



Mike [REDACTED] <[REDACTED]>

Terrible sales experience with Tesla Motors - [REDACTED]

[REDACTED] <[REDACTED]>
To: Jerome@teslamotors.com

Mon, Jan 26, 2015 at 6:05 PM

Hello Jerome,

I will try to summarize my Tesla Motors Sales experience as short as possible.
Since you're the VP of Sales worldwide I think you should hear this directly from the consumer.

- About 18 months or so I've made a reservation for Model X --> RN331050 #3336

- In June 2014 I walked in to the Oak Brook IL Tesla store to ask about the Model X possible delivery dates etc. I was told it's being postponed for 2015 and no info is available as to when in 2015 ..

- Sales person Jordan Rhyne started talking to me to get a Model S now, because he could hook me up with a 2 month turn around time for delivery and so on and that I can keep my reservation for Model X.
I told the Sales person that I'd really like to get an SUV as a family car etc , but he kept convincing me that Model S has great capacity etc.
Since I really wanted to have an electric car I started warming up to the idea instead of waiting another year or more for Model X.

At that moment I asked the sales person specifically whether Tesla has any specific updates coming for the Model S , such as all wheel drive etc, since we have a harsh winter in Chicago and we'd love to have AWD vehicle and that I'd be willing to wait if something new was coming etc and I am in no rush whatsoever...

At that time I was driving Audi Q7 AWD

He told me that there are **no** upgrades or AWD option for Model S coming, but most likely that would be available for Model X at some point.

Since he confirmed Tesla is not going to release any upgraded Model S with AWD or anything else I agreed to place an order for Model S P85+

So I did place an order with all possible options including child seats in the trunk - VIN: 5YJSA1H12EFP50999

- End of September I took delivery of the car

- One week later Tesla announced new Model S with dual motor (AWD) and Auto pilot

You can imagine my frustration at this time, because I specifically asked the Sales person about any upcoming upgrades on the Model S line and he assured me there was nothing planned or coming etc.

I asked Tesla to connect me with some higher authority / manager to try to resolve this somehow and I was connected with Ross Fumagalli - Sales manager.

He told me the only way we can do this is if I trade the car and get the P85D

Tesla valued the car at \$110k just couple weeks after I took delivery and paid \$140k for it.

After going back and forth with Ross Fumagalli we agreed on the trade, because he convinced me that I can get the tax credits for the 2nd car P85D as well and that will minimize my loss to some extend (I have that in a email)

- On October 21st 2014 together with Ross Fumagalli I placed another order for Model S P85D - VIN: 5YJSA1H20EFP62867 again with all options available including the Next Generation seats, with the child seats in the back and extra set of winter wheels and tires.

- Beginning of December I was told that I should expect delivery end of December.

- Around Dec 12th I called the DS Andrew O'Donnell from the local Tesla service center to get an update of when they're planning to deliver the vehicle because I was going out of town between Dec 26th and Jan 3rd. At that point he

advised me that he doesn't have a firm delivery update and we have continued our conversation in regards how the actual trade will take place.

He advised me to start the process with the trade by returning my Model S P85+ to them and they will provide a rental vehicle in the mean time until the new one arrives.

- On Dec 12th I went to the Tesla local service center and I turned in my Model S P85+ and I was sent to Enterprise rental store near by to receive the rental car which turn out to be not the promised Chevy Tahoe, but Hyundai Azera.

- On Dec 23rd the DS Andrew O'Donnell called me stating that he will get the new vehicle around Dec 29th. He knew I was going to be out of town and he asked me to come to the service center and sign all papers for the vehicle delivery and simply pick up the car when I return.

I didn't like the idea, because I wanted to see the vehicle first, but he then told me: I am trying to finalize the paperwork for you in 2014 so you can get the state / federal tax credits in 2015. He was the one pushing onto this and not me !!!!

I agreed to stop by that day and sign the papers although there was no car to accept. I was in no way in rush to sign papers before I actually see the car and I didn't care whether I'll get those credits in 2015 or 2016, but he insisted.

- On Jan 3rd 2015 I was informed that the car is finally there and I could come to pick it up on Jan 5th 2015

- On Jan 4th 2015 I was informed that the windshield of the car must be replaced (later on I was told that the windshield was cracked during transport) and we should postpone pick up for Jan 6th 2015 after they replace it.

- On Jan 6th 2015 I arrived at the local SC to pick up the Model S P85D. I immediately noticed that the seats in the car were **not** the Next Generation seats. I asked the DS about it and he seemed confused and he asked a technician to check the seats to determine whether those are the old or the next generation seats. Tech confirmed those are the old model seats.

At that moment the DS Andrew O'Donnell told me to wait for him to make a call. He returned to me stating that those seats were not available at the time the vehicle was built and that Tesla will install them at some later point, but he couldn't provide a time frame.

Since I already had bad experience with my dealings with Tesla I told the DS that I can't accept delivery, because this is **not** the car I ordered and paid for.

At that moment they asked me to speak with Joe DiMaggio - Regional Delivery Manager. He tried to convince me to take delivery , but I refused.

He said he'll get back to me.

At this moment I was totally shocked with everything that was going on since I paid \$150k for a car that was not built the way it was ordered and that NO ONE from Tesla has reached out to me to ask me whether I want the old seats or not. Tesla silently hoped that I will not notice the seats change at the time of pick up and later on when I have the car and notice the old seats they will simply tell me that those are going to be replaced.

I was disgusted and I couldn't believe Tesla is pulling such thing on me.

- Next day I informed the DS that from now on they should communicate with my lawyer on this.

- Few days later after we haven't heard anything we sent out a demand letter.

- After two weeks since we have sent the letter my lawyer received a phone call from Jonathan Chang - Deputy Counsel. He provided her with 3 possible options of how to resolve the matter.

- Few hours later Jonathan Chang emailed my lawyer a response letter (see attached). In that letter he skipped one of the options he provided on the phone.

On top of that he is accusing me, that because I requested to get tax credits in 2014 they rushed building the car for me and because of that the Next Generation Seats were not available to be built in my car.

Well this is simply not true and all fact and details about all my dealings with Tesla are explained above and confirm that.

It's really beyond any belief how Tesla treats their customers and the questionable actions of the company.

By reading the Tesla forums such as Tesla Motors Club it turns out that Tesla disappointed many other customers with the seats issue etc and it seems I am not alone, but following my dealings with Tesla since June 2014 you can imagine, that Tesla has become a nightmare for me and my family.

Now my family doesn't have a car, my payments for the car that I don't have are due, I have to pay lawyers to deal with Tesla and Tesla's legal counsel is falsely accusing me that the whole situation is my fault and the Tesla offer is to simply reverse the transaction which will cause another loss to me due to the fact that I will not be able to claim the tax credits that were calculated in the Trade in value.

So, 6 months of dealings with Tesla, I'm left without a car, with over \$20k in cash loss for the trade, legal fees, wasting my valuable time etc ..

Is this the experience Tesla is suppose to provide ?

I believed in Tesla Motors and the innovation you guys are trying to push, but the way Tesla has dealt with me and my family and left us hanging is very very wrong.

I understand that you will probably not respond to this email, but I wanted to share my experience anyway...

It's a shame that no one cares at Tesla and we have to take this to arbitration and courts to get some kind of justice.

[REDACTED]



M. [REDACTED] (Response Letter 1-23-2015).pdf

39K