

Please help w warranty claim resolution

2 messages

Jonathan R <jmreback@gmail.com>

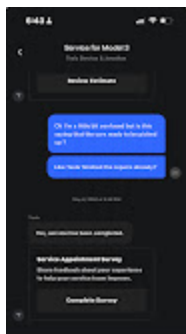
Wed, May 29, 2024 at 3:05 PM

To: Payment Resolution <PaymentResolution@tesla.com>

Hi therre,

I can make the full payment for the back due amount or close thereto (\$\$2500~) but I have not been able to get any assistance whatsoever with Tesla Service Center in Burbank following through on what has both been described as a still pending investigation and a closed matter with resolution in my favor for my warranty claim I followed with tesla on May 2nd of this year. Now my car remains at the collision center in Pasadena, where THEY had it towed and which THEY conveyed to me was a tesla affiliate not a third party- and subsequently left to believe that the car was being worked on pursuant to my warranty claim being accepted only to then be informed by Pasadena that they'd be filing a mechanics lien, the outcome of which I don't know since they have not followed up with me about my request for that paperwork yet. But this has been a nightmare and tesla service center at this point has not responded to any inquiries nor even conducted the investigation to the best of my knowledge. Please help. I could've been killed when the autosteer feature malfunctioned coming off the highway. I've been really cool about all of this because tesla in the past has been cool when I've had to pay a missed payment back late. Now I can pay. But only to catch up on a car sitting unrepaired in a lot? now I'm starting to have my doubts about Tesla being any different than any other American car company who don't care about their customer base only their profit line.

2 attachments



IMG_8258.jpeg
212K



IMG_8228.jpeg
216K

Jonathan R <jmreback@gmail.com>

Fri, Aug 23, 2024 at 3:29 AM

Draft To: Payment Resolution <PaymentResolution@tesla.com>

i can make the entire payment or pay off the car. boevkmvov]]rasy which\\l
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