



Jonathan R <jmreback@gmail.com>

2023 Tesla Model 3 RO 13890

4 messages

Pasadena Collision Center <office@pasadenacollision.com>

Tue, May 14, 2024 at 3:15 PM

To: "jmreback@gmail.com" <jmreback@gmail.com>

Cc: Ani Pananian <Ani@pasadenacollision.com>, "jackpasadenacollision@yahoo.com" <jackpasadenacollision@yahoo.com>

Good afternoon,

After multiple attempts with no response regarding your vehicle that is at our facility. Please be advised that after today, a lien will be placed. If you have any questions, please give us a call.

Please do not respond to any e-mails or calls requesting money. Pasadena Collision Center does not accept any payments over the phone, pay-pal, or e-mail. Please be aware of scams.

Thank you,
Liseth Aguilar
Pasadena Collision Center
640 N. Fair Oaks Ave
Pasadena, CA 91103
626-360-1979

Jonathan R <jmreback@gmail.com>

Tue, May 14, 2024 at 3:36 PM

To: Pasadena Collision Center <office@pasadenacollision.com>

hi liseth i need to call burbank service center, i'll try them as soon as possible. I'm so so sorry i had a death in the family on May 9th that while it was not entirely unexpected still has been difficult . i know i need to prioritize this, ill get back to you in an hour I hope.

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Jonathan R <jmreback@gmail.com>

Tue, May 14, 2024 at 11:22 PM

To: Pasadena Collision Center <office@pasadenacollision.com>

Hi so I tried to reach Burbank but it was shortly before 5pm, and so I called the national number a few hours ago. To loop you in, this claim absolutely has to do with a malfunction of Tesla's FSD automated steering system that flung the car over a corner causing this damage. I believe it occurred due to a glitch in the system's shift from autopilot on the highway to FDS on the main streets but for the purposes of this, the most pertinent thing to know is that I had the car towed to a tesla service center and filed this warranty claim, but in order to expedite the process, and believing I had had insurance on it, I let them tow it to Pasadena- thinking I'd just leave this to my insurance company to settle. But then I learned that my insurance had lapsed on 04/09 due to myself not updating the card on file (and never receiving any notification, at least not at my current address). So now I'm kinda at the mercy of Tesla's time table, and of course, I'm concerned. And then compounding all of this I had to leave town for my friend's funeral this weekend. I've put this aside the past couple days, but you certainly have my attention. Tesla gave me a 7-10 day window

for resolving their investigation and now been almost 2 weeks, and based on what national told me, the case is still pending but gets resolved at the localized level, or with the Burbank Service center, who I think was the one that towed it to Pasadena in the first place, and who I will call again first thing i can tomorrow

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Jonathan R <jmreback@gmail.com>

Mon, May 20, 2024 at 12:48 PM

To: Pasadena Collision Center <office@pasadenacollision.com>

Hi Lisseth-

I'd have been in touch sooner if i had actionable information to share...

I've called the Tesla Service Center in Burbank twice a day every day since my last email. The average wait time there is at least 45 minutes, and I've gotten through some of the time, only to then be put on hold again until eventually reaching voicemail. I'm not sure whats going on, but it's starting to raise my ire and concern. I've reviewed the details that Tesla has shared with me about the impact event, and even though the autosteer data has been conspicuously withheld (violating Tesla's own terms and conditions for its user data) its obvious that the beta system then in trial had been engaged as the car attempted to make its right turn around the bend leaving the highway and cut the angle off too short hitting the curb and causing this damage. This absolutely should fall within their express and implied warranties. As to the lot fees that have accrued, it was the service center that transported the car to the collision center, and on two separate occasions they've told me they'd reach out and coordinate with you for either the car's return to the service center or to get these repairs started. When you're constantly being told the investigation will take another 'day or two' only for weeks to then go by, it should make more sense to you why I've had to let the car languish unattended.

Have you filed the court paperwork for the lien action yet? If not, I please urge you to reach out to Burbank and see if you can get an answer from them that has thus far eluded my best efforts. If you have, please send me the details, as well as a copy of the lien. I'll have to oppose it in court and interplead or file an injunction/restraining order after I consult with an attorney. Thank you.

Best,

Jonathan Reback

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