[redacted]
[redacted] | [redacted]
C: [redacted] | [redacted] | [redacted]

August 4, 2026

VIA CERTIFIED MAIL - RETURN RECEIPT REQUESTED

Tesla, Inc.
Attn: Office of the Chief Executive Officer
Attn: Corporate Secretary
Attn: Executive Customer Relations
Attn: Vice President, Vehicle Manufacturing
Attn: Vice President, Quality
1 Tesla Road
Austin, Texas 78725

RE: URGENT EXECUTIVE ESCALATION - CATASTROPHIC FIRST-DAY FAILURE OF NEW 2026 TESLA CYBERTRUCK

VIN: [redacted]

Delivery Location: Tesla Clermont, Florida

Delivery Date: July 31, 2026

Dear Tesla Executive Leadership:

I am writing directly to Tesla's senior leadership because the failure involving my brand-new Cybertruck is not a routine service concern. It is a serious manufacturing, safety, and customer-care matter that requires immediate executive review and resolution.

I am a repeat Tesla customer and [redacted]. When purchasing another luxury vehicle, I considered a new Range Rover Sport but chose Tesla again because I trusted the company's engineering, innovation, and product quality. That confidence was severely damaged within hours of taking delivery.

On [redacted], at approximately 5:45 p.m., I accepted delivery of my custom-built 2026 Cybertruck from Tesla Clermont. Less than four hours later, with fewer than 76 miles on the odometer, the vehicle suffered a severe mechanical failure and had to be towed to a Tesla Service Center. Tesla subsequently confirmed that the rear hub assembly failed. This was a confirmed defect in a brand-new vehicle on the first day of ownership.

Immediately before the failure, the Cybertruck was parked at my destination. While the vehicle was stationary, unoccupied, and with all doors closed, I raised the suspension to demonstrate its adjustable ride height to my family. I then selected the vehicle setting that directs the truck to lower for entry. When I walked to the driver's door and opened it, the truck had not lowered, and I had to climb into the vehicle. Approximately 30 to 60 seconds later, I placed the vehicle in Drive, at which point the suspension is also expected to lower to an appropriate driving height. I proceeded only a very short distance to the parking-lot exit. As I turned onto the street, I heard a sudden, extremely loud boom. The truck immediately began producing the severe scrubbing, rubbing, and dragging noises that I later reported to Tesla's service department.

At the same time, the Cybertruck displayed multiple critical safety warnings, including Automatic Emergency Braking Unavailable, Vehicle Hold Feature Unavailable, Traction Control Disabled, and Stability Control Disabled. The vehicle also produced an extremely loud vibration and struggled to accelerate. I immediately stopped driving. This sequence is especially concerning because the suspension did not appear to respond as expected immediately before the confirmed rear hub assembly failure. I am not attempting to make a technical diagnosis, but I am requesting that Tesla preserve and review the vehicle data, suspension commands, ride-height status, alerts, telemetry, and manufacturing records necessary to determine exactly what occurred. Had this failure occurred at highway speed or had I continued operating the vehicle, the consequences could have been catastrophic.

The delivery experience also contained avoidable errors. My registration was processed incorrectly even though the vehicle was purchased outright. The Cybertruck was delivered with only a 57 percent battery charge despite Superchargers being located at the delivery center, requiring me to pay to charge a vehicle I had owned for less than one hour. Within a few more hours, I no longer had possession of the vehicle at all.

During my conversation with Tesla's Regional Service Manager, I was advised that this matter would likely need to proceed through Tesla's vehicle repurchase process. Respectfully, that response does not fit these circumstances. This is not a vehicle that developed recurring issues after months of ownership or multiple repair attempts. It is a new Cybertruck that experienced a confirmed, safety-related manufacturing failure within the first four hours of delivery.

I did not purchase a repaired vehicle. I purchased a brand-new vehicle and reasonably expected it to be safe, properly inspected, and fit for immediate use. I have permanently lost confidence in VIN [redacted] and will not accept the vehicle back after repair. A major mechanical repair performed immediately after delivery does not restore the new-vehicle experience, safety confidence, or value for which I paid.

Because this Cybertruck was manufactured at Gigafactory Texas, I request an internal review of the vehicle's manufacturing records, final inspection, quality-control checks, component traceability, and release authorization. A rear hub assembly failure within the first 76 miles raises substantial concerns about whether this defect should have been detected before the vehicle left the factory.

I have documented this experience from the time of delivery. A video showing the failure within the first four hours has generated nearly 500,000 views, with thousands of consumers following the outcome. My purpose is not to damage Tesla. I would prefer to share that Tesla accepted responsibility, protected its customer, and resolved an extraordinary failure appropriately. However, I will continue to document the facts truthfully and transparently.

I am requesting the following resolution: immediate replacement with a brand-new Cybertruck of identical configuration; correction of the registration error; reimbursement of the charging expense and all other reasonable out-of-pocket expenses; written confirmation that the failed rear hub assembly and related evidence will be preserved; and direct, proactive communication from an executive-level representative throughout the resolution process.

I request written acknowledgment of this package and a substantive response within ten calendar days of receipt. Please do not route this matter back into a routine service queue without executive oversight. If Tesla does not provide an appropriate resolution, I am prepared to pursue all remedies available under Florida law and other applicable consumer-protection and warranty laws, and to submit the supporting evidence to the appropriate regulatory authorities.

I am copying this package to multiple Tesla leadership functions to ensure that the manufacturing, safety, legal, quality, and customer-experience issues are reviewed together. The enclosed exhibits provide a concise record of the incident, the vehicle warnings, the registration issue, the requested resolution, and the documents that should be preserved.

I trust Tesla will recognize the seriousness of a confirmed first-day manufacturing failure affecting critical vehicle safety systems and will respond with the urgency and accountability this matter requires.

Sincerely,

[redacted] Cybertruck Purchaser

Enclosures: Executive Summary, Incident Timeline, Safety and Manufacturing Defect Summary, Requested Resolution and Preservation Notice, Evidence Index, and Photographic Exhibits

EXHIBIT A
EXECUTIVE SUMMARY

Purchaser	[redacted]epeat Tesla owner
Vehicle	2026 Tesla Cybertruck
VIN	[redacted]
Delivery	[redacted]pproximately 5:45 p.m.
Delivery Center	Tesla Clermont, Florida
Mileage at Failure	Fewer than 76 miles
Time to Failure	Less than four hours after delivery
Confirmed Failure	Rear hub assembly failure
Immediate Result	Vehicle became unsafe to continue operating and was towed
Current Position	Purchaser has permanently lost confidence in this VIN and will not accept the repaired vehicle

Why Executive Intervention Is Required

- The defect occurred on the first day of ownership, before the purchaser had a meaningful opportunity to use the vehicle.
- The failure coincided with the loss or disabling of multiple critical driver-assistance and stability systems.
- Tesla confirmed a physical component failure rather than a minor software, cosmetic, or convenience issue.
- The matter involves manufacturing quality control, safety, customer experience, registration accuracy, and preservation of evidence.
- The incident has received significant public attention, increasing the importance of a prompt, responsible resolution.

