying a Model 3 with the same options as my 2020 and requested a written quote.

9/19/2024:

- Texted again requesting a call.

9/20/2024:

- Since no one called or texted back, I scheduled a test drive through the Tesla app and arrived at the Tesla showroom for my appointment.
- Upon arrival, I was initially greeted by an employee who stated he wasn't scheduled to assist but helped briefly. I explained that I was looking to purchase a new Model 3 with the same options as my 2020 vehicle. I emphasized how much I loved my 2020 Tesla and was excited to upgrade.
- The employee then handed me off to the assigned sales representative. The scheduled test drive was not offered or even mentioned, and the interaction moved directly into configuring and purchasing the vehicle.
- During the configuration process:
 - I knew I didn't need an upgraded color because I planned to wrap the car (like my 2020). When I got to drive train options, I needed help. I again explained I wanted the same options as on my 2020. The salesman explained that when I bought my 2020, there was only one option—AWD. Now I could choose between AWD, FWD, and RWD. He told me there was no reason to get AWD. I needed RWD. It had the same performance and was \$2,000 less expensive, so I should save the money. I told him money wasn't the issue, but saving some is great and agreed to do what he said. He didn't offer the scheduled test drive for me to see the difference and he didn't try to explain the difference—he just told me I should save the money and buy RWD.
 - I remember being handed an iPad at one point. I wish I could remember exactly how I ended up on my phone, but the closest I can think is that the salesman told I could do it on

the iPhone where everything autofills from my personal data (or I might have volunteered this info). Regardless of which device I used, the order was placed in the Tesla showroom with a Tesla employee telling me what to do. In a later email I requested that the videos from that day be preserved to avoid a future spoliation issue. You will be able to see exactly how the purchase was completed.

- As a point of reference, I paid cash for my 2020 and intended to do the same with the 2024. With interest rates at 1.9% my financial advisers told me to take a loan, which I did. They can make more investing the cash. I explained this to the salesman and even discussed contacting them after the payment was finalized. I also discussed getting a \$4,000 wrap and \$1,000 of window tinting. He knew I could afford the \$2,000 and that I came in prepared to pay it—he talked me out of it.

9/23/2024 – Vehicle Delivery

- The car was delivered earlier than expected, but the delivery experience was unsatisfactory:
 - The delivery representative, later identified as Jay Barclay, pointed to the parking lot and said, “It’s down there with your name on it. Scan the QR code to set up your phone. Drive back here and I’ll give you the key.” No further assistance was provided.
 - When I got to the car, I realized I didn’t even know how to put it in drive. I sat in the car and watched instructional videos to figure it out. When I drove back to the building, Jay was gone, and the key was left on the counter. An employee sitting at a desk on the other side of the room told me I could take the key and leave.
 - The couple who received similar instructions just before me were still in the parking lot struggling to figure out their car 30 minutes later.
 - Later that day, I returned to the dealership three or four times with questions about how the vehicle worked.

9/24/2024:

- Spent almost 30 minutes on the phone with Tesla customer service trying to figure out how the car worked.

9/26/2024:

- Called customer service again for nearly 30 minutes, still struggling with unresolved questions about the vehicle’s functionality.

9/30/2024:

- Called customer service again for 20 minutes. This was another attempt to understand operations, address missing features and try to determine what was wrong with the car.

October 2024

10/2/2024:

- Spoke with customer service, who confirmed the car should have included floor mats. This raised more questions about the configuration of the car.
- During the call, I described the car I thought I had purchased. Customer service pointed out discrepancies and suggested I contact the dealership manager.
- After misdirected phone calls, finally reached Ben at the dealership who advised the manager was off for two days, but he could schedule a service appointment for 10/7/24 since the car still wasn't working right. He would have the manager contact me.

10/5/2024:

- First email from Operations Manager Sarai Gutierrez. This was in response to my very confused and upset call to find out why I had received a completely different vehicle than I requested. Nothing worked, the car didn't have the floor mats I expected, and someone else had narrowed it down to my receiving a different vehicle than I thought I was purchasing. Sarai said we would meet when I came in for service on 10/7/24 to discuss the issues.

