



Tesla, Inc.
 9732 S Virginia Street
 Reno, NV, US, 89511-5941
 Ph.:775-453-7957

Invoice

SERVICE DEPARTMENT HOURS

Invoice date	Invoice number
18-Dec-2019	[REDACTED]
Date/Time Received	Date/Time Promised
16-Dec-2019 09:11:04	18-Dec-2019 09:15:00
Odometer In	Odometer Out
Ready Date	
17-Dec-2019 08:21:34	
Service Advisor	
Brian Phillips	

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number
[REDACTED]	[REDACTED]		5YJRE1A17A1000518
	Year	Model	License Plate Number
	2010	Roadster	[REDACTED]
			Colour

Job Number	Description Of Work	Amount (USD)												
1	Concern: Our customer is requesting Annual Service													
	The technician completed Annual Service per inspection Sheet. Inspect Motor-Battery Pack,HVAC, Brakes, Steering & Suspension, Wheels & Tires-LH 7/7/6 RH 7/7/6 LR 4/32 RR 4/32 PSI at 30 Front 40 Rear, Electrical, Body, Chassis & Frame, PEM, VMS, Charge,Test drive.													
	Correction: Annual Service	<table border="0"> <tr> <td>Price</td> <td>Adjustment</td> <td>Subtotal</td> </tr> <tr> <td>600.00</td> <td>0.00</td> <td>600.00</td> </tr> </table>	Price	Adjustment	Subtotal	600.00	0.00	600.00						
	Price	Adjustment	Subtotal											
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Total Labor Amount	600.00	<table border="0"> <tr> <td>Pay Type: Customer Pay</td> <td>600.00</td> </tr> </table>	Pay Type: Customer Pay	600.00										
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2	Concern: The customer request to have shift select button replaced													
	The technician installed the Special ordered Park Button at center console													
	Correction: Gear Selector Button - Roadster 2.x (Remove & Replace)	<table border="0"> <tr> <td>Price</td> <td>Adjustment</td> <td>Subtotal</td> </tr> <tr> <td>78.75</td> <td>0.00</td> <td>78.75</td> </tr> </table>	Price	Adjustment	Subtotal	78.75	0.00	78.75						
	Price	Adjustment	Subtotal											
	78.75	0.00	78.75											
	Parts Replaced or Added													
Part	Quantity	Unit Price												
SWITCH, PUSH BUTTON, P, ROADSTER 2(6003345)	1.0	50.00												
		<table border="0"> <tr> <td>Price</td> <td>Adjustment</td> <td>Subtotal</td> </tr> <tr> <td>50.00</td> <td>0.00</td> <td>50.00</td> </tr> <tr> <td colspan="3">Parts Subtotal 50.00</td> </tr> <tr> <td>Pay Type: Customer Pay</td> <td>128.75</td> <td></td> </tr> </table>	Price	Adjustment	Subtotal	50.00	0.00	50.00	Parts Subtotal 50.00			Pay Type: Customer Pay	128.75	
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Pay Type: Customer Pay	128.75													
Total Parts Amount	50.00													
Total Labor Amount	78.75													

Service Center hourly rate: USD 175

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 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 Parts (USD)	50.00
Total Labor (USD)	678.75
Discount	0.00
Subtotal (USD)	728.75
Tax	4.13
Total Amount (USD)	732.88

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:



Model:
Roadster

Vehicle System:
00 - Inspection & Service

Region:
All

Roadster 12,000 mi/20,000 km (12 month) Maintenance Checklist

Date	12/17/14
Customer	[REDACTED]
VIN	00518
Mileage	

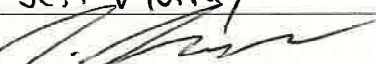
Service Operation	Roadster 1.5	Roadster 2.X	✓
PREPARATION Fit protective covers to seats, footwells, steering wheel, and rear body. Remove the rear under-tray diffuser assembly.	•	•	✓
TRANSMISSION Inspect for leaks and check the fluid level.	•	•	✓
Inspect/check the torque reaction mount, and tighten the sub-frame bolt to 80 Nm.	•	•	✓
MOTOR Inspect the shroud for damage/blockage.	•	•	✓
Clean the insulator ring.	•	n/a	X
Inspect the motor cable and clean the phase terminal.	•	•	✓
Apply Penetrox to the motor cable lugs at the PEM during re-assembly.	n/a	•	✓
Inspect motor cable routing.	n/a	•	✓
Visually inspect the motor encoder for contamination.	n/a	•	✓
Clean the motor fan.	•	•	✓
BATTERY PACK Check the torque of mounting hardware.	•	•	✓
Inspect the BMB cover gasket.	•	•	✓
Check the cooling system (manifold, end fittings, hoses, and clamps).	•	•	✓
Check the level of cooling fluid and record the specific gravity: _____	•	•	✓
Perform a battery monitor test.	•	•	✓
HVAC Inspect the condenser and lines. Clean the condenser finning (if needed).	•	•	✓
Evacuate and refill refrigerant charge.	•	every 2 nd year	X
Drain and refill the coolant. NOTE: Coolant drain and refill is not included in the price of the 12,000 mi/20,000 km (12 month) Service.	every 4 th year	every 4 th year	X
BRAKES Change the brake fluid. NOTE: Brake fluid replacement is not included in the price of the 12,000 mi/20,000 km (12 month) Service.	every 2 nd year	every 2 nd year	X
Check operation of parking brake, and adjust if necessary.	•	•	✓
Inspect all brake pads and discs. Specify pad thickness: Front Driver's side: _____ mm Front Passenger's side: _____ mm Rear Driver's side: _____ mm Rear Passenger's side: _____ mm	•	•	✓
Inspect brake hoses, pipes, and hydraulic units.	•	•	✓
Check the brake fluid level.	•	•	✓

Service Operation		Roadster 1.5	Roadster 2.X	✓
STEERING/ SUSPENSION	Check the condition of the front and rear suspension, including ball joints and boots.	•	•	✓
	Check that the torque of the rear toe link inboard fixing is 60 Nm.	•	•	✓
	Inspect dampers.	•	•	✓
	Inspect front and rear wheel bearings for end play.	•	•	✓
	Inspect drive shaft boots.	•	•	✓
	Check for proper steering wheel function.	•	•	✓
WHEELS/TIRES	Inspect the condition of all tires and record tread depths: Front Driver's side: outer _____ mm center _____ mm inner _____ mm Rear Driver's side: outer _____ mm center _____ mm inner _____ mm Rear Passenger's side: outer _____ mm center _____ mm inner _____ mm Front Passenger's side: outer _____ mm outer _____ mm outer _____ mm	•	•	✓
	Check that the torque of all wheel bolts is 105 Nm.	•	•	✓
	Check the Tire Pressure Monitoring System (TPMS) and specify the setting: Comfort: _____ Range: _____	•	•	✓
	Set and specify all tire pressures: Front Driver's side: _____ psi Front Passenger's side: _____ psi Rear Driver's side: _____ psi Rear Passenger's side: _____ psi	•	•	✓
	Inspect the operation of the charge port door.	•	•	✓
	Apply grease to the charge port ramps. Refer to TN-14-44-001.	•	•	✓
ELECTRICAL	Inspect the operation of all interior and exterior lights.	•	•	✓
	Check 12V battery functionality. Refer to TSB-10-17-005.	n/a	•	✓
	Inspect the operation of (lubricate and adjust, if needed) all hinges, latches, and locks (including driver's door, trunk, and ignition).	•	•	✓
	Inspect the operation and condition of all seat belts.	•	•	✓
BODY	Check wiper operation, washer jet position, and refill reservoir.	•	•	✓
	Replace wiper inserts. <i>Out of Stock</i>	•	•	X
	Check horn operation.	•	•	✓
	Check operation of alarm and keys.	•	•	✓
	Replace the battery in both keys.	•	•	✓
	Check rear subframe for corrosion, scaling, flaking, fatiguing, weld pitting, joint integrity, gussets, and mounting areas.	•	•	✓
	Visually inspect PEM chassis for damage.	•	•	✓
PEM	Check operation of PEM and/or motor fan.	•	•	✓
	Check condition of baffle.	•	n/a	X
	Clean the megapole heat sinks when PEM is removed.	•	•	✓
	Check the torque of mounting hardware during installation.	•	•	✓
	Measure the ground strap resistance.	•	•	✓
	Inspect the seals of motor inlet cable cover and top access hatch.	n/a	•	✓
	Clean the PEM fan.	n/a	•	✓
	Download and review vehicle logs.	•	•	✓
VMS	Check the firmware revision and update before and after service, if needed.	•	•	✓
	Reset the service interval indicator (12 month, 12,000 mile/20,000 kilometer service).	•	•	✓
DRIVE	Perform a vehicle test drive.	•	•	✓