Requested Outcome

Immediate replacement with a brand-new Cybertruck of identical configuration, correction of the registration error, reimbursement of reasonable expenses, preservation of the failed component and related records, and executive-level communication until the matter is resolved.

EXHIBIT B
INCIDENT TIMELINE

[redacted]	Registration issued with incorrect information despite the vehicle being purchased outright.
Approx. 5:45 p.m.	Crystal Williams accepts delivery of the custom-built Cybertruck at Tesla Clermont.
At delivery	Vehicle battery is approximately 57 percent. The purchaser pays to charge the vehicle shortly after delivery.
Immediately before failure	While parked, unoccupied, and with all doors closed, the suspension is raised to demonstrate the adjustable ride height. The setting to lower for entry is selected.
Driver entry	The vehicle does not appear to lower when the driver door is opened, requiring the purchaser to climb into the truck.
Approx. 30-60 seconds later	The vehicle is placed in Drive and proceeds only a short distance toward the parking-lot exit.
At parking-lot exit	As the vehicle turns onto the street, a sudden loud boom is heard, followed immediately by severe scrubbing, rubbing, and dragging noises.
At failure	The display reports Automatic Emergency Braking Unavailable, Vehicle Hold Feature Unavailable, Traction Control Disabled, and Stability Control Disabled. The truck vibrates and struggles to accelerate.
Immediate response	Purchaser stops driving because continued operation appears unsafe.
Same day	Vehicle is towed to a Tesla Service Center with fewer than 76 miles on the odometer.
Following diagnosis	Tesla confirms failure of the rear hub assembly.
Management discussion	Regional Service Manager advises that the matter may need to proceed through Tesla's repurchase process.
Current status	Purchaser rejects return of the repaired vehicle and requests immediate replacement and executive intervention.

EXHIBIT C
SAFETY AND MANUFACTURING DEFECT SUMMARY

Vehicle Behavior

- Extremely loud vibration and dragging noise
- Difficulty accelerating
- Multiple critical safety and stability warnings
- Vehicle determined by purchaser to be unsafe to continue driving
- Tow required on the first day of ownership

Warnings Displayed

APP_w009	Automatic Emergency Braking is unavailable
DI_a245	Vehicle Hold feature unavailable
DI_a223	Traction control disabled
DI_a222	Stability control disabled

Manufacturing and Quality-Control Questions Requiring Review

- Whether the rear hub assembly, related fasteners, bearings, sensors, and adjoining components were installed and torqued to specification.
- Whether factory end-of-line testing or final inspection generated any alerts, abnormal readings, or rework notes.
- Whether the component lot, supplier batch, or installation station is associated with similar failures.
- Whether vehicle logs show precursors to the failure before or immediately after delivery.
- Whether the failed part should be retained for engineering analysis and potential regulatory review.

EXHIBIT D
FORMAL REQUESTED RESOLUTION AND EVIDENCE-PRESERVATION NOTICE

Requested Resolution

1. Immediate replacement of VIN [redacted] with a brand-new Cybertruck of identical configuration.
2. Written confirmation that the replacement will not be a repaired, previously titled, demonstrator, returned, or refurbished vehicle.
3. Correction of all registration and title-processing errors at Tesla's expense.
4. Reimbursement of the purchaser's charging expense and all other reasonable documented expenses caused by the failure.
5. Executive-level point of contact with direct responsibility for the resolution.
6. Written acknowledgment and substantive response within ten calendar days after receipt of this package.

Preservation Notice

Tesla is requested to preserve all physical and electronic evidence relating to this vehicle and incident, including, without limitation:

- The failed rear hub assembly and every component removed during diagnosis or repair.
- All photographs, videos, inspection notes, technician notes, diagnostic reports, estimates, repair orders, tow records, and internal communications.
- Complete vehicle logs, alerts, telemetry, event data, service-mode records, and remote diagnostic information for the period before, during, and after the failure.
- Manufacturing build records, station records, torque records, quality-control checks, rework records, final inspection records, component serial or lot information, and release documentation.
- Customer-service, sales, delivery, regional-management, and executive-escalation communications concerning this vehicle.

