

TESLA

OWNERS RIGHTS NOTIFICATION



NOTICE TO CONSUMERS

This document describes certain basic requirements established by each U.S. state regarding consumer protection laws commonly known as "Lemon Laws." These laws vary by state but states with similar regulations are grouped together. This document is only a summary of such basic requirements and does not describe these laws in their entirety or all of your rights or remedies under these laws or any other laws. This summary is not intended to and does not provide legal advice concerning these laws.

This summary is based upon certain laws in effect as of July 2012. For the most current information and/or additional information concerning these laws, please review your state's consumer protection laws in their entirety or contact your state attorney general's office.

Should you experience a problem with your vehicle, please contact Tesla Motors, Inc. ("Tesla") at the address or phone number below or refer to the information in the New Vehicle Limited Warranty for your vehicle:

Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)



NOTICE TO CONSUMERS OF

ARIZONA	NEW MEXICO
ALABAMA	OKLAHOMA
MICHIGAN	OREGON
MISSISSIPPI	SOUTH CAROLINA
MISSOURI	SOUTH DAKOTA
	WYOMING

If this vehicle does not conform to its applicable warranties and Tesla has not repaired the vehicle after a reasonable number of attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state “Lemon Law” to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use the dispute settlement program prior to initiating court action. The dispute settlement program is a third-party arbitration service administered by the National Center for Dispute Settlement. However, if you choose to seek remedies under your state Lemon Law which are not created by the Magnuson-Moss Warranty Act, you need not use the dispute settlement program, although that option is still available to you.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

In addition, to seek remedies under your state Lemon Law, you must first:

- 1) notify Tesla in writing at the address below, by certified mail, of the problem with your vehicle; and
- 2) provide Tesla with an opportunity to repair it.

If you have any concerns or questions regarding your vehicle, please contact:

**Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)**



NOTICE TO CONSUMERS OF LOUISIANA AND UTAH

If this vehicle does not conform to its applicable warranties and Tesla has not repaired the vehicle after a reasonable number of attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use the dispute settlement program prior to initiating court action. The dispute settlement program is a third-party arbitration service administered by the National Center for Dispute Settlement. However, if you choose to seek remedies under your state Lemon Law which are not created by the Magnuson-Moss Warranty Act, you need not use the dispute settlement program, although that option is still available to you.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

If you have any concerns or questions regarding your vehicle, please contact:

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3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)**



NOTICE TO CONSUMERS OF ALASKA

If this vehicle does not conform to its applicable warranties and Tesla has not repaired the vehicle after a reasonable number of attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

To seek remedies under your state Lemon Law, you must first:

- 1) notify Tesla at the address below and its dealer or repairing agent in writing, by certified mail, of the problem with your vehicle before 60 days have elapsed after the expiration of your express warranty or the one-year period after the date of delivery of the motor vehicle to the original owner, whichever occurs first, and
- 2) provide Tesla with an opportunity to repair it.

Tesla offers its customers third-party arbitration through the dispute settlement program, a complaint resolution service administered by the National Center for Dispute Settlement. For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number below.

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Palo Alto, California 94304
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NOTICE TO CONSUMERS OF ARKANSAS

If your vehicle does not conform to its applicable warranties and Tesla has not repaired the vehicle after a reasonable number of attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a repurchase or replacement under the Lemon Law, you must use the dispute settlement program, Tesla's third-party arbitration program administered by the National Center for Dispute Settlement, which has been certified by the Arkansas Attorney General, prior to initiating court action. However, if you choose to seek remedies under the Lemon Law which are not created by the Magnuson-Moss Warranty Act, you need not use the dispute settlement program, although that option is still available to you.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

In addition, to seek remedies under the Lemon Law, you must first:

- 1) notify Tesla at the address below in writing, by certified or registered mail, of the problem with your vehicle; and
- 2) provide Tesla with an opportunity to repair it.

If you have any concerns or questions regarding your vehicle, please contact:

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Further information regarding your rights and obligations under Arkansas Lemon Law may be obtained by calling the Consumer Protection Division of the Office of the Arkansas Attorney General at (501) 682-6150.



NOTICE TO CONSUMERS OF CALIFORNIA

Pursuant to California Civil Code Section 1793.2(d), if this vehicle does not conform to its applicable warranties, and Tesla has not repaired the vehicle after a reasonable number of repair attempts, you may be entitled to a replacement or refund under the Song-Beverly Consumer Warranty Act, less an offset for the mileage accumulated before the first repair of the nonconformity.

