

Sent: Tuesday, December 13, 2022 15:29
To: Customer Services UK <ContactUK@tesla.com>
Subject: RE: Tesla Y reg LA [REDACTED]

[REDACTED], many thanks for your prompt reply., whilst I agree that the report is from a third party site, I give it credibility as I am sure that Tesla would not willingly publish adverse publicity on their products.

That said I accept your statement that restricted features, namely Park Assist, AutoPark and Summon and Smart Summon, will be available and fully working in the new year, and on Tesla's confirmation will accept the vehicle and start to transfer payment.

Kind regards

Sent from [Mail](#) for Windows

From: [Customer Services UK](#)
Sent: 12 December 2022 14:51
To: [REDACTED]
Subject: RE: Tesla Y reg LA [REDACTED]

Dear [REDACTED],

Thank you for your further email. We're pleased to read you are prepared for the delivery of your Tesla

The report you cite is from a third party and not a communication from Tesla. Please be assured anything impacting your vehicle or order will be communicated to you directly from Tesla, as per the Order Update you received and acknowledged on your online account for the transition to Tesla Vision.

We can confirm the currently restricted features, namely Park Assist, AutoPark and Summon and Smart Summon, will be available again in the new year and this change only develops the potential for development of autonomous features.

Kind regards

[REDACTED]

Customer Service UK & Ireland (CSUK/IE)

[REDACTED]

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<https://www.tesla.com/support>

From: [REDACTED]
Sent: Monday, December 12, 2022 10:44
To: Customer Servidfes UK <ContactUK@tesla.com>
Subject: FW: Tesla Y reg [REDACTED]

Dear Customer Services

I was reassured by the customer services reply of the 8 December 22 and insure the vehicle for pick up on the 23 December at 11.00, policy attached.

Reading a recent report it would appear that the customer services statement contradict a recent report which implies that there are safety concerns with the all in vision camera system and that Tesla plans to add radar products in mid January according to the Communications Commission; as Tesla faces scrutiny over the safety and capabilities of its advance driver assist and full self driving capability. Its also further worrying that Tesla has applied and granted a non disclosure order to be extended for 60 days on the issue of the radar sensors.

This is worrying and would suggest that Tesla place a greater importance on its end of year sales against vehicle safety and customer satisfaction.

Please confirm that the vehicle assigned to me without USS purchased with Autopilot and full Self Driving Capabilities features has not compromised safety or have restricted access in any future self driving delivery, compared to vehicles fitted with USS or revised radar.
In addition please confirm that Park, Park assist, Summons and Special Summons will be fully operational and working in the early part of new year.

I apologies for this additional communication but find it necessary to ensure that I receive the vehicle and features that I contracted and paid for.

I have insured the vehicle for the delivery of [REDACTED] but I am waiting your assurance before transferring payment.

Kind regards

[REDACTED]
Sent from [Mail](#) for Windows