10/7/2024:

- Arrived for the service appointment expecting to meet Sarai. Instead, Jay Barclay appeared and began discussing my issues. He did not introduce himself or clarify his role, so I assumed he was Sarai (I thought I had discussed the problems with Sarai on the phone, so it was extra surprising to have a man arrive for her appointment).
- I explained the issues, clarifying that the car I received was the wrong car and the order was based on the salesman's untrue/incorrect information. Jay promised to look into it with Tesla and get back to me.
- Uploaded 19 photos/videos of just a few of the many more times I had problems. When my car was returned, I was told they had reset the entire computer and balanced the tires, and everything was fixed. It had been a known software issue.

10/15/2024:

- Sent a follow-up email to Sarai describing ongoing issues, including malfunctioning maps, FSD turning into wrong locations, and other problems encountered during a trip to Sedona.

10/21/2024:

- Sent another follow-up email to Sarai. She stated that service had already addressed my concerns and she would forward my information. It should be noted I could not set a service appointment. The app tried to set the appointment at my house. I had been told this

wouldn't work for computer issues, so at that time, I thought email was my only way to reach anyone.

10/22/2024:

- Service request opened. Jared requested time stamps for problems. Sent photos showing multiple issues continuing.

10/23/2024:

- Again told Sarai my vehicle order was based on her employee's misrepresentation and asked for a remedy. She told me to wait on the problems with the vehicle not being the one I ordered until service could complete everything. Service would handle the drivability issues. I responded that service could not handle the bait and switch tactics used to sell me a different vehicle than I had come in to purchase. I also noted that the car appeared to be a lemon since service had not been able to resolve the issues. She mentioned Tesla doesn't take returns. I pointed out I was asking to buy the vehicle I intended to buy and they could keep the wrong car ordered by their salesman. I understood this wasn't a cooling off period issue.

10/24/2024:

- Requested contact info for person in charge of Arizona Tesla Operations via the service text. Was told they don't give out info. Advised issues with Sarai have not been addressed and I'm ready to escalate. Received another request to wait until service can resolve the issues. My response: "I reviewed the estimate. There is nothing about the bait and switch issues. Please escalate my complaint and have Mr. Gutierrez' manager call me today (I still thought Sarai was a man). This is not ok." Service response: "I want to assure you that our service team is dedicated to addressing and resolving the issues you've reported. We take matters like this very seriously and are committed to ensuring your satisfaction. I will escalate your complaint and make sure that our team reaches out to you today to discuss your concerns. We appreciate your patience as we work to correct this situation."

10/28/2024:

- I texted advising didn't receive a call from upper management, has it been referred? Response was he was following up with delivery team. I also noted I was able to tell the loaner was AWD. I clearly know the difference based on the feel of the car and was obviously misled by the Tesla salesman.

October 2024:

- There are numerous emails in October regarding dissatisfaction with receiving the wrong car and with the continued unresolved service issues. I still had not had any days where my

new car worked right and the subpar performance issues on the wrong car bothered me constantly.

November 2024

- Continued to drop into the dealership regularly to have Jared assist with ongoing issues.

11/4/2024:

- Email to Sarai asking for status and advising I tried to make an appointment for service but was unable.

11/5/2024:

- Email from Sarai said she would reach out for an update, and that service would handle my concerns. I told her AZ MVD had sent late/suspension notices because Tesla failed to notify MVD of my trade-in within the required 10 days.

11/6/2024:

- Email to Sarai advising I had waited long enough and again requested her manager's contact info.

11/7/2024:

- Ben from sales called while I was at a noisy car wash. He said Sarai asked him to call in response to my emails. He said Tesla was refusing to assist. He didn't have much information but said Sarai didn't want me to wait to hear the news. I was in tears in the car wash, couldn't hear and hung up. He called a little later knowing I was upset. That time I was in a noisy grocery store, and when the tears came again I did tell him I couldn't talk any more before hanging up. He promised to send me the email from Tesla explaining the reason.

11/8/2024:

- No email received so drove to Tesla. Called multiple times and never got through. Didn't receive the email from Tesla that day or ever. Another lie. Still didn't have a reason for Tesla's decision.

11/10/2024:

- Response from Sarai apologizing for being gone. She said Tesla found the order was placed through the online design studio on my personal device, so would do nothing to assist.

11/11/2024:

- Detailed email to Sarai/Tesla advising that although I used my phone, it was done at the instruction of the Tesla salesman. I did remember doing part on a Tesla tablet. Requested that all video from the day be preserved to avoid future spoliation issues. Again requested

the copy of the email from Tesla that had been promised. Requested her supervisor's information and the name of the salesman.