California Civil Code Section 1793.22(b) presumes that a manufacturer has had a reasonable number of repair attempts to conform the vehicle to its applicable warranties if within the first 18 months from delivery or the first 18,000 miles on the odometer, whichever occurs first, (1) Tesla has made at least two unsuccessful repair attempts on a nonconformity that results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven; OR (2) Tesla has made four or more unsuccessful repair attempts on the same nonconformity (i.e., a defect or condition that substantially impairs the use, value or safety of the vehicle); OR (3) the vehicle has been out of service for the repair of nonconformity for more than 30 calendar days. In the case of (1) or (2) above, if you want the presumption to apply, you must send written notice of the need to repair the nonconformity or non-conformities directly to Tesla at the address listed below.

Tesla offers its customers third-party arbitration through the dispute settlement program, a complaint resolution service administered by the National Center for Dispute Settlement. For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

Additional information regarding arbitration of disputes in California may be included with your new vehicle at delivery. Such information may also be obtained from:

**Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)**



NOTICE TO CONSUMERS OF COLORADO

If this vehicle does not conform to its applicable warranties and Tesla has not repaired the vehicle after a reasonable number of attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use the dispute settlement program prior to initiating court action. The dispute settlement program is a third-party arbitration service administered by the National Center for Dispute Settlement. However, if you choose to seek remedies under the Lemon Law which are not created by the Magnuson-Moss Warranty Act, you need not use the dispute settlement program.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

In addition, to seek remedies under the Lemon Law, you must first:

- 1) notify Tesla at the address below in writing, by certified mail, of the problem with your vehicle using the form on the next page of this booklet (a notification form is provided on the next page to assist you); and
- 2) provide Tesla with an opportunity to repair it.

If you have any concerns or questions regarding your vehicle, please contact:

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Palo Alto, California 94304
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NOTIFICATION TO MANUFACTURER TESLA

NAME _____

ADDRESS _____

PHONE _____
(HOME) (BUSINESS)

VEHICLE INFORMATION _____
(MODEL) (YEAR)

SERIAL NUMBER _____

DATE OF PURCHASE _____

MILEAGE _____

SERVICING CENTER _____

NUMBER OF DAYS VEHICLE HAS BEEN OUT OF SERVICE _____

NUMBER OF ATTEMPTS TO REPAIR THE SAME CONDITION _____

DESCRIPTION OF CONCERN _____



NOTICE TO CONSUMERS OF CONNECTICUT

If this vehicle does not conform to its applicable warranties and Tesla has not repaired the vehicle after a reasonable number of attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of the Connecticut "Lemon Law" to a replacement or repurchase of the vehicle.

To exercise your Lemon Law rights, you must first report the condition in writing to Tesla at the address indicated below.

There may be times when Tesla may establish a special policy adjustment for your particular vehicle model which may pay for all or part of the cost of certain repairs beyond normal warranty coverage. Contact Tesla to determine if any special policy adjustments apply to your vehicle.

Tesla offers its customers third-party arbitration through the dispute settlement program, a complaint resolution service administered by the National Center for Dispute Settlement. For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number below.

If you have any concerns or questions regarding your vehicle, please contact:

National Center for Dispute Settlement
P.O. Box 526
Mt. Clemens, MI 48046
Attention: Vehicle Service
1-866-629-3204



NOTICE TO CONSUMERS OF

DELAWARE
NORTH DAKOTA

NEBRASKA
TENNESSEE

If this vehicle does not conform to its applicable warranties and Tesla has not repaired the vehicle after a reasonable number of attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

In addition, to seek remedies under the Lemon Law, you must first:

- 1) notify Tesla at the address below in writing, by certified mail, of the problem with your vehicle; and
- 2) provide Tesla with an opportunity to repair it.

Tesla offers its customers third-party arbitration through the dispute settlement program, a complaint resolution service administered by the National Center for Dispute Settlement. For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number below.

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NOTICE TO CONSUMERS OF DISTRICT OF COLUMBIA

If this vehicle does not conform to its applicable warranties and Tesla has not repaired the vehicle after a reasonable number of attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of District of Columbia "Lemon Law" to a replacement or repurchase of the vehicle. Should you seek a replacement or repurchase under the Lemon Law, you must resort to the Board of Consumer Claims Arbitration prior to initiating court action.

In addition, to seek remedies under the Lemon Law, you must first notify Tesla of the problem with your vehicle within 18,000 miles of operation or two years of the original delivery of the vehicle, whichever is earlier.

