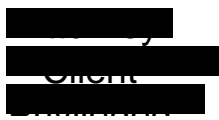




Tesla, Inc.



Invoice

SERVICE DEPARTMENT HOURS

Mon-Fri 8:00 a.m. - 6:00 p.m.
Saturday-Sunday Sat: 8:00-12:00 p.m.**Paid**

Invoice date	Invoice number
02-Nov-2021	
Date/Time Received	Date/Time Promised
Odometer In	Odometer Out
Ready Date	
Service Advisor	Intended Method of Payment
	<input type="checkbox"/> Cash <input type="checkbox"/> Credit card <input type="checkbox"/> Check <input type="checkbox"/> No charge

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number
Year	Model	License Plate Number	Colour
2017	MODEL X		Midnight Silver Metallic Paint

Job Number	Description Of Work	Amount (USD) (USD)
1	<p>Concern: Check tire pressure and condition</p> <p>Verified customer concern. Tire Pressures set to Factory Recommendations. Inspected tire tread depth. Maintenance Performed: Windshield Washer Fluid - Top Off. Verified Proper Operation.</p> <p>Tread Depth Measure Type 32nds Tread depth Front Driver Outer: 9 Front Driver Middle: 9 Front Driver Inner: 9 Front Passenger Outer: 9 Front Passenger Middle: 9 Front Passenger Inner: 9 Back Driver Outer: 8 Back Driver Middle: 8 Back Driver Inner: 8 Back Passenger Outer: 8 Back Passenger Middle: 8 Back Passenger Inner: 8 Tire replacement recommended No Tire rotation recommended No</p> <p>Correction: Check and Adjust Tire Pressure</p> <p>Correction: Check Tire Tread Depth</p> <p>Correction: Windshield Washer Fluid - Top Off</p> <p>Pay Type: Goodwill - Service</p>	0.00
2	<p>Concern: Customer states yesterday morning 10/4/21 8:15 AM, on October 4, the screen that would</p>	0.00

	<p>not turn on was the front dashboard screen, although the large infotainment screen was on. She says that she did not know whether she was on Park, reverse, or neutral. And she could not drive without having the dash display. She says after several minutes of waiting, she was able to get it working by holding the two front scroll wheels, as I previously said</p> <p>Confirmed customer concern. Found fault with gateway SD card. Performed formatting of SD card. Performed firmware reinstall. Confirmed normal operation of vehicle at this time. Advise customer that a non officially supported USB drive is being used for sentry mode and dashcam. Customer external drive causing gpu hang, affecting vehicle systems. Advise customer to use an officially supported drive listed in the user manual</p> <p>Correction: General Diagnosis</p> <p>Pay Type: Goodwill - Service</p>	
3	<p>Concern: Reseal Front Upper Control Arm Ball Joints</p> <p>Performed reseal of upper control arm as per service bulletin</p> <p>Correction: Reseal Area Around Both Front Upper Control Arm Ball Joints With Urethane (Model X)</p> <p>Pay Type: Basic Vehicle Limited Warranty</p>	0.00
4	<p>Concern: Customer states today, GPS froze and it's still frozen as of this moment - I performed a hard reset as well as a power-cycle with the "turn off" button in the screen. Still not working - Did a small video showing GPS stuck: https://youtu.be/VaePI1kwwYo</p> <p>Confirmed customer concern. Issue related to gateway SD card failure. Labor performed on separate line</p> <p>Correction: General Diagnosis</p> <p>Pay Type: Goodwill - Service</p>	0.00
5	<p>Concern: Customer states today, GPS froze and it's still frozen as of this moment - I performed a hard reset as well as a power-cycle with the "turn off" button in the screen. Still not working - Did a small video showing GPS stuck: https://youtu.be/VaePI1kwwYo</p> <p>Confirmed customer concern. Issue related to gateway SD card failure. Labor performed on separate line</p> <p>Correction: Remote Diagnosis</p> <p>Pay Type: Goodwill - Remote Support</p>	0.00

Service Center hourly rate: USD 190

All parts are new unless otherwise specified.