11/12/2024:

- Asked if my 11/11/24 email would be forwarded and was told it had been.

11/19/2024:

- Requested status.

11/25/2024:

- Requested status.
- At some point in late November a service appointment was scheduled for the first available time: 12/28/24.

December 2024

12/2/2024:

- Requested status.

12/3/2024:

- Received response saying she had already advised the request was denied and provided supervisor info. Asked for clarification as to whether they had responded to the additional information submitted 11/11/24.

12/12/2024:

- Phone key had randomly disconnected the night before. I drove to an appointment and arrived early so decided to reconnect the key. Nothing worked—the hard key and phone key were both disconnected and the car wouldn't start. Had to call a tow truck. When tow truck finally arrived two hours later, driver got in, picked up key, put it down and car started. I had done this and other things multiple times while troubleshooting on the phone. I drove straight to Tesla, as I was afraid the car wouldn't work next time. I spoke to Jared and Sarai. Sarai was very nice and apologized over and over for Tesla's decision. This was the first time I had been told a decision was made following review of the additional information sent on 11/11/24. She said "they" saw it was ordered on the phone instead of Tesla's iPad, even though it was the exact same process. She said she really advocated for me but Tesla still said no. She said she's discussed the mistake with her employee. Jared agreed to submit a lemon law claim since my car still has unresolved mechanical issues. He said he would include that I had been to the dealership multiple times to have someone help me in person (I didn't keep track of exact dates, but I often just drove there when I had something I thought could be easily resolved). Left the car so they could work on issues that had been stacking up since the last service visit waiting for the 12/28/24 appointment.

12/16/2024:

- At Jared's request, took my phone in so the master mechanic could verify his findings—there was nothing wrong with the car, it had to be my phone settings. Waited while they checked and was told the settings on my phone were fine. There are no phone issues. They had done everything they could, the logs show the car is fine and I could take it.
- When I got home, I was unloading the car. My door wasn't shut tight, but the others were closed. I came back for another load and the car was locked (I've never had the car lock with the driver's door not shut tight—I actually do this often to keep everything running and open for a few minutes if needed). I had to go find my phone to unlock the car. I immediately sent a message to Jared with a photo of the settings showing Exclude Home was toggled on the walk away lock settings. The response was "16-Dec-24, 1:05 PM" (time stamp) and nothing else. This was immediately after I was told nothing is wrong with the vehicle.

12/17/2024:

- The next day my FSD didn't work yet again. I sent another message regarding FSD not responding to moving the steering wheel. I had forgotten that was a problem before the last service visit and sent the video from 12/10/24. In other words, it happened before the service visit and after the service visit where the master mechanic confirmed no issues. It is still happening now. I am unable to use FSD because moving the steering wheel enough to stop the blue flashing light also disengages FSD. The slight movement that used to signal driver awareness no longer is no long recognized.

12/18/2024:

- The text response was to submit a bug report. I attempted that later (per instructions, pressed the microphone button and said "bug report") and it played the song Bug Report instead of creating a report. I sent a screenshot of the song playing. I also advised I thought bug reports were more generic for fixing all Model 3s—how would they fix any issue in my vehicle? Response was a lot of instruction on how to file a bug report, but nothing as to how a bug report is used to fix my specific issue on my specific car. Requested this be added to my lemon law claim.
- I have continued to report the FSD failures via the microphone, however I am rarely attempting to use FSD much since it doesn't work, so there's not much to report.

From: [REDACTED]
Subject: Follow-Up: Request for Response on Formal Complaint Submission
Date: Jan 23, 2025 at 4:49:16 PM
To: resolutions@tesla.com
Cc: Sarai Gutierrez sargutierrez@tesla.com, rbolton@tesla.com

Dear Tesla Legal Team,

I am following up on my email submitted on January 3, 2024. The acknowledgement is attached. I have not received any further communication and need to know when I can expect a response.

I want to emphasize that the ongoing issues with my 2024 Tesla Model 3 have caused significant hardship, both personally and financially. Over the past few months:

- [REDACTED] the most recent of which requires me to drive frequently to and from Scottsdale in heavy traffic.
- [REDACTED] due to [REDACTED] significantly, and my medical records document this issue.
- To manage the [REDACTED] caused by these drives, I had to pay out of pocket for a [REDACTED] as my insurance does not cover these appointments.