Tesla offers its customers third-party arbitration through the dispute settlement program, a complaint resolution service administered by the National Center for Dispute Settlement. For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number below.

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NOTICE TO PURCHASER

IF, AFTER A REASONABLE NUMBER OF ATTEMPTS, THE MANUFACTURER, ITS AGENT, OR AUTHORIZED REPRESENTATIVE IS UNABLE TO REPAIR OR CORRECT ANY NONCONFORMITY, DEFECT OR CONDITION WHICH RESULTS IN SIGNIFICANT IMPAIRMENT OF THE MOTOR VEHICLE, THE MANUFACTURER, AT THE OPTION OF THE CONSUMER, SHALL REPLACE THE MOTOR VEHICLE WITH A COMPARABLE MOTOR VEHICLE, OR ACCEPT RETURN OF THE MOTOR VEHICLE FROM THE CONSUMER AND REFUND THE CONSUMER THE FULL PURCHASE PRICE, INCLUDING ALL SALES TAX, LICENSE FEES, REGISTRATION FEES, AND ANY SIMILAR GOVERNMENT CHARGES. IF YOU HAVE ANY QUESTIONS CONCERNING YOUR RIGHTS, YOU MAY CONTACT THE DEPARTMENT OF CONSUMER AND REGULATORY AFFAIRS.

Signature of Purchaser

*Consumer shall be provided a copy of this signed notice of his or her own records.



NOTICE TO CONSUMERS OF FLORIDA

If the new motor vehicle you have purchased or leased does not conform to the manufacturer's express warranty, you may be entitled under the Florida Motor Vehicle Warranty Enforcement Act to a replacement or refund. For information about the Florida Lemon Law dispute process, call the Department of Agriculture and Consumer Services at (800) 321-5366.

To exercise your rights, you first must notify Tesla at the address below of the need to repair the defect or condition in order to allow Tesla a final attempt to cure the defect or condition. Notification must be made by certified, registered or express mail. The Motor Vehicle Defect Notification form is provided in the pamphlet "Consumer Guide to the Florida Lemon Law."

Tesla offers its customers third-party arbitration through the dispute settlement program, a complaint resolution service administered by the National Center for Dispute Settlement. For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number below.

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NOTICE TO CONSUMERS OF GEORGIA

If during the “lemon law rights period” (which generally ends two years after the date of delivery of the vehicle or after 24,000 miles) a condition arises that does not conform to applicable warranties and Tesla has not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state “Lemon Law” to repair of the nonconformity at Tesla’s expense or to a replacement or repurchase of the vehicle. Further, you are entitled to receive upon request, a copy of any report or computer reading compiled by a Tesla representative regarding inspection, diagnosis, or test-drive of your new Tesla. Each time your vehicle is returned from being diagnosed or repaired under the “Lemon Law” rights period or under a warranty, Tesla shall provide you with a fully itemized, legible statement or repair order indicating any diagnosis made, and all repairs which were performed.

to seek remedies under the Lemon Law, you must first:

- 1) notify Tesla at the address below in writing, by certified mail, return receipt requested, of the problem with your vehicle; and
- 2) provide Tesla with an opportunity to repair it.

Tesla offers its customers third-party arbitration through the dispute settlement program, a complaint resolution service administered by the National Center for Dispute Settlement. For information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

For additional information about the dispute resolution program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

If you have any concerns or questions regarding your vehicle, please contact:

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NOTICE TO CONSUMERS OF IDAHO

IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER THE STATE'S LEMON LAW TO REPLACEMENT OF IT OR A REFUND OF ITS PURCHASE PRICE OR YOUR LEASE PAYMENTS. HOWEVER, TO BE ENTITLED TO A REFUND OR REPLACEMENT, YOU MUST FIRST NOTIFY THE MANUFACTURER, ITS AGENT OR ITS AUTHORIZED REPRESENTATIVE OF THE PROBLEM IN WRITING AND GIVE THEM AN OPPORTUNITY TO REPAIR THE VEHICLE. YOU ALSO HAVE A RIGHT TO SUBMIT YOUR CASE TO THE CONSUMER ARBITRATION PROGRAM WHICH THE MANUFACTURER MUST OFFER IN THIS STATE.