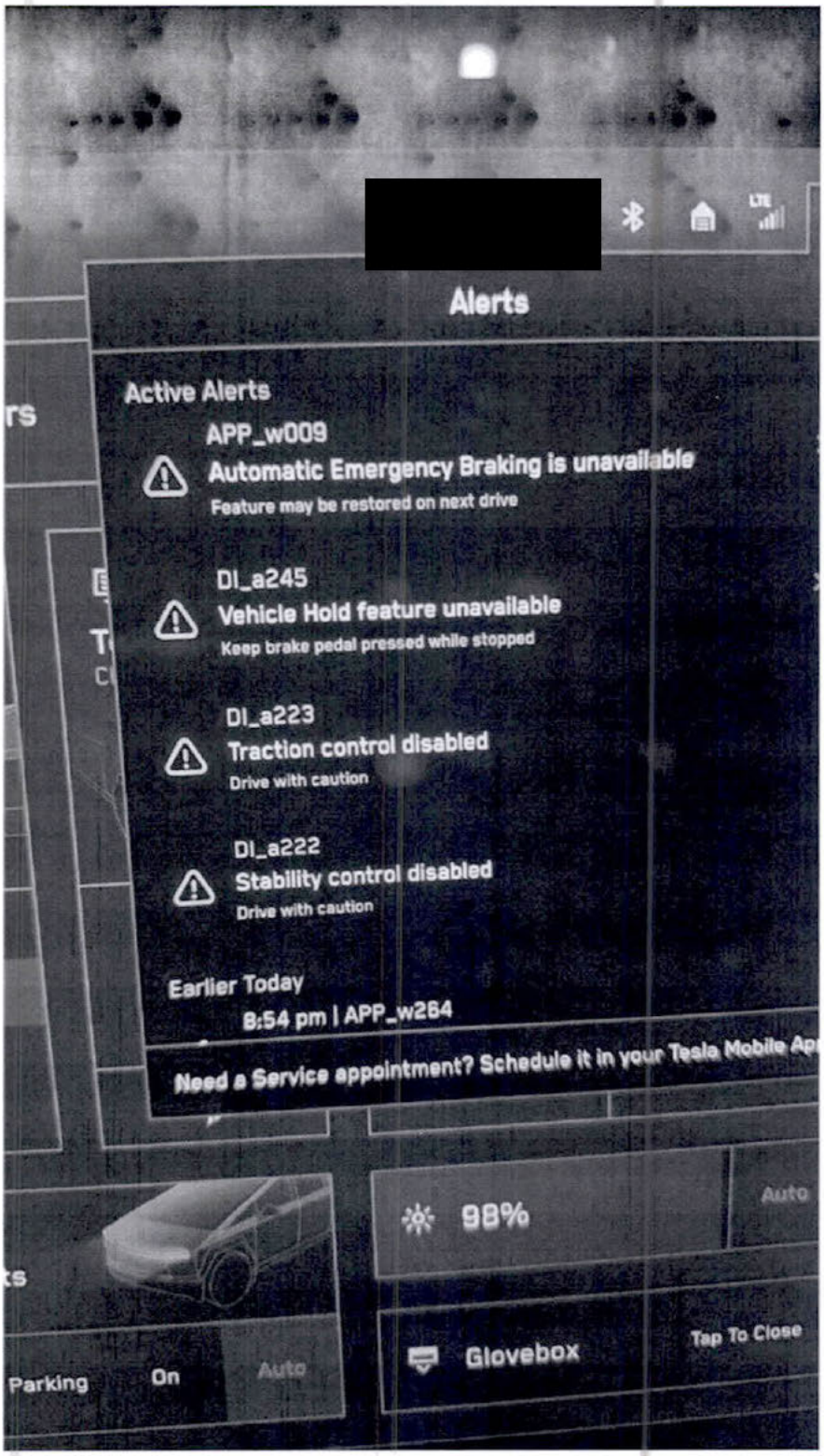
This request is made because the evidence may be material to warranty, consumer-protection, safety, regulatory, and potential legal proceedings. No listed item should be altered, discarded, overwritten, returned to a supplier, or destroyed while this dispute remains unresolved.

EXHIBIT E
EVIDENCE INDEX AND MAILING CHECKLIST

Item	Document or Evidence	Status
1	Executive escalation letter	Included
2	Executive summary	Included
3	Incident timeline	Included
4	Safety and manufacturing defect summary	Included
5	Requested resolution and preservation notice	Included
6	Photograph of active vehicle alerts	Included
7	Photograph of Florida registration	Included
8	Tesla service documentation confirming rear hub assembly failure	Add when available
9	Tow record or receipt	Add when available
10	Vehicle purchase agreement and payment record	Add when available
11	Charging receipt	Add when available
12	Screenshots showing public video reach and engagement	Add when available
13	Copies of communications with Tesla personnel	Included

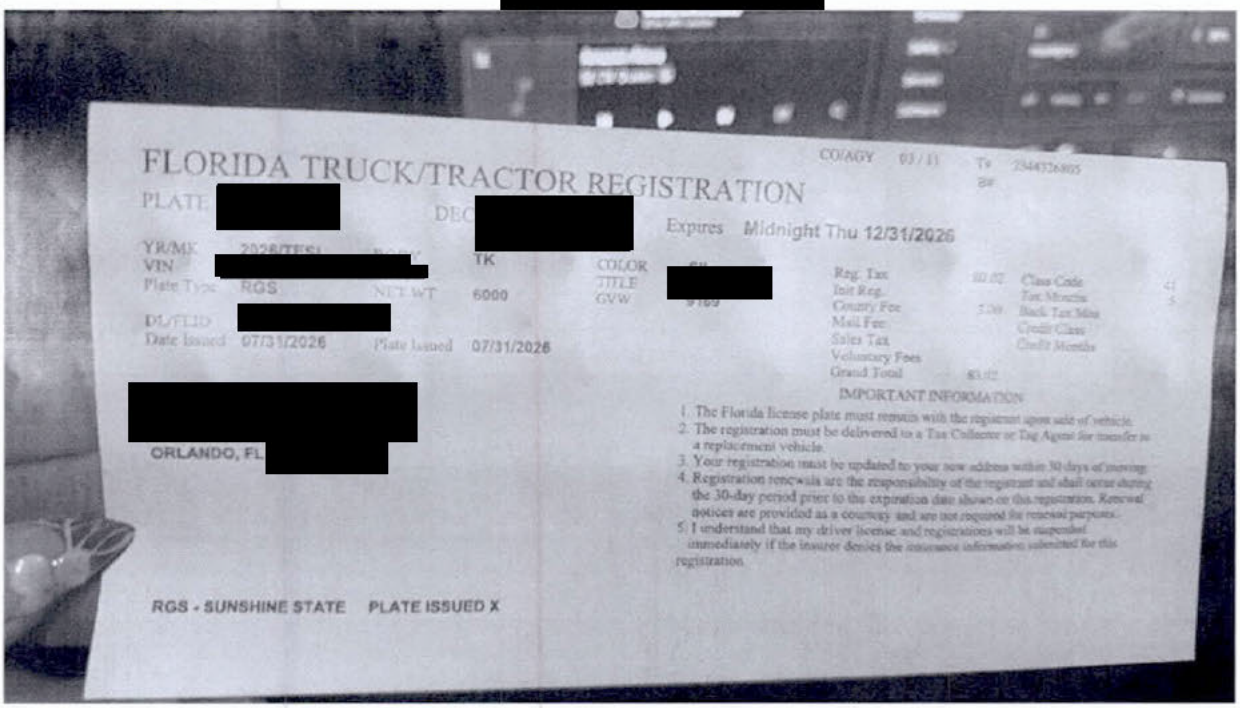
EXHIBIT F
PHOTOGRAPHIC EVIDENCE

Figure 1. Active vehicle alerts displayed during the first-day failure.



The display shows Automatic Emergency Braking unavailable, Vehicle Hold unavailable, Traction Control disabled, and Stability Control disabled.

Figure 2. Florida registration issued for VIN [redacted]



The registration photograph is included to identify the vehicle and document the registration information associated with the transaction.

Figure 3. Tesla Delivery message documenting the undercharged vehicle, registration concern, and notice that the vehicle required towing less than four hours after delivery.

