



**General Terms..... 2**

Coverage Period..... 2

Labor Coverage..... 2

Body and Paint Repair..... 2

Parts Included with Initial Vehicle Purchase..... 3

Repaired or Replaced Parts..... 3

Customer Obligation..... 3

Transferability..... 3

Warranty Limitations..... 3

Exclusions..... 4

Your Rights Under Local Laws..... 4

  

**Limits of Liability..... 5**

  

**Dispute Resolution..... 6**



This Tesla Parts, Body & Paint Repair Limited Warranty applies to Tesla branded Parts purchased directly from Tesla over-the-counter, online or purchased and installed by Tesla Service or Tesla Body Shops. Subject to the exclusions and limitations described below, this Tesla Parts, Body & Paint Repair Limited Warranty covers the repair or replacement necessary to remedy any “failures” that are determined by Tesla to have occurred under normal use of Tesla-manufactured Parts that are approved or branded by Tesla and purchased directly from Tesla. At Tesla’s discretion covered Parts may be repaired or replaced by a new or remanufactured Part, and any Part replaced under this Limited Warranty becomes the property of Tesla (subject to the customer’s inspection, upon request made prior to the repair). Any Parts repaired or replaced under the Tesla New Vehicle Limited Warranty, Tesla Used Vehicle Limited Warranty, or an active Tesla Service Plan is covered for the duration of that applicable warranty or plan, and does not extend beyond that duration.

“Failure” means the complete failure or inability of a covered Part to perform the function(s) for which it was designed due to defects in material or workmanship of the Part manufactured or supplied by Tesla that occur under normal use. Failure does not include the gradual loss in operating performance due to normal wear and tear.

## Coverage Period

This Tesla Parts, Body & Paint Repair Limited Warranty begins on the Part(s)’ purchase date and coverage extends for the period of 12 months. Specific categories of parts have unique warranty coverage periods as outlined in the table below:

Sheet Metal	Limited Lifetime
Drive Unit*	4 years or 50,000 miles (80,000 km), whichever comes first
Vehicle High Voltage Battery*	4 years or 50,000 miles (80,000 km), whichever comes first
Wall Connector	4 years
Touchscreen and Microcontroller	4 years

*\*Excludes the Tesla Roadster which has a warranty of 2 years or 25,000 miles (40,000 km), whichever comes first.*

## Labor Coverage

If the Part was installed by Tesla, this Tesla Parts, Body & Paint Repair Limited Warranty also covers any labor charges to repair or replace the covered Part.

Tesla will not cover any labor charges or costs associated with work performed by any non-approved third-party vendor, including power wall installers and certified technicians.

## Body and Paint Repair

This Tesla Parts, Body & Paint Repair Limited Warranty applies to repairs that are not provided under goodwill or not otherwise performed by Tesla free of charge, and provides a limited lifetime coverage on body and paint repairs performed by Tesla. The limited lifetime body repair warranty includes repairs for cracking, flaking, pitting, and deterioration of body parts but excludes damage caused by rust. The limited lifetime paint repair warranty includes repairs for peeling and cracking of paint or topcoat, and loss of gloss caused by hazing.



## Parts Included with Initial Vehicle Purchase

Select Parts, such as a Tesla mobile connector and adapters that were included as standard equipment with the purchase of a new or used Tesla vehicle are covered under the applicable New Vehicle Limited Warranty or Used Vehicle Limited Warranty.

## Repaired or Replaced Parts

Any Parts repaired or replaced under this Tesla Parts, Body & Paint Repair Limited Warranty continue to be covered by the original warranty period of the repaired or replaced Part (mentioned above in "Coverage Period") or for a period of 90 days, whichever is longer.

## Customer Obligation

To obtain benefits under this Tesla Parts, Body & Paint Repair Limited Warranty, the Tesla owner must provide proof of purchase of the Part, body or paint repair before requesting service.