Service Operation		Roadster 1.5	Roadster 2.X	✓
CLEAN	Vacuum the interior and wipe all interior surfaces.	●	●	✗
	Wash the vehicle exterior.	●	●	✗
	Fit the soft-top and adjust the tension cable.	●	●	✗
CHARGE	Charge the battery to full capacity in Standard Mode.	●	●	✗
	Inspect all of the customer's charging equipment for damage, excessive wear, and discoloration.	●	●	✓
	Verify proper operation of charging cable.	●	●	✓

NOTES:

Wiper Arm Out of Stock

Technician: Jeff Murray	Manager:
Signature: 	Signature:
Date: 12/17/19	Date:



Tesla, Inc
 201 Casa Buena Dr
 Corte Madera, CA, US 94925
 Ph.: 415-413-9275

Invoice

SERVICE DEPARTMENT HOURS
 Mon-Fri 8:00 a.m. - 5:00 p.m
 Saturday-Sunday Closed

B.A.R.# ARD00284401

Invoice date	Invoice number
01-Mar-2024	[REDACTED]
Due Date	
01-Mar-2024	
Date/Time Received	Date/Time Promised
07-Feb-2024 10:21:47	01-Mar-2024 07:30:16
Odometer In	Odometer Out
89725 Miles	Miles
Ready Date	
01-Mar-2024 14:25:24	
Service Advisor	
Jennifer Sutherland	

Paid

Bill To
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Mobile Phone	Additional Phone	Vehicle Identification Number	
[REDACTED]		5YJRE1A17A1000518	
Year	Model	License Plate Number	Colour
2010	ROADSTER		