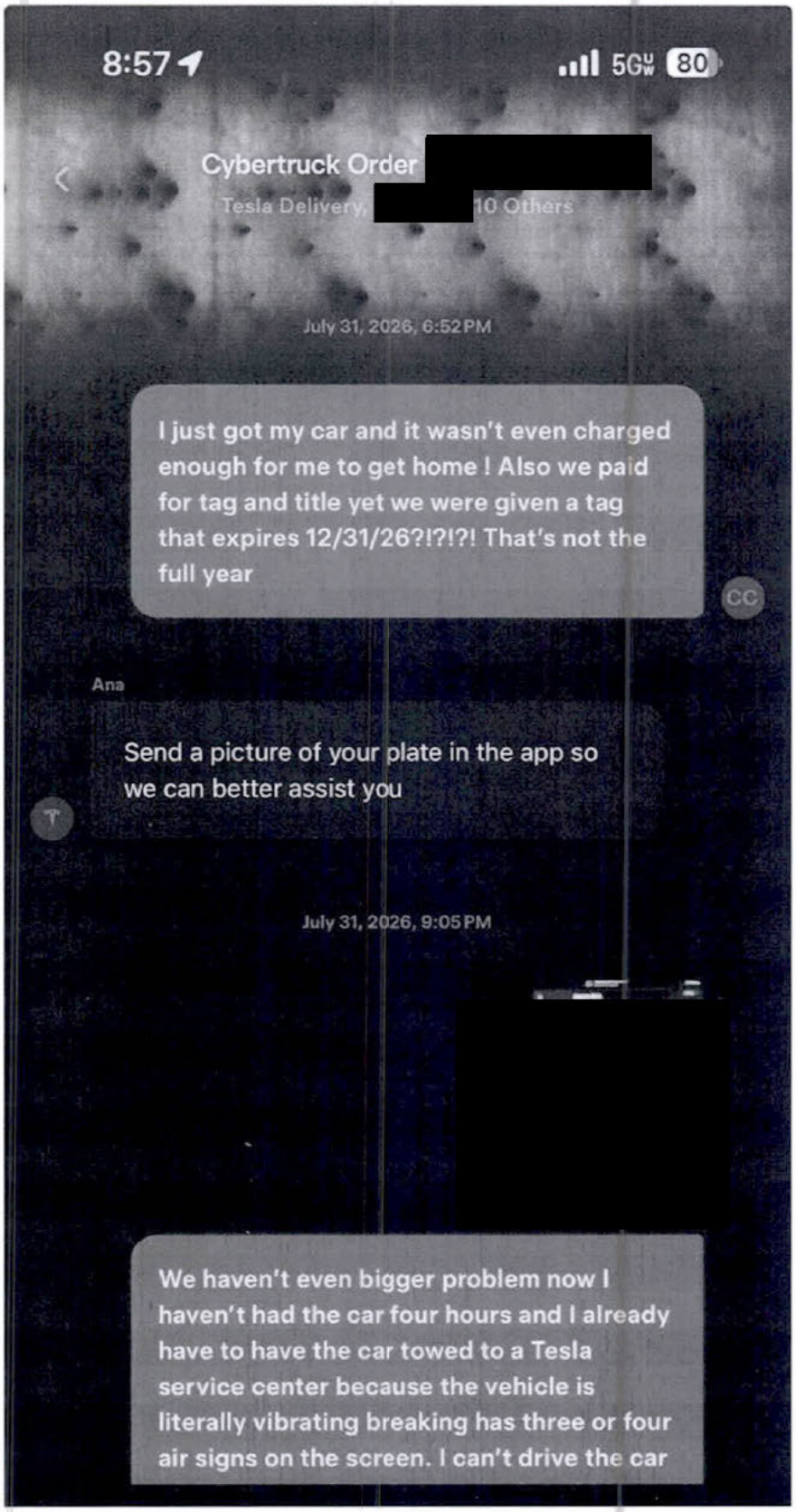


Figure 4. Tesla Delivery messages documenting the severe vibration, braking concerns, loud screeching noise, multiple alerts, and fewer than 100 miles on the vehicle.