As part of Tesla's promotional campaign to encourage current owners to upgrade, the Full Self-Driving (FSD) feature from my 2020 Model 3 was transferred to the 2024 vehicle I purchased. However, FSD has never worked properly on my 2024 vehicle. This is especially frustrating because it performed flawlessly on my 2020 Model 3, and Tesla used the promise of a seamless FSD transfer to entice me into upgrading. Despite multiple service appointments, Tesla has failed to repair FSD on my 2024 Model 3, and your service team has stopped making any efforts to resolve this issue.

In effect, Tesla has taken away a feature that I relied on and heavily valued, leaving me with a vehicle I did not want in the first place due to the salesperson's misrepresentation of drivetrain performance.

Not only am I stuck with a car that does not meet the specifications I requested, but its key features do not work as promised. This situation has caused unnecessary stress, financial burden, and physical pain, all of which could have been mitigated had Tesla delivered on its commitments.

Please be aware that if I do not receive a substantive response from Tesla Legal within the next 7 business days, I will proceed with filing formal complaints with the following agencies:

1. Arizona Attorney General
2. Federal Trade Commission (FTC)

3. Better Business Bureau (BBB)
4. National Highway Traffic Safety Administration (NHTSA)

I sincerely hope it will not come to that and that Tesla will make a good faith effort to resolve this matter. My documentation is extensive and clearly demonstrates how Tesla's actions and failures have significantly impacted me.

I look forward to your timely response.

Sincerely,

[Redacted Signature]

From: resolutions <resolutions@tesla.com>
Sent: Friday, January 3, 2025 2:52 PM
To: [Redacted]
Subject: Automatic reply: Purchase & Service Ongoing Issues

Thank you for contacting Tesla!

This is an automated message—please do not reply directly.

Legal Inquiries

If your inquiry relates to an active legal matter, a member of our legal team will be in touch.

Need Help?

You may be able to find more information to better resolve your requests by using the resources below:

Vehicle- Service, Sales, Delivery Support:

- [Schedule Service](#)
- [Vehicle Order Support](#)

From: [REDACTED]
Subject: Re: Tesla Corporate: [REDACTED]
[refid: [REDACTED]]
Date: Jan 30, 2025 at 7:21:25 PM
To: Corporate Auto Resolutions corporateautoresolutions@tesla.com

I have sent multiple emails regarding my original letter and timeline but have not received any substantive response. I am attaching them again along with relevant email content to ensure the issues are fully documented.

First email cover sent 1/3/25 with the timeline and cover letter attached: Please see the attached. The letter says emails are attached, however the file was too large to send. The emails were with Sarai Gutierrez. She will have copies and they will be on your server.

Second email sent with a copy of the original attachments 1/23/25:
Dear Tesla Legal Team,

I am following up on my email submitted on January 3, 2024. The acknowledgement is attached. I have not received any further communication and need to know when I can expect a response.

I want to emphasize that the ongoing issues with my 2024 Tesla Model 3 have caused significant hardship, both personally and financially. Over the past few months:

- [REDACTED] the most recent of which requires me to drive frequently to and from Scottsdale in heavy traffic.
- [REDACTED] requiring [REDACTED] Driving exacerbates [REDACTED] significantly, and my medical records document this issue.
- [REDACTED] as my insurance does not cover these appointments.

As part of Tesla's promotional campaign to encourage current owners to upgrade, the Full Self-Driving (FSD) feature from my 2020 Model 3 was transferred to the 2024 vehicle I purchased. However, FSD has never worked properly on my 2024 vehicle. This is especially frustrating because it performed flawlessly on my 2020 Model 3, and Tesla used the promise of a seamless FSD transfer to entice me into upgrading. Despite multiple service appointments, Tesla has failed to repair FSD on my 2024 Model 3, and your service team has stopped making any efforts to resolve this issue.

In effect, Tesla has taken away a feature that I relied on and heavily valued, leaving me with a vehicle I did not want in the first place due to the salesperson's misrepresentation of drivetrain performance.

Not only am I stuck with a car that does not meet the specifications I requested, but its key features do not work as promised. This situation has caused unnecessary stress, financial

burden, and [REDACTED] all of which could have been mitigated had Tesla delivered on its commitments.