Job Number	Description Of Work	Amount (USD)																																																			
1	<p>Concern: Check tire pressure and condition</p> <p>Repair Notes: Tire Pressures set to Factory Recommendations. Maintenance Performed: Windshield Washer Fluid - Top Off.</p> <p>Correction: Check and Adjust Tire Pressure</p> <p style="text-align: right;">Pay Type: Goodwill-Internal</p>	0.00																																																			
2	<p>Concern: Customer states. 287 Powertrain Problem Service, 1138 Power Failure</p> <p>Repair Notes: Diagnosed and Replaced Roadster 2.x Power Electronics Module (PEM).</p> <table border="0" style="width: 100%;"> <tr> <td>Correction: General Diagnosis</td> <td style="text-align: right;">Labor Hours</td> <td style="text-align: right;">Price</td> <td style="text-align: right;">Adjustment</td> <td style="text-align: right;">Subtotal</td> </tr> <tr> <td></td> <td style="text-align: right;">1.00</td> <td style="text-align: right;">285.00</td> <td style="text-align: right;">0.00</td> <td style="text-align: right;">285.00</td> </tr> <tr> <td>Correction: Power Electronics Module (PEM) - Roadster 2.x (Remove & Replace) - Remove and Replace</td> <td style="text-align: right;">Labor Hours</td> <td style="text-align: right;">Price</td> <td style="text-align: right;">Adjustment</td> <td style="text-align: right;">Subtotal</td> </tr> <tr> <td></td> <td style="text-align: right;">1.86</td> <td style="text-align: right;">530.10</td> <td style="text-align: right;">0.00</td> <td style="text-align: right;">530.10</td> </tr> <tr> <td colspan="5">Parts Replaced or Added</td> </tr> <tr> <td>Part</td> <td style="text-align: right;">Quantity</td> <td style="text-align: right;">Unit Price</td> <td style="text-align: right;">Price</td> <td style="text-align: right;">Adjustment</td> <td style="text-align: right;">Subtotal</td> </tr> <tr> <td>ASSY,PEM 2.0 - REMANUFACTURED(6004994)</td> <td style="text-align: right;">1.00</td> <td style="text-align: right;">6,760.00</td> <td style="text-align: right;">6,760.00</td> <td style="text-align: right;">0.00</td> <td style="text-align: right;">6,760.00</td> </tr> <tr> <td colspan="5" style="text-align: right;">Parts Subtotal 6,760.00</td> </tr> <tr> <td colspan="5" style="text-align: right;">Pay Type: Customer Pay</td> </tr> <tr> <td colspan="2">Total Parts Amount</td> <td colspan="3">6,760.00</td> </tr> </table>	Correction: General Diagnosis	Labor Hours	Price	Adjustment	Subtotal		1.00	285.00	0.00	285.00	Correction: Power Electronics Module (PEM) - Roadster 2.x (Remove & Replace) - Remove and Replace	Labor Hours	Price	Adjustment	Subtotal		1.86	530.10	0.00	530.10	Parts Replaced or Added					Part	Quantity	Unit Price	Price	Adjustment	Subtotal	ASSY,PEM 2.0 - REMANUFACTURED(6004994)	1.00	6,760.00	6,760.00	0.00	6,760.00	Parts Subtotal 6,760.00					Pay Type: Customer Pay					Total Parts Amount		6,760.00		
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3	<p>Concern: Annual service</p> <p>Repair Notes: Maintenance Performed: 120000 Mile / 120 Month Service. Remove PEM and clean. Clean Pem and drive motor fans. Evacuate and re-charge A/C. Perform battery bleed test-passed. Check and verify firmware is current. Performed Brake Fluid Bleed/Flush. Test drove and verified proper operations.</p> <p>Correction: Roadster Annual Service</p> <table border="1"> <thead> <tr> <th>Labor Hours</th> <th>Price</th> <th>Adjustment</th> <th>Subtotal</th> </tr> </thead> <tbody> <tr> <td>3.84</td> <td>1,094.40</td> <td>0.00</td> <td>1,094.40</td> </tr> </tbody> </table> <p>Parts Replaced or Added</p> <table border="1"> <thead> <tr> <th>Part</th> <th>Quantity</th> <th>Unit Price</th> <th>Price</th> <th>Adjustment</th> <th>Subtotal</th> </tr> </thead> <tbody> <tr> <td>BATTERY LITHIUM COIN 3V 20MM- CR2032. (2006794)</td> <td>2.00</td> <td>10.00</td> <td>20.00</td> <td>0.00</td> <td>20.00</td> </tr> <tr> <td>GAS, FREON 134A(1031092-00-A)</td> <td>0.30</td> <td>300.00</td> <td>90.00</td> <td>0.00</td> <td>90.00</td> </tr> <tr> <td>WIPER BLADE, CONVENTIONAL REPLACEMENT(1005240-00-A)</td> <td>1.00</td> <td>45.00</td> <td>45.00</td> <td>0.00</td> <td>45.00</td> </tr> <tr> <td colspan="3"></td> <td colspan="3">Parts Subtotal 155.00</td> </tr> </tbody> </table> <p>Correction: Brake Fluid Bleed/Flush</p> <table border="1"> <thead> <tr> <th>Labor Hours</th> <th>Price</th> <th>Adjustment</th> <th>Subtotal</th> </tr> </thead> <tbody> <tr> <td>1.02</td> <td>290.70</td> <td>0.00</td> <td>290.70</td> </tr> </tbody> </table> <p>Parts Replaced or Added</p> <table border="1"> <thead> <tr> <th>Part</th> <th>Quantity</th> <th>Unit Price</th> <th>Price</th> <th>Adjustment</th> <th>Subtotal</th> </tr> </thead> <tbody> <tr> <td>CASTROL BRAKE FLUID DOT4 SYNTHETIC GTLMA(1031097-00-A)</td> <td>1.00</td> <td>12.00</td> <td>12.00</td> <td>0.00</td> <td>12.00</td> </tr> <tr> <td colspan="3"></td> <td colspan="3">Parts Subtotal 12.00</td> </tr> </tbody> </table> <p>Pay Type: Customer Pay</p> <p>Total Parts Amount 167.00 Total Labor Amount 1,385.10 Labor Hours 4.86</p>	Labor Hours	Price	Adjustment	Subtotal	3.84	1,094.40	0.00	1,094.40	Part	Quantity	Unit Price	Price	Adjustment	Subtotal	BATTERY LITHIUM COIN 3V 20MM- CR2032. (2006794)	2.00	10.00	20.00	0.00	20.00	GAS, FREON 134A(1031092-00-A)	0.30	300.00	90.00	0.00	90.00	WIPER BLADE, CONVENTIONAL REPLACEMENT(1005240-00-A)	1.00	45.00	45.00	0.00	45.00				Parts Subtotal 155.00			Labor Hours	Price	Adjustment	Subtotal	1.02	290.70	0.00	290.70	Part	Quantity	Unit Price	Price	Adjustment	Subtotal	CASTROL BRAKE FLUID DOT4 SYNTHETIC GTLMA(1031097-00-A)	1.00	12.00	12.00	0.00	12.00				Parts Subtotal 12.00			<p>1,552.10</p>
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4	<p>Concern: Customer states: The 'Tesla' emblem on the rear trunk is a little worn, and is missing one bar of the 'E.' Is this something you are able to source and replace?</p> <p>Repair Notes: Repaired Tesla E in rear badging</p> <p>Correction: Adjustment: Exterior Trim</p> <p>Pay Type: Goodwill - Service</p>	<p>0.00</p>																																																																