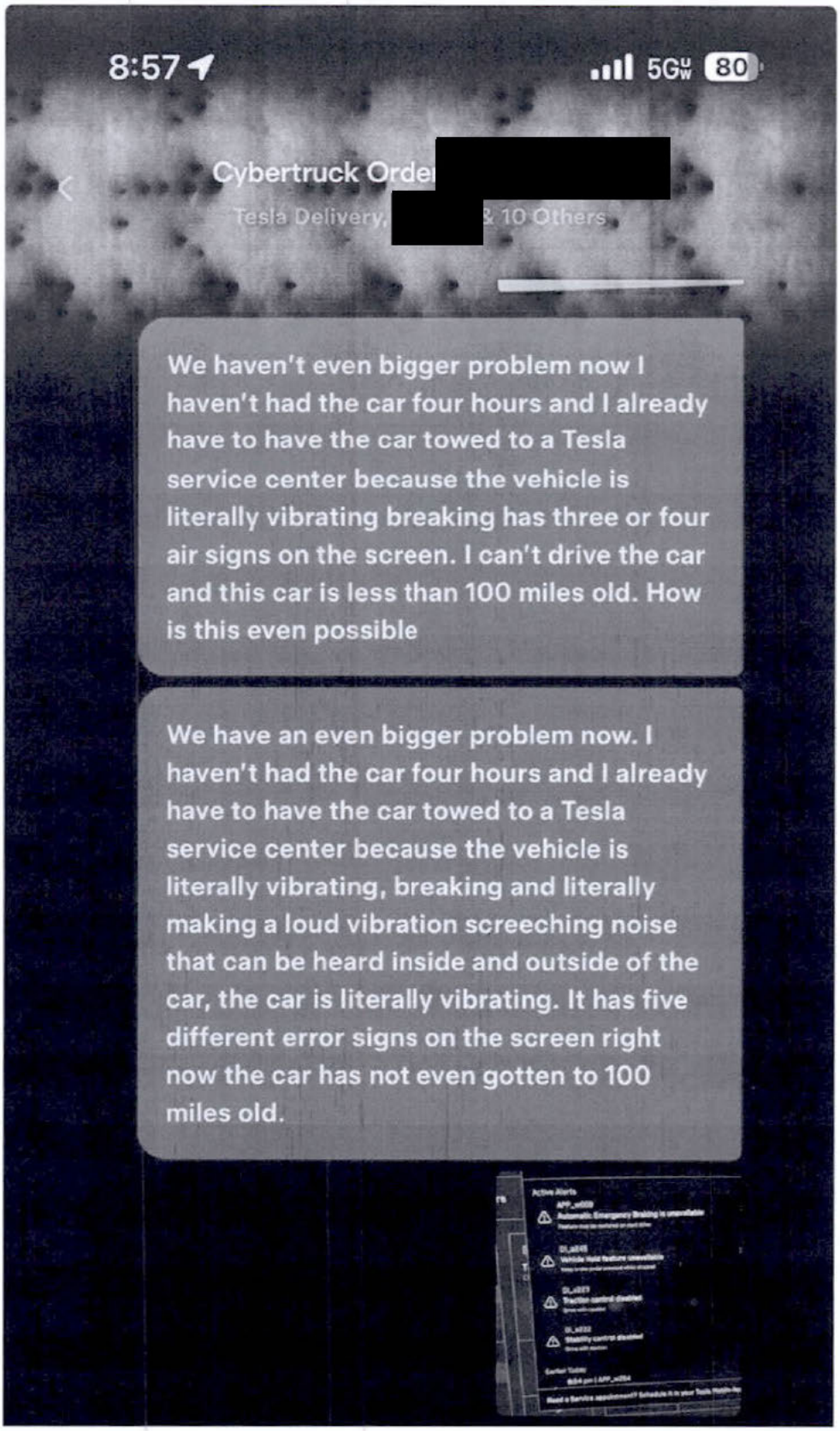


Figure 5. Tesla Delivery communication documenting the immediate demand for replacement and Tesla representative response directing the matter to service.

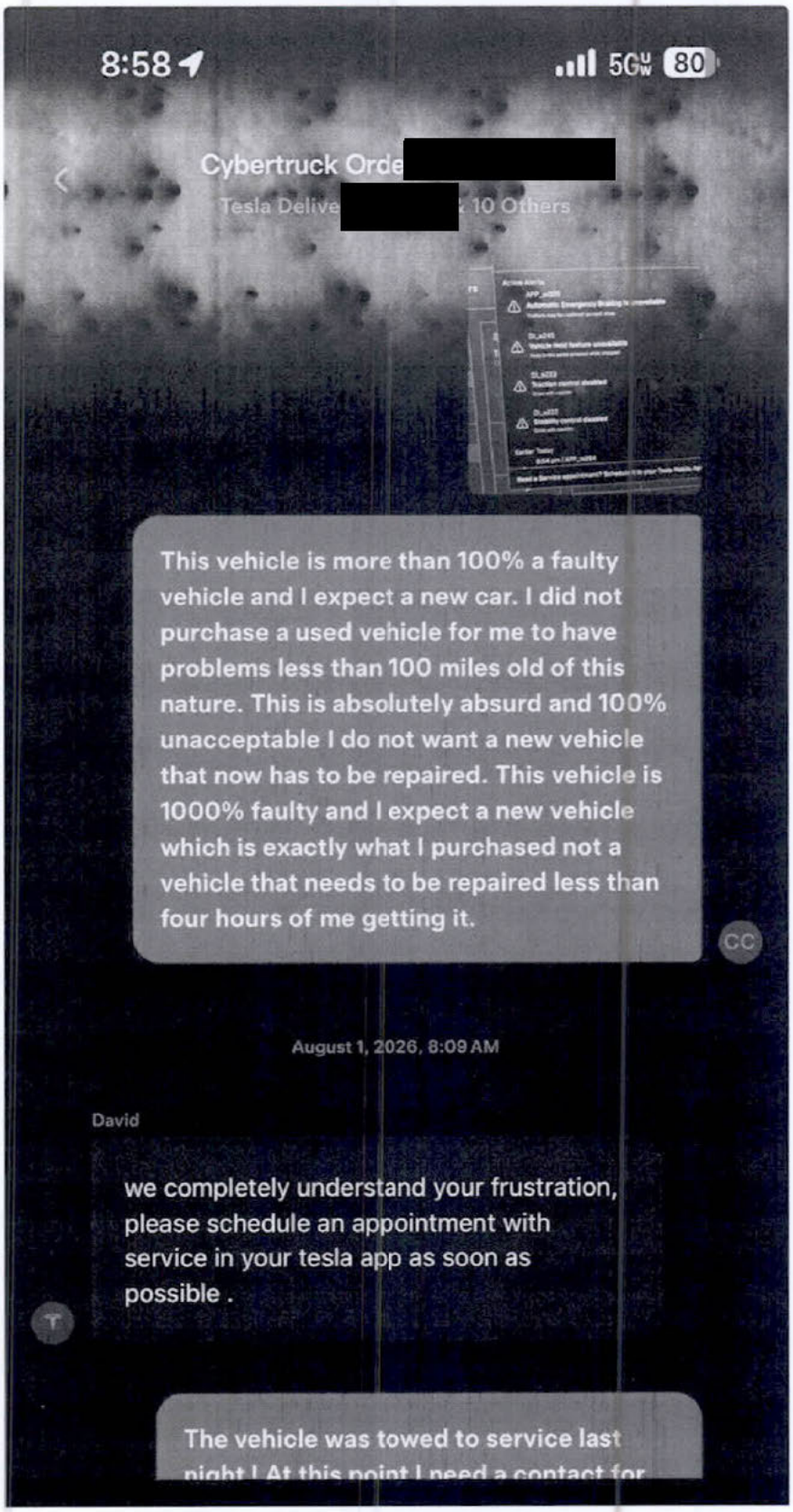


Figure 6. Tesla Delivery follow-up documenting that the vehicle had already been towed and that the purchaser would not accept a repaired first-day vehicle.

