



## General Recall Reimbursement Plan

Pursuant to the requirements set forth in 49 C.F.R. Part 573 and Part 577 of the Code of Federal Regulations, Tesla, Inc. (“Tesla”), is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Tesla’s general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliance pursuant to Part 573.6(c)(8)(i).

### Reimbursement Notification

Tesla’s notice to a vehicle owner in accordance with 49 C.F.R. Part 577 will indicate whether Tesla is offering a refund. An owner will be eligible for reimbursement if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13(c)(2), the ending date shall be ten calendar days after the date on which Tesla mailed the last of its Part 577 notifications to owners in the United States, unless a specific reimbursement plan is made available for a particular recall. Owners are instructed to seek eligible reimbursement through a Tesla Service Center, by contacting us by phone at (877) 798-3752, or by email at [ServiceHelpNA@tesla.com](mailto:ServiceHelpNA@tesla.com).

Tesla notes that in accordance with regulation, Tesla may identify a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Tesla generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case were Tesla determines that a beginning date is appropriate, Tesla will indicate that date in the specific reimbursement plan for that particular recall. As permitted by Part 577.11(e), Tesla may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the National Highway Traffic Safety Administration (“NHTSA”).

### Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

1. The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall; or
2. The costs of the part(s) for the remedy (to be no more than the manufacturer’s list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste), and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for each replacement item (limited to the amount of the retail list price of each defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was subject to the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Tesla notes that costs incurred by the owner within the period during which Tesla’s original or extended warranty would have provided for a free repair of the defect or noncompliance will not be eligible for reimbursement, as provided by Part 573.13.(d)(1).

### Entity Authorized to Provide Reimbursement

Tesla will use Tesla Service Centers to reimburse owners, unless a specific reimbursement plan is made available for a particular recall, and will encourage owners to pursue requests for reimbursement directly

through a Tesla Service Center to expedite reimbursement. The owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

### **Required Documentation**

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13(d)(4), all of the following information must be submitted:

1. Claimant's name and address
2. For motor vehicles, the vehicle identification number (or "VIN"), vehicle make, model, and model year
3. For replacement equipment, a description of such equipment or, for tires, the model and size
4. Identification of the recall number (either Tesla's or NHTSA's recall number)
5. Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
6. An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Tesla may require the claimant to separately identify costs that are eligible for reimbursement.
7. If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or that the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

### **Additional Information**

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Tesla. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to a particular recall also may be incorporated into the Part 573.6 notification.