

**From:** Tesla noreply@teslamotors.com   
**Subject:** Tesla Service Appointment Confirmation  
**Date:** September 18, 2020 at 11:44 AM  
**To:** Undisclosed recipients.;



Hi Jeff,

Your my service appointment is confirmed for October 01, 2020, 08:00 AM at the Austin-Pond Springs service center.

For a touchless Service experience, please use our Quick-Drop service. Upon arrival, you will be directed on where to park and securely leave your car and key. If you need to speak with our Service team, please be mindful that we are practicing social distancing in addition to the other recommended precautionary measures to limit exposure.

To manage your appointment, including adding or removing service concerns, use the Tesla app. Please note the app includes the earliest appointment availability.

Austin-Pond Springs  
12845 Research Boulevard  
Austin, TX 78759  
Hours: 08:00:00 to 16:15:00

If additional information is required, we will contact you.

Please arrive on time. Upon arrival, we will provide an expected pick-up date and arrange alternate transportation if necessary.

Q: Can I reschedule?

A: Yes. Please use the Tesla app for the most up-to-date availability. In the event of a breakdown, flat tire, or lockout, contact Roadside Assistance.

Q: What if I have an additional concern?

A: Use the Tesla app to add service notes to your appointment by clicking the "edit" button. Last minute additions to requested services will be accommodated as time and resources allow.

Q: Will I receive a cost estimate prior to my appointment?

A: You will receive a cost estimate prior to your appointment based on the information

provided. This estimate is subject to change based on completed work.

For additional questions, visit our [Support Pages](#).

Best regards,

The Tesla Team