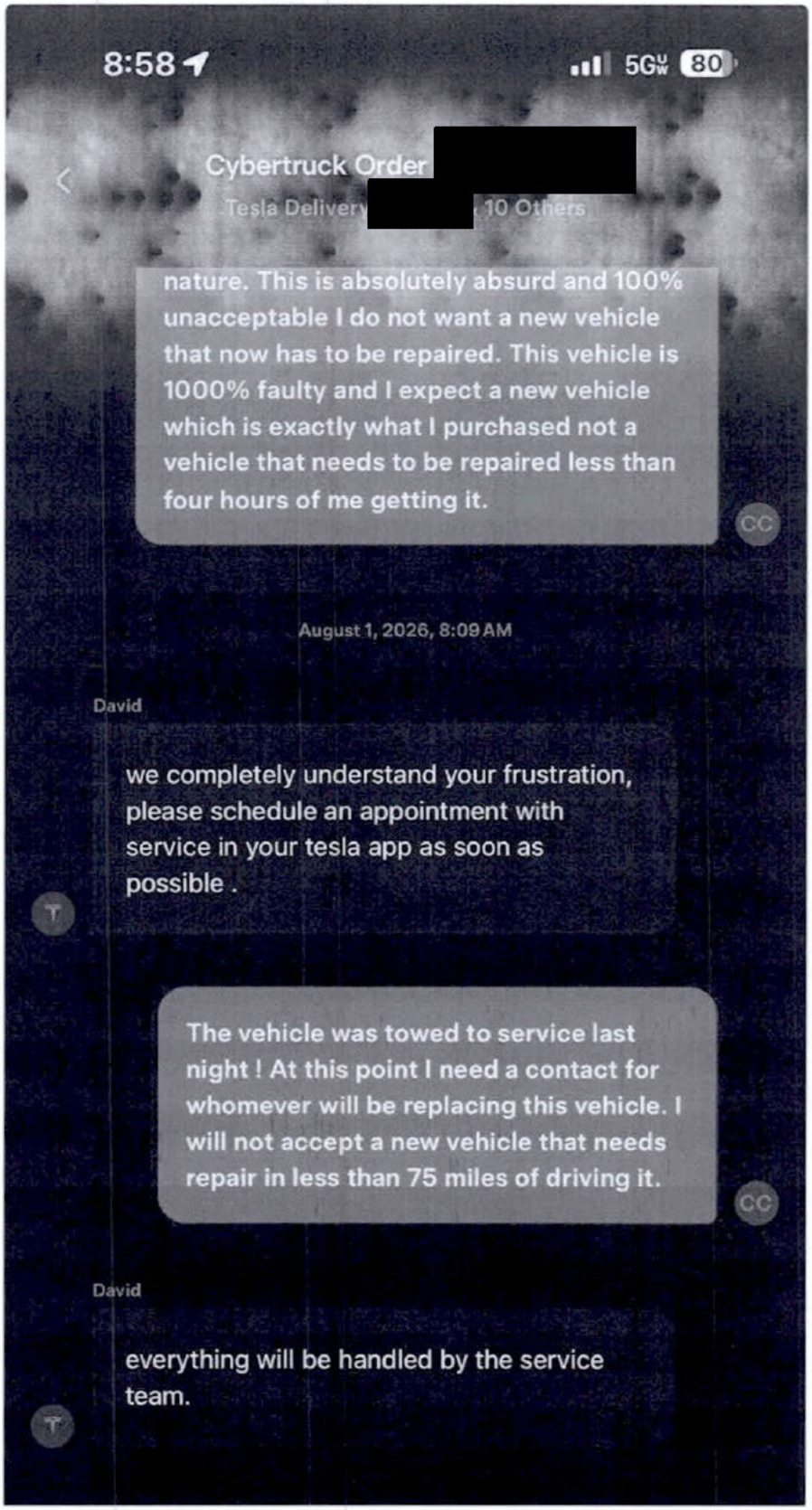


Figure 7. Tesla Roadside communication documenting the initial report of dragging, vibration, slow acceleration, rattling, and vehicle-control alerts.

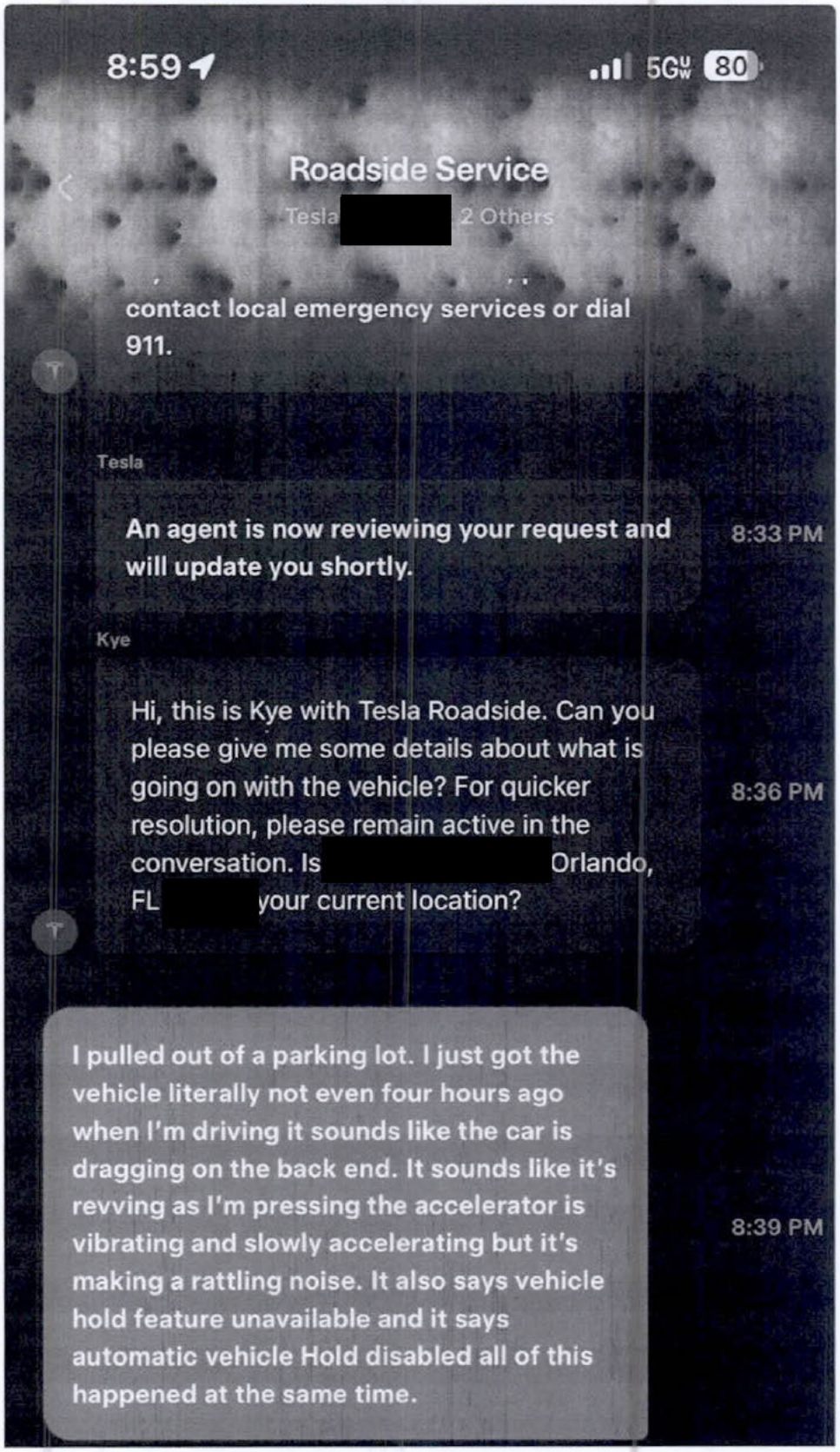


Figure 8. Tesla Roadside communication confirming the vehicle should be taken to the Tesla Service Center and that a warranty-covered tow was required.

