



MESSAGE



Your service team will respond as soon as they are available. To be notified of new messages, allow notifications from Tesla on your phone.

DECEMBER 29, 2020

TESLA Good afternoon Tesla Service reaching out. You have the daughterboard replaced which is great, but what we have been seeing is many instances of performance related issues with the display. Took a look at the logged data and it matches identically to what others are experiencing. We have two possible resolutions here, please note you are out of warranty, but our engineering team is actively working on this and working on improving the performance over future software updates.

If you are looking for a more immediate fix, you can upgrade to



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If you are looking for a more immediate fix, you can upgrade to the MCU2 for \$2500. You would get the fast processor, different software, more streaming capabilities as well. Please advise on what you'd like to do.

2:50 p.m.

Let's replace the MCU since I want an immediate fix and the car has been having issues since the daughter board failure. The car is only 4+ yrs old and it is under warranty. I have an Extended Warranty. So there should be no cost to this. Thank you.

3:11 p.m.

the MCU2 would be an out of pocket upgrade, what you have is



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the MCU2 would be an out of pocket upgrade, what you have is performance related software issues, which will improved over software.

3:20 p.m.

Backup camera does not work at times. There is a Dept of Transportation regulation that requires backup cameras. This is NOT a performance related issue. I'll file a complaint with NHTSA and go that route. I own two Teslas and I'm a huge supporter of Tesla, but Tesla needs to do right and replace the MCU. Swap it with another MCU1. I'm fine with that. But I'm not spending \$2500 to get my camera working again. Let me know what you want me to do. Thanks.



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3:46 p.m.

We cannot swap with another MCU1 as you will have the same outcome. It looks like you have new software that I cannot send out to the vehicle scheduled to download tonight. Would you like to see how the back up camera operates afterwards? Since you do not want to purchase a new MCU2 upgrade, software updates are simply the next course of action for improvement - especially since you already have the new memory chip.

3:54 p.m.

I'm willing to deal with another MCU1 failure. The car worked better with MCU1 than current solution. And if multiple owners are experiencing



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I'm willing to deal with another MCU1 failure. The car worked better with MCU1 than current solution. And if multiple owners are experiencing problems with a safety feature (backup camera not working) like me, that's clearly a recall-able issue. I'm not waiting for a safety feature to work with software updates. It worked pre-memory failure. No way. I'm going the route of NHTSA. I'll file the report and we'll see what happens that way. I want the car's required safety feature to work. It's disappointing even with the extended warranty with a known safety problem, the MCU will not be replaced. Please re-consider and replace it with a MCU1. Thank you. Let me know.



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4:09 p.m.

Very well, we cannot stop you. You are entitled to do what you'd like, but this is simply what we are seeing, but since you want to go the other route, we'd like then close this visit out since no further action is required.

like to then *

4:20 p.m.



This is the car in reverse and the backup camera not working. The interface freezes at times. How is this not a safety feature?



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This is the car in reverse and the backup camera not working. The interface freezes at times. How is this not a safety feature?

4:30 p.m.

This is all related to the performance where the screen would lag and freeze. Causing what you are experiencing.

4:30 p.m.

Ok. So a safety feature does not work but there is a fix but Tesla wants me to charge me for it?

4:32 p.m.



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The fixes are to be improved over software, or you can perform an upgrade and pay for it. Benjamin, others are experiencing this as well after the chip replacement and others are experiencing this pre-chip replacement. Unless it meets specific alerts or logged findings we can perform the necessary repairs. If we do not find any specific alerts or logged findings point towards software, that is where we advise customers to stand by for future software updates - which is the cheaper method.

4:44 p.m.

I've had safety issues since the Sept 3, 2020 repair which is almost 4 months. My car was immobilized and



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customers to stand by for future software updates - which is the cheaper method.

4:44 p.m.

I've had safety issues since the Sept 3, 2020 repair which is almost 4 months. My car was immobilized and had to be towed to Tesla for repair at Tesla's expense. How long should I jeopardize the safety of others due to the cost of \$2500. There is a fix and Tesla decided that they do not want to spend the money. I've given Tesla notice and your response is to take no action with a known hardware fix but to wait for an unknown time period for an unknown software fix. This speaks volumes.

4:52 p.m.



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period for an unknown software fix.
This speaks volumes.

4:52 p.m.

The known hardware issue was the memory chip which we have resolved for you. Believe me Benjamin, this is not my personal decision, it is simply what we see and what we are instructed.

4:56 p.m.

Backup safety camera does not work reliable so the issue is not resolved. I realize this is a corporate policy. I'm sorry you have to deal with this, but it'll be out of our hands shortly. I'll provide NHTSA the necessary information.

Delivered



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