



Tesla, Inc.  
5700 S Broadway  
Littleton, CO, US 80121  
Ph.: 303-632-4200  
Tax no:

## Invoice

**SERVICE DEPARTMENT HOURS**  
Mon-Fri 8:00 a.m. - 6:00 p.m  
Saturday-Sunday Sat: 9:00 a.m. - 3:00 p.m

Invoice date	Invoice number
24-Mar-2022	3000S0004095462
Date/Time Received	Date/Time Promised
14-Mar-2022 09:05:10	30-Mar-2022 11:00:54
Odometer In	Odometer Out
2934 Miles	3073 Miles
Ready Date	
24-Mar-2022 15:10:53	
Service Advisor	
Dalton Patten	

**Paid**

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number
5700 S Broadway Littleton, CO 80121			5YJYGDEE1MF296311
Year	Model	License Plate Number	Colour
2021	MODEL Y		Pearl White Multi-Coat

Job Number	Description Of Work	Amount (USD) (USD)
1	<p><b>Concern:</b> Same sound I've had my car in the last 3-4 times for. High pitched intermittent squealing from front (?) in 40-70 mph range. Regardless of accel/regen/braking. Hvac on/off. Frequency/pitch does NOT change with speed. It's not the waste heat whine. Springs SC suspected and replaced front DU but didn't fix it. Brake burnishing by SC worked briefly but returned next morning. LOUD when it's cold out. Sometimes decreases when the car is super warmed up. Brake sound? Issue with coolant/pressure system, coolant pump, fan? Multiple techs have concluded it's not within spec. Not wind noise (SC heard on lift). Kenny's familiar with sound and suspected brakes. I'm at a loss and very frustrated. Link to sound (heard only on phone): <a href="https://drive.google.com/file/d/1SbReoLTcyj0nz3NqIKDcJjjoPPSI2dSE/view">https://drive.google.com/file/d/1SbReoLTcyj0nz3NqIKDcJjjoPPSI2dSE/view</a></p> <p>Verified customer concern at 45 mph up to 72mph on highway test drive. Inspected front drive unit fluid level and changed filter. applied tape to multiple positions on vehicle to eliminate noise while driving. Isolated noise on 5th test drive and verified front left door sits under flush by 3mm and gapped by 5.5mm causing a wind velocity noise at lower mirror garnish. Noise is at highest pitch around 55-60mph which is indicative of a velocity generated noise similar to that of a whistle. Performed multiple door adjustments to eliminate velocity in affected area. Door gaps are now 2mm and under flush by 1mm. Test drove and validated noise is no longer present. Allowed vehicle to cold soak over night as described from original concern. Noise returned in cold weather while driving, re inspected fluid condition and isolated to internal noise of drive unit.</p> <p>mobileAppActivityDetails symptomKey: otherNoiseOrVibration activityType: COMMON</p> <p><b>Correction: General Diagnosis</b></p> <p><b>Correction: Perform Validation Test Drive</b></p> <p>Pay Type: Goodwill - Service</p>	0.00
2	<p><b>Concern:</b> Same sound I've had my car in the last 3-4 times for. High pitched intermittent squealing from front (?) in 40-70 mph range. Regardless of accel/regen/braking. Hvac on/off. Frequency/pitch does NOT change with speed. It's not the waste heat whine. Springs SC suspected and replaced front DU but didn't fix it. Brake burnishing by SC worked briefly but returned next morning. LOUD when it's cold out. Sometimes decreases when the car is super warmed up. Brake sound? Issue with coolant/pressure system, coolant pump, fan? Multiple techs have concluded it's not within spec. Not wind noise (SC heard on lift). Kenny's familiar with sound and suspected brakes. I'm at a loss and</p>	0.00