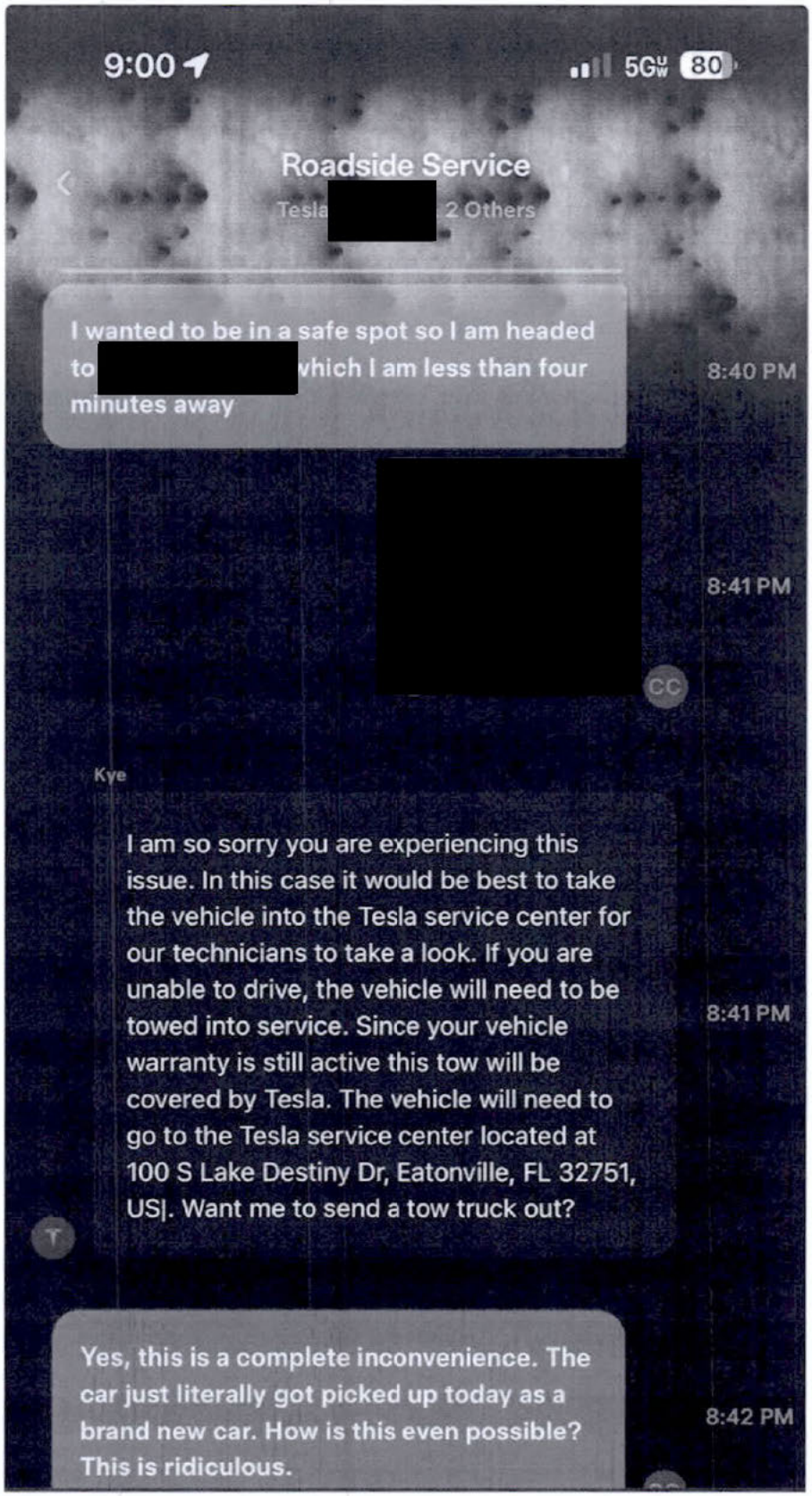
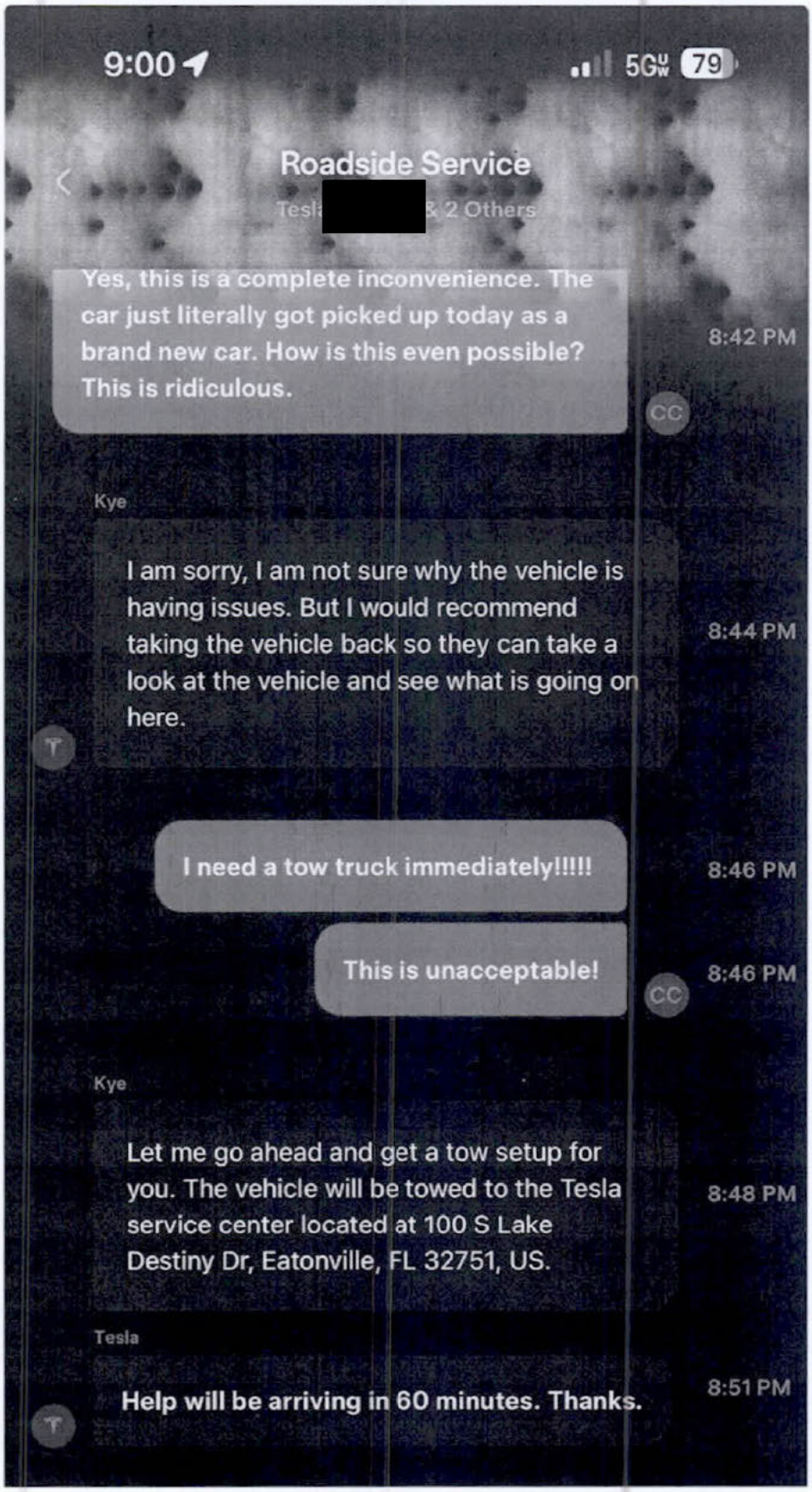