## Transferability

With the exception of body and paint repairs, this Tesla Parts, Body & Paint Repair Limited Warranty can be transferred to subsequent owner(s) as long as they comply with coverage terms, including proof of purchase showing that the covered Part was purchased directly from Tesla. Coverage for body and paint repairs does not transfer to subsequent owner(s).

## Warranty Limitations

This Tesla Parts, Body & Paint Limited Warranty does not cover any damage or malfunction directly or indirectly caused by, due to, or resulting from, normal wear or deterioration, abuse, misuse, negligence, accident, collision, impact, lack of or improper use, maintenance, storage or transport, including, but not limited to, any of the following:

- Failure to follow the instructions, maintenance and warnings published in the documentation supplied;
- External factors, including but not limited to, physical impact force, faulty or damaged electrical wiring, junction boxes, circuit breakers, receptacles or power outlets, the environment or an act of God, including, but not limited to, fire, earthquake, water, lightning and other environmental conditions;
- Any corrosion or paint defects including, but not limited to, corrosion from defects in non-Tesla manufactured or supplied materials or workmanship causing perforation (holes) in body panels or the chassis from the inside out;
- Surface or cosmetic corrosion causing perforation in body panels or the chassis from the outside in, such as stone chips or scratches;
- Corrosion and paint defects caused by, due to, or resulting from accidents, paint matching, abuse, neglect, improper maintenance or operation of the vehicle, installation of an accessory, exposure to chemical substances, or damages resulting from an act of God or nature, fire, or improper storage;
- Failure to contact Tesla upon discovery of a defect covered by this Tesla Parts, Body & Paint Repair Limited Warranty; any repair, alteration or modification to covered Parts, or the installation or use of any Parts or accessories, made by a person or facility not authorized or certified to do so;
- Lack of or improper repair or maintenance, including use of non-genuine Tesla accessories or Parts;
- Coverage under any other warranty or insurance;
- Parts installed in vehicles for racing, competition or commercial use; and,
- Charging equipment used for commercial purposes.



## Exclusions

This Tesla Parts, Body & Paint Limited Warranty does not cover:

- Parts not purchased directly from Tesla;
- Non-Tesla Parts including tires; and,
- Parts, body, and paint repairs for the Tesla Roadster.

Although Tesla does not require you to perform all maintenance, service or repairs at a Tesla Service Center or Tesla authorized repair facility, this Tesla Parts, Body and Paint Limited Warranty may be voided, or coverage may be excluded, due to lack of or improper maintenance, service or repairs. Tesla Service Centers and Tesla authorized repair facilities have special training, expertise, tools and supplies with respect to Tesla Parts, Body and Paint repairs, and, in certain cases, may employ the only persons, or be the only facilities authorized or certified to work on Tesla Parts, Body and Paint. Tesla strongly recommends that you have all maintenance, service and repairs done at a Tesla Service Center or Tesla authorized repair facility in order to avoid voiding, or having coverage excluded under, this Tesla Parts, Body and Paint Limited Warranty.

## Your Rights Under Local Laws

This Tesla Parts, Body & Paint Repair Limited Warranty gives you specific legal rights. These rights do not substitute or affect your statutory rights under your local law. In addition to the rights arising under this Tesla Parts, Body & Paint Repair Limited Warranty, you may have additional rights arising from your local law including, but not limited to, any statutory warranty rights.



This Tesla Parts, Body & Paint Repair Limited Warranty is the only express warranty made in connection with your Tesla Parts, body and/or paint repairs. Implied and express warranties and conditions arising under applicable local laws, federal statute or otherwise, in law or in equity, if any, including, but not limited to, implied warranties and conditions of merchantability or merchantable quality, fitness for a particular purpose, durability, or those arising by a course of dealing or usage of trade, are disclaimed to the fullest extent allowable by your local law, or limited in duration to the terms of this Tesla Parts, Body & Paint Repair Limited Warranty. To the fullest extent allowable by your local law, a refund for the Part (Australia only), the performance of necessary repairs and/or replacement of new, reconditioned, or remanufactured Parts by Tesla for the covered defect is the exclusive remedy under this Tesla Parts, Body & Paint Repair Limited Warranty or any implied warranties. To the maximum extent permissible under your local law, liability is limited to the reasonable price for repair or replacement of the applicable Tesla Part, not to exceed the manufacturer's suggested retail price and associated labor charges (if applicable and not subject to exclusion). Replacement may be made with Parts of like kind and quality, including non-original manufacturer's Parts, or reconditioned or remanufactured Parts, as necessary and/or appropriate. Subject to local laws and regulations, the decision of whether to repair or replace a Part or to use a new, reconditioned or remanufactured Part will be made by Tesla, in its sole discretion.