	<p>very frustrated. Link to sound (heard only on phone): https://drive.google.com/file/d/1SbReoLTcyj0nz3NqIKDcJjjoPPSI2dSE/view</p> <p>Verified customer concern at 45 mph up to 72mph on highway test drive. Inspected front drive unit fluid level and changed filter. applied tape to multiple positions on vehicle to eliminate noise while driving. Isolated noise on 5th test drive and verified front left door sits under flush by 3mm and gapped by 5.5mm causing a wind velocity noise at lower mirror garnish. Noise is at highest pitch around 55-60mph which is indicative of a velocity generated noise similar to that of a whistle. Performed multiple door adjustments to eliminate velocity in affected area. Door gaps are now 2mm and under flush by 1mm. Test drove and validated noise is no longer present. Allowed vehicle to cold soak over night as described from original concern. Noise returned in cold weather while driving, re inspected fluid condition and isolated to internal noise of drive unit.</p> <p>mobileAppActivityDetails symptomKey: otherNoiseOrVibration activityType: COMMON</p> <p><b>Correction: Applique - A-Pillar - LH (Remove &amp; Replace)</b></p> <p><b>Parts Replaced or Added</b></p> <table><tr><th>Part</th><th>Quantity</th></tr><tr><td>A-PLR APPLIQUE, EXT.MIRROR LEFT HAND(1495632-00-B)</td><td>1.00</td></tr></table> <p><b>Correction: Exterior Component/Panel/Glass Adjustment - 0.6</b></p> <p><b>Correction: Oil Filter - Front Drive Unit (Remove &amp; Replace)</b></p> <p><b>Parts Replaced or Added</b></p> <table><tr><th>Part</th><th>Quantity</th></tr><tr><td>OIL FILTER,SYNTHETIC,3DU(1095038-00-A)</td><td>1.00</td></tr></table> <p><b>Correction: Gearbox Fluid - Front Drive Unit (1st Generation) (Drain and Refill)</b></p> <p>Pay Type: Basic Vehicle Limited Warranty</p>	Part	Quantity	A-PLR APPLIQUE, EXT.MIRROR LEFT HAND(1495632-00-B)	1.00	Part	Quantity	OIL FILTER,SYNTHETIC,3DU(1095038-00-A)	1.00	
Part	Quantity									
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Part	Quantity									
OIL FILTER,SYNTHETIC,3DU(1095038-00-A)	1.00									
3	<p><b>Concern:</b> Customer states: Balance &amp; Wheel Alignment - Can verify alignment? After they replaced my front motor, it seems like the wheel might be *very* slightly pointed to the right when going straight. Could be wrong.</p> <p>Performed alignment check and verified proper specs. steering follows road crown.</p> <p>mobileAppActivityDetails symptomKey: balance&amp;WheelAlignment activityType: COMMON</p> <p><b>Correction: Four Wheel Alignment (Check)</b></p> <p>Pay Type: Goodwill - Service</p> <p>0.00</p>									
4	<p><b>Concern:</b> Front drive unit from diagnosis line</p> <p>0.00</p>									

	<p>Verified customer concern. Installed Front (1st Generation) Drive Unit. Replaced Front Drive Unit (1st Generation) Gearbox Fluid. Verified Proper Operation. Performed firmware update to newest available.</p> <p><b>Correction: Drive Unit - Front (1st Generation) (Includes Alignment Check) (Remove &amp; Install)</b></p> <p><b>Parts Replaced or Added</b></p> <table><tr><th>Part</th><th>Quantity</th></tr><tr><td>ASY,M3,FRONT 3DU,GLOBAL(1120960-10-H)</td><td>1.00</td></tr></table> <p><b>Correction: Gearbox Fluid - Front Drive Unit (1st Generation) (Drain and Refill)</b></p> <p>Pay Type: Drive Unit Limited Warranty</p>	Part	Quantity	ASY,M3,FRONT 3DU,GLOBAL(1120960-10-H)	1.00	
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ASY,M3,FRONT 3DU,GLOBAL(1120960-10-H)	1.00					
5	<p><b>Concern:</b> Front drive unit from diagnosis line</p> <p>Verified customer concern. Installed Front (1st Generation) Drive Unit. Replaced Front Drive Unit (1st Generation) Gearbox Fluid. Verified Proper Operation. Performed firmware update to newest available.</p> <p><b>Correction: Firmware Update</b></p> <p><b>Correction: Four Wheel Alignment (Adjust Toe)</b></p> <p>Pay Type: Basic Vehicle Limited Warranty</p>	0.00				

Service Center hourly rate: USD 165

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)	0.00
Total Labor (USD)	0.00
Discount	0.00
<b>Subtotal (USD)</b>	0.00
Tax	0.00
<b>Total Amount (USD)</b>	0.00
<b>Total Paid (USD)</b>	0.00
<b>Payment Due (USD)</b>	0.00

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:**

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**FullName:**

You further agree and acknowledge that:

- 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.