Please be aware that if I do not receive a substantive response from Tesla Legal within the next 7 business days, I will proceed with filing formal complaints with the following agencies:

1. Arizona Attorney General
2. Federal Trade Commission (FTC)
3. Better Business Bureau (BBB)
4. National Highway Traffic Safety Administration (NHTSA)

I sincerely hope it will not come to that and that Tesla will make a good faith effort to resolve this matter. My documentation is extensive and clearly demonstrates how Tesla's actions and failures have significantly impacted me.

I look forward to your timely response.

Sincerely,

[REDACTED]

One last email attempt to different email addresses sent 1/28/25:

I have not received any responses from Tesla regarding my ongoing issues. Since this began with an order error, I am forwarding this to your department in hopes of resolution before escalating to automotive agencies or the press, or an attorney. My prior emails, including extensive correspondence with Ms. Gutierrez, should be accessible on your server.

[REDACTED]

FSD remains nonfunctional despite service attempts. I had a fully functional, amazing Tesla before this mess. I urgently request assistance in addressing these issues. My initial letter and timeline are attached. Please respond promptly.

Thank you,

[REDACTED]

Today:

When I attempted to reach a live person by phone, the only option besides towing was sales, which routed me back to the dealership where this issue began. The sales

representative who answered helped me find the correct place to send my emails, something I have been asking Tesla for months without a clear response. I have repeatedly requested a direct email or phone number for Tesla Legal but was left to guess based on Google searches. Operations Manager Sarai Gutierrez and her supervisor Riley Bolton were cc'd on every email. Neither responded, nor does it appear either of them took any follow-up action to ensure Tesla had reviewed and addressed my concerns. I was informed that Sarai was out today and was then transferred to Jared Gregory. Jared has always been professional and courteous, but in this instance, his response was not helpful. Even though I have uploaded videos showing the car failing to respond to gentle steering wheel movements, Tesla's designated method for confirming driver attention, he assured me there was nothing wrong with the vehicle and it must be the user (me). I have driven a Tesla for five years. The steering wheel responded 100% of the time on my 2020 Model 3 and initially worked about 95% of the time on my 2024. Now, it consistently fails to detect slight movements, forcing me to make exaggerated or hard steering inputs just to register input. This movement disengages FSD entirely, making the feature unusable. He suggested a drive with a mechanic, which I agreed to, just as I had previously when he initially suspected an issue with my phone in mid-December (my phone settings were verified as correct and I was told to file bug reports). I told him I was flexible other than two unavailable days next week, and he said he would send a scheduling link. However, the earliest available appointment was two and a half weeks from now, which I scheduled. While I appreciate his willingness to assist, this ongoing pattern of delays and deflection from Tesla is unacceptable.

I hope I have finally found the correct department and that we can move forward with replacing the vehicle with the one I intended to purchase.

Thank you,

From: Corporate Auto Resolutions <corporateautoresolutions@tesla.com>

Sent: Thursday, January 30, 2025 5:56 PM

To: [REDACTED]

Cc: Corporate Auto Resolutions <corporateautoresolutions@tesla.com>

Subject: Tesla Corporate [REDACTED]

Hello [REDACTED]

Thank you for reaching out to Tesla about your concern (below for your reference), I'm

happy to assist with investigating this matter for you.

In order to ensure I'm looping in the proper teams and that we address this as affectively as possible for you, would you please provide some additional information into your concern?

Once received we will be able to further investigate this matter for you.

Let me know if you have any questions.

Kindly,

Nicholas J | Corporate Resolutions

<https://www.tesla.com/support>

Customer's email address: [REDACTED]

Description of issue: Please see paperwork submitted to Tesla Legal multiple times with no response. Copies were sent to Operations Manager Sarai Gutierrez and her supervisor, Riley Bolton.

2025 Tesla, Inc.

Privacy & Legal

From: Corporate Auto Resolutions corporateautoresolutions@tesla.com
Subject: Tesla Corporate: Gail Malone - [REDACTED]

Date: Feb 13, 2025 at 10:12:53 AM

To: [REDACTED]

Cc: Corporate Auto Resolutions corporateautoresolutions@tesla.com

Hello [REDACTED]

I can confirm that my team is involved due to the concern you submitted through our legal channels. I have connected you with your local service management team, who will be handling your concerns moving forward.