Service Center hourly rate: USD 285

Notes: To assess your vehicle's Tire Wear and Condition, please see the Tire Care and Maintenance section from the digital Owner's Manual in your car.

All parts are new unless otherwise specified.

Accepted Payment Methods: Major Credit Cards (Visa, Mastercard, AMEX, etc.), Debit Card, Cashier's Check

You agree that: You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate but shall not exceed (1) any price limited estimate or (2) any parts and labor estimate by more than 10%. Additional repairs may not be performed without your consent. This estimated price for authorized repairs will be honored if your vehicle is delivered to Tesla's facility within the time period agreed to by you and Tesla. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified. 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 may update your vehicle's software in the course of a repair or as part of the standard vehicle maintenance process per your owner's manual and New Vehicle Limited Warranty; Tesla and its employees may access, download and use the information stored on your vehicle's data 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 Parts (USD)	6,927.00
Total Labor (USD)	2,200.20
Discount	0.00
Subtotal (USD)	9,127.20
Tax	623.43
Total Amount (USD)	9,750.63
Amount Due From Customer (USD)	0.00
Paid by Customer (USD)	9,750.63

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:

Warning: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

FullName:

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

You further agree and acknowledge that:

- You have the right to inspect your vehicle on Tesla premises prior to payment
- 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.