You agree that: Tesla is not responsible for any personal items left in your vehicle; Tesla and its employees may access and operate your vehicle including on streets, highways, or public roadways for the sole purpose of testing and/or inspection of repairs; Tesla and its employees may access, download and use the information stored on your vehicle's data

Total Parts (USD)	0.00
Total Labor (USD)	0.00
Discount	0.00
Subtotal (USD)	0.00
Tax	0.00

recorder to service and diagnose issues with your vehicle, and Tesla may store and aggregate such data for its own purposes; an express mechanic's lien is hereby acknowledged on your vehicle to secure the amount of repairs, storage and other applicable fees; the vehicle owner's insurance provides exclusive coverage for the vehicle while it is in Tesla's possession; and you may be charged storage fees of \$35/day from the fourth working day after you are notified that repairs on your vehicle are complete and that the vehicle is ready for pick up.

Total Amount (USD)	0.00
Total Paid (USD)	0.00
Payment Due (USD)	0.00

Tesla disclaims all express or implied warranties with respect to any repairs or products used in repairs, except as may be set forth in your Tesla-issued New or Used Vehicle Limited Warranty, Tesla Parts, Body, and Paint Repair Limited Warranty or other extended service agreement. Tesla is not responsible for repairs not performed by, or components not installed by, Tesla. Any parts (including tires/wheels) removed or replaced by Tesla during vehicle service will become the property of Tesla. However, at the time you authorize repairs, you may request to receive (subject to any applicable core charge, which you agree to pay) or inspect replaced parts (excluding inflatable restraint system components), except body shop repair parts and parts required to be returned to the manufacturer or a third party under a warranty, trade-in or exchange agreement, which will only be presented to you for examination and not returned.

I authorize the repair work, including parts, materials and labor, on my vehicle to be done pursuant to the terms and conditions as set forth in this service agreement document.

Signature:

Date:

FullName:

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN:

I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED:_____ DATE:_____

You further agree and acknowledge that:

- Tesla is not responsible for loss or damage to the vehicle or any articles left in the vehicle in case of fire, theft, hail, wind, or any other causes beyond its control;
- Tesla personnel will turn off any photo or video capturing devices, such as dashboard cameras, once they receive the vehicle in preparation for service and your vehicle's Tesla dash cam will be enabled when you pick up your Tesla from this Service visit;
- Labor charges are not based solely on actual service personnel's time but are aggregate prices for specific services or repairs, which may include flat rates based on industry manuals and vehicle condition;
- Waste storage and disposal fees are charged separately when applicable to specific services or repairs, and represent costs and profits to Tesla which are calculated based on average annualized costs across Tesla service facilities;
- Items purchased over the counter or online directly from Tesla may be returned within 30 days with a proof of purchase and must be in their original and uninstalled condition with factory labeling attached and in factory packaging (if supplied);
- Tesla-branded parts purchased directly from Tesla over-the-counter, online or purchased and installed by Tesla Service are covered under the Tesla Parts, Body, and Paint Repair Limited Warranty for a period of 12 months subject to the applicable terms, conditions and exclusions and available at <https://www.tesla.com/support/vehicle-warranty>;
- All charges for repairs, including labor, parts and materials furnished, are due and payable simultaneously with the return of your vehicle or prior to return upon the expiration of three (3) working days after notice has been sent by Tesla that the vehicle is ready;
- If applicable, you have the right to choose the licensed repair shop where the damage to your vehicle will be repaired;
- All crash parts supplied meet the standards used in manufacturing the original equipment replaced;
- If any repair, storage and other applicable fees remain unpaid for thirty (30) days after a request for payment, Tesla may pursue collection and you will be responsible for paying all reasonable attorney's fees and costs for such collection;
- If provided a loaner or rental vehicle, the vehicle must be returned within 24 hours of such notification or a daily usage rate of up to \$100 USD and applicable fees will be charged until the return of such loaner vehicle;

- The repair work may not be completed prior to the date and time noted under Date/Time Promised and Tesla may adjust the estimated completion date upon notification to you and is not responsible for any delays caused by the unavailability of parts or parts shipments; and
- Tesla (and any of its subsidiaries) may contact you via emails, calls, SMS or other messages including through the Tesla app (collectively, "messages") to obtain authorization and provide updates regarding this Service visit and your vehicle. Standard SMS message and data rates may apply. You can withdraw your consent to receive automated SMS messages at any time by replying "STOP" or providing written notification to Tesla's customer representative.