For any additional questions or further concerns, I recommend reaching out to them directly, as they will be best equipped to assist you.

Kindly,

Nick J

Corporate Resolutions

TESLA

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From: [REDACTED]

Sent: Tuesday, February 11, 2025 11:19 AM

To: Corporate Auto Resolutions <corporateautoresolutions@tesla.com>

Subject: Fwd: Tesla Corporate: [REDACTED]

Could you please confirm whether Tesla Legal received my documentation and that Tesla Legal does not intend to provide a response? I allowed additional time for a reply after your initial acknowledgment, but given the continued silence, it appears Tesla's decision is to ignore this matter.

Thank you,
[REDACTED]

Sent from my iPhone

Begin forwarded message:

From [REDACTED]

Date: February 4, 2025 at 1:56:51 PM MST

To: Corporate Auto Resolutions <corporateautoresolutions@tesla.com>

Subject: Tesla Corporate: [REDACTED]

I haven't heard from anyone. Did Tesla's position change? My local dealership told me Tesla was unwilling to assist simply because I finalized the purchase of the vehicle on my phone, even though it was started on Tesla's iPad and finished in the showroom at the instruction of your salesman. Are they contacting me to set up purchase of the correct vehicle?

Thank you.
[REDACTED]

Sent from my iPhone

On Feb 4, 2025, at 1:38 PM, Corporate Auto Resolutions
<corporateautoresolutions@tesla.com> wrote:

Hello [REDACTED]

I wanted to confirm I did receive that additional information you sent in, thank you for providing that.

I've been in contact with your local Tesla service teams and provided that information to them also, they should be reaching out to you to assist you further with this. Have you received any contact from those teams?

Kindly,

Nick J

Corporate Resolutions

<[image001.png](#)>

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From [REDACTED]

Sent: Tuesday, February 4, 2025 6:48 AM

To: Corporate Auto Resolutions <corporateautoresolutions@tesla.com>

Subject: Re: Tesla Corporate: [REDACTED]

Did you receive everything I sent on 1/30/25? When should I expect a response?

Thank you!
[REDACTED]

Sent from my iPhone

On Jan 30, 2025, at 5:56 PM, Corporate Auto Resolutions
<corporateautoresolutions@tesla.com> wrote:

Hello [REDACTED]

Thank you for reaching out to Tesla about your concern (below for your reference), I'm happy to assist with investigating this matter for you.

In order to ensure I'm looping in the proper teams and that we address this as affectively as possible for you, would you please provide some additional information into your concern?

Once received we will be able to further investigate this matter for you.

Let me know if you have any questions.

Kindly,

Nicholas J | Corporate Resolutions
<https://www.tesla.com/support>

Customer's email address: [REDACTED]

Description of issue: Please see paperwork submitted to Tesla

Legal multiple times with no response. Copies were sent to Operations Manager Sarai Gutierrez and her supervisor, Riley Bolton.

2025 Tesla, Inc.

Privacy & Legal

<image001.png>

New Entries After 12/18/24

12/29/24

Sent an email to Sarai Gutierrez requesting the email address for Tesla Legal. No response was received.

12/31/24

Sent an email to Tesla Insurance Support asking for the correct contact email for Tesla Legal. Received a response on 1/11/25 stating that the insurance department cannot handle the request and directing to the general customer service number.

1/3/25

Sent a formal complaint and timeline to Tesla Legal at resolutions@tesla.com with a cc to Sarai Gutierrez and to Riley Bolton. The automated acknowledgment stated that a member of the legal team would be in touch, but I have never been contacted by anyone.

- Detailed bait-and-switch tactics used by Tesla and its salesman to sell a vehicle that did not have the options I requested.
- Outlined technical and performance issues with navigation, FSD, screen and system failures.
- Explained that Tesla's lack of responsiveness and issues with the vehicle were causing additional stress.
- No response was received.

1/8/25

Jared Gregory responded to the Lemon Law request which was made verbally during the conversation with Jared and Sarai Gutierrez on 12/12/24. His email stated that based on Tesla's review of service records, the vehicle was not a repurchase candidate. I responded that I was surprised that Tesla was disregarding the last service message I submitted saying the vehicle was still malfunctioning. I had submitted documents to Tesla Legal and would wait for a response.