If you have any concerns or questions regarding your vehicle, please contact:

Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)



NOTICE TO CONSUMERS OF ILLINOIS

If, after a reasonable number of repair attempts, the new motor vehicle you have purchased does not conform to Tesla's express warranty, under the Illinois New Vehicle Buyer Protection Act you may be entitled to a new (or comparable) replacement vehicle or, upon return of the car, a refund of the full purchase price including all collateral charges, less an allowance for your actual use. It is presumed that a reasonable number of repair attempts have been made if, during one (1) year following delivery or 12,000 miles of use, whichever occurs first, there have been four or more unsuccessful attempts to repair the same nonconformity, or the vehicle has been out of service for repair of nonconformities for a total of thirty (30) or more business days.

Should you seek a replacement or repurchase under the Lemon Law, you must use the dispute settlement program prior to initiating court action. The dispute settlement program is a third-party arbitration service administered by the National Center for Dispute Settlement. However, if you choose to seek remedies under your state Lemon Law which are not created by the Magnuson-Moss Warranty Act, you need not use the dispute settlement program, although that option is still available to you.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number below.

In addition, to exercise these legal rights, you must first:

- 1) notify Tesla at the address below in writing, by certified mail, of the problem with your vehicle; and
- 2) provide Tesla with an opportunity to repair it; and

If you have any concerns or questions regarding your vehicle, please contact:

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Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)**



NOTICE TO CONSUMERS OF

INDIANA NEVADA
KANSAS WASHINGTON
KENTUCKY

If this vehicle does not conform to its applicable warranties and Tesla has not repaired the vehicle after a reasonable number of attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use the dispute settlement program prior to initiating court action. The dispute settlement program is a third-party arbitration service administered by the National Center for Dispute Settlement. However, if you choose to seek remedies under your state Lemon Law which are not created by the Magnuson-Moss Warranty Act, you need not use the dispute settlement program, although that option is still available to you.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

In addition, to seek remedies under your state Lemon Law, you must first notify Tesla in writing at the address below, by certified mail, of the problem with your vehicle; and

If you have any concerns or questions regarding your vehicle, please contact:

**Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)**



NOTICE TO CONSUMERS OF IOWA

THE PURCHASER OR LESSEE OF THIS VEHICLE IS PROTECTED UNDER THE WARRANTY PROVISIONS OF IOWA CODE CHAPTER 322G, COMMONLY REFERRED TO AS THE "LEMON LAW." IF THIS VEHICLE FAILS TO CONFORM TO THE MANUFACTURER'S EXPRESS WARRANTY DURING THE TERM OF THE WARRANTY, THE FIRST TWO YEARS OF OWNERSHIP OR THE FIRST 24,000 MILES, WHICHEVER EXPIRES FIRST, AND THE NONCONFORMITY SUBSTANTIALLY IMPAIRS THE VEHICLE, YOU MAY QUALIFY FOR A REFUND OR REPLACEMENT OF THIS VEHICLE. CONTACT THE MANUFACTURER OF THE VEHICLE IF YOU BELIEVE THE VEHICLE FAILS TO CONFORM TO THE MANUFACTURER'S EXPRESS WARRANTY. FOR FURTHER INFORMATION REGARDING YOUR RIGHTS AND OBLIGATIONS UNDER CHAPTER 322G, CONTACT THE CONSUMER PROTECTION DIVISION OF THE IOWA ATTORNEY GENERAL'S OFFICE AT CONSUMER PROTECTION DIVISION, HOOVER STATE OFFICE BUILDING, DES MOINES, IOWA 50319, OR CALL (515)281-5926.

Should you seek a replacement or repurchase under the Lemon Law, you must use the dispute settlement program prior to initiating court action. The dispute settlement program is a third-party arbitration service administered by the National Center for Dispute Settlement. However, if you choose to seek remedies under your state Lemon Law which are not created by the Magnuson-Moss Warranty Act, you need not use the dispute settlement program, although that option is still available to you.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number below.

In addition, seek remedies under the Lemon Law, you must first:

- 1) notify Tesla at the address below in writing — by certified, registered or overnight mail — of the problem with your vehicle; and
- 2) provide Tesla with an opportunity to repair it.

If you have any concerns or questions regarding your vehicle, please contact:

Tesla Motors, Inc.
3500 Deer Creek Road
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Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)



CUSTOMER CLAIM FORM

FOR NCDS USE

CASE NUMBER

CUSTOMER NAME AND ADDRESS

Customer information fields: Mr./Mrs./Ms., First name, MI, Last name, Street address, City, State, Zip code, Day phone, Evening phone, Fax.

VEHICLE INFORMATION

Vehicle information fields: Name(s) on title, Business use, Make/Model/Year/Mileage, VIN, Selling store, Servicing center, Purchase/Lease details, Loan/Lease status, Lienholder/Leasing company info.