Tesla shall not be liable for any defects under this Tesla Parts, Body & Paint Repair Limited Warranty that exceed the fair market value of the applicable Tesla part at the time immediately preceding the discovery of the defect. In addition, the sum of all benefits payable under this Tesla Parts, Body & Paint Repair Limited Warranty shall not exceed the price you paid for the applicable Tesla Part.

Tesla does not authorize any person or entity to create for it any other obligations or liability in connection with this Tesla Parts, Body & Paint Repair Limited Warranty.

Subject to local laws and regulations, and to the maximum extent permissible under local law, Tesla hereby disclaims any and all indirect, incidental, special and consequential damages arising out of, or relating to, the Tesla Part, Body & Paint Repair, including, but not limited to, transportation to and from a Tesla Authorized Service Center, loss of the Tesla Part, including any connector or adapter, loss of vehicle value, loss of time, loss of income, loss of use, loss of personal or commercial property, inconvenience or aggravation, emotional distress or harm, commercial loss (including but not limited to lost profits or earnings), towing charges, bus fares, vehicle rental, service call charges, gasoline expenses, lodging expenses, damage to tow vehicle, and incidental charges such as telephone calls, facsimile transmissions, and mailing expenses.

Subject to local laws and regulations, and to the maximum extent permissible under local law, the above limitations and exclusions shall apply whether your claim is in contract, tort (including negligence and gross negligence), breach of warranty or condition, misrepresentation (whether negligent or otherwise), or otherwise at law or in equity, even if Tesla is advised of the possibility of such damages or such damages are reasonably foreseeable.

Nothing in this Tesla Parts, Body & Paint Repair Limited Warranty shall exclude, or in any way limit, Tesla's liability for death or personal injury solely and directly caused by Tesla's negligence, or that of its employees, fraud or fraudulent misrepresentation, or any other liability to the extent the same is proven in a court of competent jurisdiction in a final nonappealable judgment and may not be excluded or limited as a matter of local law.

### **Refunds (China only)**

In the case of a refund, Tesla requires documentation that proves your legitimate ownership of the applicable Tesla Part, connector or adapter, including, without limitation, the original invoice for the applicable Tesla Part, connector or adapter. Tesla has the sole discretion to waive some requirements based on the merits of any individual case. If Tesla waives any tax-related document, Tesla reserves the right to deduct taxes from the refund.



# Dispute Resolution

To the fullest extent allowed by the law of your jurisdiction, Tesla requires that you first provide written notification of any dispute related to this Tesla Parts, Body & Paint Repair Limited Warranty within a reasonable time, and within the applicable coverage period specified in this Tesla Parts, Body & Paint Repair Limited Warranty, and allow Tesla an opportunity to make any needed repairs before pursuing the dispute further. Please send written notification seeking dispute resolution to the address for your region as shown below:

Region	Mailing Address
Australia	Tesla Motors Australia, Pty Ltd. 10 Herbert Street St. Leonards NSW 2065, Australia Phone: 1 800 64 6952
Canada	Tesla Motors Canada ULC 1325 Lawrence Ave East Toronto, ON Canada M3A 1C6 Phone: 1-877-79-TESLA (1-877-798-3752)
China	Tesla Motors (Beijing) Co., Ltd. 8F, Tower 3 China Central Place No.77 Jianguo Road Chaoyang District, Beijing Phone: +86 400 910 0707
Europe	Tesla Motors Netherlands B.V. Atlasstraat 7-9, 5047 RG Tilburg, Netherlands Phone: 0031 13 515 97 30
Hong Kong	Tesla Motors HK Limited G/F, TML Tower, 3 Hoi Shing Road Tsuen Wan, New Territories, Hong Kong Phone: 852 3974 0251
Japan	Tesla Motors Japan GK 8-5-41, Akasaka, Minato-ku Tokyo, Japan Phone: 0120-975-214
Jordan	Tesla Jordan Car Trading, LLC c/o Khalifeh & Partners Lawyers Khalifeh Complex, Ibn Arabi St 3 11181 Amman, Jordan Phone: 0800 180 343
Korea	Tesla Korea Limited Attention: Vehicle Service 5, Yangcheon-ro 66-gil, Gangseo-gu, Seoul, South Korea Phone: 080-822-0309



Macau	Tesla Energia Macau Limitada Lower Ground Floor, the Venetian Macao Estrada da Baia de Nossa Senhora da Esperanca, Macau Phone: 0800-306
Mexico	Tesla Automobiles Sales and Service Mexico S de RL de CV Av. Paseo De La Reforma 404 Piso 13 Col. Juarez, Cuauhtemoc Distrito Federal 06600 Phone: 01 800 228 8145
New Zealand	Tesla Motors New Zealand 501 Karangahape Road Auckland, North Island New Zealand Phone: 0800 005 431
Taiwan	Tesla Motors Taiwan, Ltd. 11 Songshou Road Xinyi District Taipei City 11051, Taiwan Republic of China Phone: 0809007518
United Arab Emirates	Tesla Motors Netherlands B.V. Attention: Vehicle Service, Dubai Branch License No. 775475 Atlasstraat 7-9, 5047 RG Tilburg, Netherlands Phone: 800035704364
United States	Tesla, Inc. Attention: New Vehicle Limited Warranty P.O. Box 15430 Fremont, CA 94539 Phone: 1-877-79-TESLA (1-877-798-3752)

Please include the following information:

- Vehicle Identification Number (VIN) of your Tesla vehicle;
- Tesla part (including connector or adapter) invoice date;
- Your name and contact information;
- Name and location of the Tesla Store and/or Tesla Service Center nearest to you or preferred by you;
- Description of the issue, concern, or dispute; and,
- History of the attempts you have made with Tesla to resolve the concern, or of any repairs or services that were not performed by Tesla.

In the event any disputes, differences or controversies arise between you and Tesla related to this Tesla Parts, Body & Paint Repair Limited Warranty, Tesla will explore all possibilities for an amicable settlement within 60 days of receipt of the written notice described above.

In North America, if a concern or dispute is not resolved within 60 days, Tesla and you agree that any dispute arising out of or relating to any aspect of this Tesla Parts, Body & Paint Repair Limited



Warranty may be decided by a single arbitrator in an arbitration administered by the American Arbitration Association (AAA). Either party may refuse to submit to arbitration. However, if an arbitration is to be held before the AAA, the AAA Consumer Arbitration Rules will apply. We will pay all AAA fees for any such arbitration. The arbitration will be held in a location most convenient to your residence. To learn more about the Rules and how to begin an arbitration, you may call any AAA office or go to [www.adr.org](http://www.adr.org). The arbitrator may only resolve disputes between you and Tesla on an individual basis. The arbitrator cannot award relief for anyone who is not a party and may not consolidate claims. In other words, you and Tesla may bring claims against the other only in your or its individual capacity and not as a plaintiff or class member in any class or representative action. If you prefer, you may instead take your individual dispute to small claims court.

In mainland China, if a dispute is not settled through consultation, it shall be submitted to the People's Court of the domicile of Tesla Automobile Sales Service (Beijing) Co., Ltd. (Daxing District, Beijing). In Japan, in case an amicable settlement is not reached, all disputes shall be submitted to the Tokyo District Court. In South Korea, in case an amicable settlement is not reached, Tesla and you shall submit any such dispute, difference, or controversy to the jurisdiction of the Seoul Central District Court.