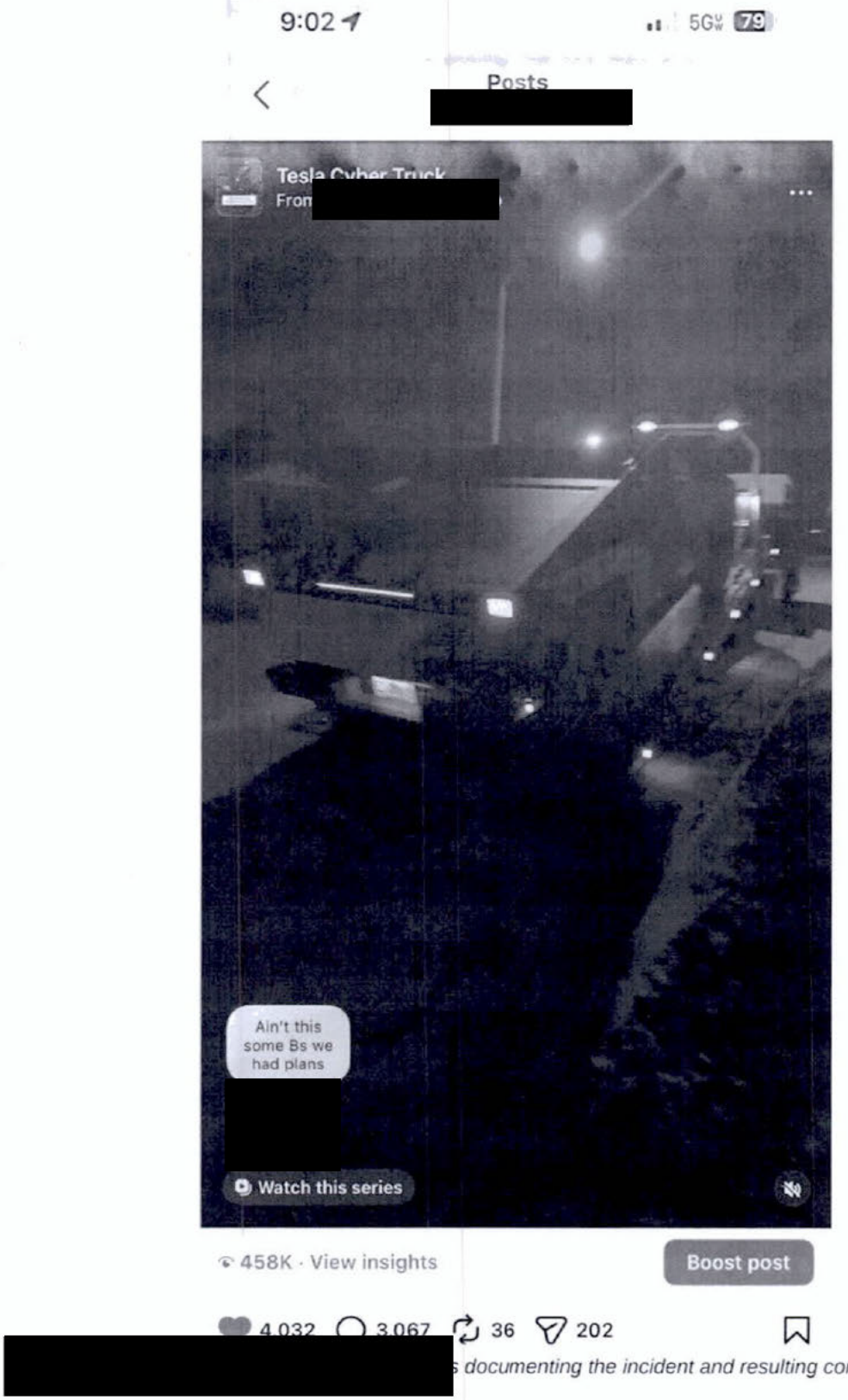
Figure 9. Tesla Roadside communication documenting the urgent tow request and confirmation that roadside assistance was dispatched.



PHOTOGRAPHIC EXHIBIT

Exhibit K - Public Documentation and Consumer Visibility

Instagram screenshot documenting the Cybertruck being towed and showing approximately 458,000 views, along with substantial public engagement at the time captured.



[redacted] documenting the incident and resulting consumer attention.

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