VEHICLE PROBLEM(S)

Table with 4 columns: Indicate problem, List service center(s), List date, mileage and repair order number, Does the problem current exist? (circle)

Has the vehicle been involved in an accident? If yes, date of accident: Area of vehicle damaged: Resolution sought:

SIGNATURE(S) DATE

Return all copies of this form to: National Center for Dispute Settlement P.O. Box 688 Mt. Clemens, MI 48046



NOTICE TO CONSUMERS OF MAINE

LEMON LAW INFORMATION: IF YOU HAVE SERIOUS PROBLEMS WITH THIS VEHICLE

The Maine Lemon Law (10 M.R.S.A. §§ 1161-1169) provides free Attorney General arbitration for consumer buyers or lessees whose motor vehicle (including motorcycles and motorized RVs) is seriously defective. Under the Maine Lemon Law, you may have a right to a **refund or a replacement** of the vehicle if the following applies:

- 1) There is an unrepaired defect or combination of defects which substantially impairs the use, safety, or value of your vehicle; and
- 2) This unrepaired defect was reported to the dealer or manufacturer:
 - during the manufacturer's express warranty; and
 - within the 3 year period following the delivery date of the vehicle to the original purchaser or lessee; and
 - during the first 18,000 miles of operation; and
- 3) The defect still exists or has recurred after:
 - 3 or more repair attempts for the same defect; **or**
 - 1 or more repair attempts for the serious failure of either the braking or steering system; **or**
 - Being out of service for repairs for a cumulative total of 15 or more business days (for one or more defects); **and**
 - The manufacturer had been given in writing a 7 day Final Opportunity To Repair.

For this vehicle you should notify the Manufacturer or its authorized dealer of the defects and the right to make a final repair. Mail to:

**Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)**

The Attorney General's state-run arbitration is different from any manufacturer sponsored program to which you may also be entitled. Under the state Lemon Law program, you will receive a free hearing before a neutral state Arbitrator and a decision within 45 days of acceptance of your Lemon Law application. If your vehicle is declared a Lemon, the manufacturer must refund your purchase price or replace the vehicle.

You must apply for state-run arbitration within 3 years after delivery to the original consumer and within the term of the manufacturer's warranty.



THIS SHEET PROVIDES ONLY A SUMMARY OF THE MAINE LEMON LAW
To request arbitration, or to get further information contact:

The Attorney General's Lemon Law Arbitration Program
Consumer Protection Division, 6 State House Station, Augusta, ME 04333
Telephone: (207) 626-8848 or (800) 436-2131 (option 3)
e-mail: lemon.law@maine.gov
<http://www.maine.gov/ag/>



NOTICE TO CONSUMERS OF MARYLAND

If this vehicle does not conform to its applicable warranties and Tesla has not repaired the vehicle after a reasonable number of attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

To seek remedies under the Lemon Law, you must first:

- 1) notify Tesla at the address below, by certified mail, return receipt requested, of the problem with your vehicle; and
- 2) provide Tesla with an opportunity to repair it.

Tesla offers its customers third-party arbitration through the dispute settlement program, a complaint resolution service administered by the National Center for Dispute Settlement. For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number below.

If you have any concerns or questions regarding your vehicle, please contact:

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NOTICE TO CONSUMERS OF MASSACHUSETTS

“LEMON LAW” INFORMATION: IF YOU HAVE SERIOUS PROBLEMS WITH THIS VEHICLE

The Massachusetts “Lemon Law,” M.G.L. c.90, S., 7N1/2, provides protection for consumers who have serious problems with their new vehicle.

UNDER THE LEMON LAW, YOU HAVE A RIGHT TO A REFUND OR REPLACEMENT OF THE VEHICLE IF:

- 1) There is a substantially defect(s), AND
- 2) The defect still exists or has recurred after either:
 - a) three or more repair attempts for the same defect; or
 - b) being out of service by reason of repair for any combination of defects for a cumulative total of 15 or more business days, within one year or 15,000 miles (whichever comes first) after original delivery; AND
- 3) The manufacturer has been notified of the defect and given one final repair attempt of no more than seven business days.

IF THE MANUFACTURER DOES NOT REFUND OR REPLACE THE VEHICLE, YOU HAVE A RIGHT TO HAVE YOUR CASE ARBITRATED BY A STATE-CERTIFIED ARBITRATOR.

This state-certified arbitration is different from any manufacturer-sponsored program to which you may also be entitled. Under the state program, you will be sent a decision within 45 days of when your request for arbitration is accepted.