1/23/25

Sent a detailed follow-up email to Tesla Legal at resolutions@tesla.com with a cc to Sarai Gutierrez and to Riley Bolton, reiterating concerns about the lack of response and continued vehicle malfunctions.

- Detailed ongoing failures of FSD, navigation, and drivetrain stability. Noted that the service team had closed all service requests without repairing the vehicle.
- Outlined financial and additional medical hardships caused by Tesla's failure to address the issues.

- Again pointed out that Tesla had lured me into upgrading by promising the FSD would transfer to a new vehicle. Tesla has, in effect, stolen the FSD feature on which I relied.
- No response received.

1/28/25

Sent another follow-up email, this time to Tesla Order Support at ordersupport@tesla.com, forwarding the 1/23/25 email since no response had been received.

- Explained that the issue originated from a misrepresented order.
- Attached copies of the original letter and timeline sent on 1/3/25.
- Noted that medical issues were worsening due to the unresolved vehicle defects.

1/30/25

Called Tesla's general customer service number to verify Tesla Legal had received and reviewed the documents submitted. The only live person available was through the sales department, which routed the call back to the dealership where the issue started.

- Spoke with a sales representative who stated that Sarai Gutierrez was not in the office.
- The call was transferred to Jared Gregory, who again stated there was nothing wrong with the car and that FSD malfunctions were due to user error.
- Clarified that FSD fails to detect slight steering movements, forcing exaggerated inputs that cause it to disengage.
- Jared had previously claimed in the 12/16/24 visit that the issue was related to phone settings, however his master mechanic confirmed the phone settings were correct. No test drive with a mechanic was offered on 12/16/24. I was told the car was fine. Had a test drive been offered, there would not have been a two-month delay in even attempting to diagnose the problem. During those two months, my [REDACTED] requiring me to start daily long drives without FSD, leading to my [REDACTED]
- Only by chance on 1/30/25, when trying to contact Tesla Legal, was a service request opened, leaving me to schedule the appointment for the first available date, which was almost three weeks later.

2/4/25

Forwarded Nicholas J's 1/30/25 response back to him, asking if he had received my 1/30/25 email with the details he requested and asked when I should expect a reply.

Nicholas J replied confirming receipt of the 1/30/25 documents. He stated he had been in contact with the local service team and they would reach out to me.

He asked if I had received any contact from the local service team.

I replied that I had not heard from anyone and asked if Tesla's position had changed because the local dealership told me Tesla was unwilling to assist. I asked if they were contacting me to set up purchase of the correct vehicle.

No response was received.

2/11/25

Forwarded the 2/4/25 email chain to Nicholas J at corporateautoresolutions@tesla.com, requesting confirmation that Tesla Legal had received the documentation and that they did not intend to respond.

2/13/25

Received an email from Nicholas J at Corporate Auto Resolutions, stating his team was involved due to issues submitted through legal channels but not confirming that Tesla Legal had reviewed any of the documentation. He had referred the matter to local Tesla service management and stated that I should contact them directly.

2/13/25 (Evening)

Installed the latest Tesla software update, which included upgrades to FSD.

FSD on my vehicle continues to malfunction even after the latest software update.

Additional Notes

- Tesla's automated responses stated that a legal team member would contact me, but no legal representative has ever reached out.
- In preparing this timeline, I noticed the email from Nicolas J. did not actually say Tesla Legal has ever seen any of my emails or letters. It appears Tesla representatives have been purposely delaying handling my request and involving the legal department.
- Tesla engaged in bait-and-switch sales tactics regarding the FSD transfer offer and drivetrain options.

- I intended to purchase a vehicle with the same options as my 2020 Model 3 and stated this in writing.
- The salesman falsely claimed that the RWD model performed identically to the AWD model, misleading me into selecting RWD.
- Tesla marketed the FSD transfer incentive as a reason to upgrade, yet the transferred FSD has never worked in my new vehicle.
- I paid cash for my 2020 Tesla. The 1.9% finance offer was incentive to upgrade, and I'm now making monthly payments on a vehicle that is not what I intended to purchase and that does not function properly.

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- Although I am still waiting for the service appointment scheduled for 2/19/25 to conduct the test drive with a master mechanic, I have zero confidence in Tesla's ability and desire to repair my vehicle.



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