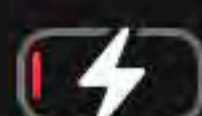


12:44

 19m



Service for Model 3

Tesla Service & Jonathan

Ok well will this issue of the service centeri vs colllision center will the collision center be covered by you guys

Given this damage resulted from the malfunction of the autopilot

JR

Tesla

This has been escalated to management. We will respond during normal business hours tomorrow.



Got it ok I will wait again til tomorrow

Can you send me the \$930 estimate again? In case it's not covered by Tesla

JR

April 28, 2024 at 12:35 PM

Tesla

This conversation has been closed

12:44

 19m



Service for Model 3

Tesla Service & Jonathan

April 28, 2024 at 12:35 PM

Tesla

estimate was just sent over



Cool I just needed that for my records my understanding is this was escalated to management pending your guys review of the vehicle logs which should prove demonstrably that it was computer error related to this autopilot trial that made my car freak out and leap into a curb

JR

April 29, 2024 at 2:46 PM

Tesla

Hello Jonathan, we will be sending your vehicle to Pasadena collision center for the required repairs. Please be advised that your case is still pending review and at this time we recommend you contact your insurance provider and file a claim with them to ensure the vehicle gets

This conversation has been closed

12:45

 19m



Service for Model 3

Tesla Service & Jonathan

Hello Jonathan, we will be sending your vehicle to Pasadena collision center for the required repairs. Please be advised that your case is still pending review and at this time we recommend you contact your insurance provider and file a claim with them to ensure the vehicle gets repaired.



Ok thanks. I'll be in touch with Pasadena. Is this tesla tesla? Or is this the service center? Do you know approximately when you will be able to send me the car logs / camera footage of the impact event? Or is this something that they can do in Pasadena / remotely

JR

Tesla

Hello Jonathan, this is the service center there is no way to see when that data will be sent to you since it is a different department. Also Pasadena collision center is third party Tesla approved collision center they will not have access to any of your data.



This conversation has been closed

12:45

📞 20m



Service for Model 3

Tesla Service & Jonathan

center

I thought it was at a collision center

Where is it now?

JR

Tesla

The vehicle is at the service center in Burbank

Ok well will this issue of the service centeri vs colllision center will the collision center be covered by you guys

Given this damage resulted from the malfunction of the autopilot

JR

Tesla

This has been escalated to management. We will respond during normal business hours.

This conversation has been closed



Service for Model 3

Tesla Service & Jonathan

Review Estimate



Ok I'm a little bit confused but is this saying that the cars ready to be picked up ?

Like Tesla finished the repairs already?

JR

May 8, 2024 at 9:58 AM

Tesla

Yes, service has been completed.

Service Appointment Survey

Share feedback about your experience to help your service team improve.

Complete Survey



12:45

📞 20m



Service for Model 3

Tesla Service & Jonathan

center

I thought it was at a collision center

Where is it now?

JR

Tesla

The vehicle is at the service center in Burbank

Ok well will this issue of the service centeri vs collision center will the collision center be covered by you guys

Given this damage resulted from the malfunction of the autopilot

JR

Tesla

This has been escalated to management. We will respond during normal business hours.

This conversation has been closed