Under the law, you must request state-certified arbitration within 18 months of original delivery of the vehicle.

THIS PAGE PROVIDES ONLY A SUMMARY OF YOUR RIGHTS.

To request arbitration or to get further information, contact:

**Office of Consumer Affairs and Business Regulation
One Ashburton Place
Boston, MA 02108
Lemon Law Information (617)727-7780, 1.888-238-3757**

Tesla offers its customers third-party arbitration through the dispute settlement program, a complaint resolution service administered by the National Center for Dispute Settlement. For information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact:

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NOTICE TO CONSUMERS OF MINNESOTA

IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER THE STATE'S "LEMON LAW" TO REPLACEMENT OF IT OR A REFUND OF ITS PURCHASE PRICE OR YOUR LEASE PAYMENTS. HOWEVER, TO BE ENTITLED TO REFUND OR REPLACEMENT, YOU MUST FIRST NOTIFY THE MANUFACTURER, ITS AGENT OR ITS AUTHORIZED REPRESENTATIVE OF THE PROBLEM IN WRITING AND GIVE THEM AN OPPORTUNITY TO REPAIR THE VEHICLE. YOU ALSO HAVE A RIGHT TO SUBMIT YOUR CASE TO THE CONSUMER ARBITRATION PROGRAM WHICH THE MANUFACTURER MUST OFFER IN MINNESOTA.

Should you seek a replacement or repurchase under the Lemon Law, you must use the dispute settlement program prior to initiating court action. The dispute settlement program is a third-party arbitration service administered by the National Center for Dispute Settlement. However, if you choose to seek remedies under your state Lemon Law which are not created by the Magnuson-Moss Warranty Act, you need not use the dispute settlement program, although that option is still available to you.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

If you have any concerns or questions regarding your vehicle, please contact:

**Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)**



NOTICE TO CONSUMERS OF MONTANA

If this vehicle does not conform to its applicable warranties and Tesla has not repaired the vehicle after a reasonable number of attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

To seek remedies under the Lemon Law, you must first notify Tesla at the address indicated below, by certified mail, of the problem with your vehicle.

Tesla offers its customers third-party arbitration through the dispute settlement program, a complaint resolution service administered by the National Center for Dispute Settlement. For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number below.

If you have any concerns or questions regarding your vehicle, please contact:

Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)



NOTICE TO CONSUMERS
STATE OF NEW HAMPSHIRE
MOTOR VEHICLE ARBITRATION BOARD

The New Hampshire New Motor Vehicle Arbitration Law, RSA 367-D, applies to new motor vehicles sold or leased (for two or more years) and/or registered in the State of New Hampshire. A new motor vehicle is defined as a passenger vehicle, motorcycle or truck with a gross vehicle weight not exceeding 9,000 pounds.

If, during the express warranty period, you discover a defect which substantially impairs the use, market value or safety of this vehicle, and it has not been successfully repaired after three repair attempts by the manufacturer, its agent or an authorized representative, or it has been out of service for repair of one or more nonconformities, defects or conditions for a cumulative total of 30 business days, you may be entitled to apply for a comparable replacement or a refund of purchase price plus incidental damages less a reasonable allowance for use.

For a repair attempt to qualify, you must obtain a written repair order. Neither the manufacturer or any agent of the manufacturer (including an authorized service center) may refuse to provide you with a written repair order at your request.

The vehicle is deemed to be out of service if it is in for repair for a majority of the day.

You cannot use the New Motor Vehicle Arbitration Law if you elect to use the manufacturer's dispute settlement mechanism.

You may not use the New Motor Vehicle Arbitration Law if you have stopped making payments on any lease or financing agreement because of the vehicle's condition.

The New Hampshire Motor Vehicle Arbitration Program includes other eligibility requirements which you must meet to qualify.

Forms for proceeding before the New Hampshire Motor Vehicle Arbitration Board should be included with your new vehicle at delivery.

For information regarding your rights under the New Motor Vehicle Arbitration Law or for additional forms, contact the **New Hampshire Motor Vehicle Arbitration Board, 10 Hazen Drive, Concord, New Hampshire 03305, telephone (603)271-6383.**

You may also wish to contact Tesla at the following address:

**Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)**



NOTICE TO CONSUMERS OF NEW JERSEY

IMPORTANT: IF THIS VEHICLE HAS A DEFECT THAT SUBSTANTIALLY IMPAIRS ITS USE, VALUE OR SAFETY OR THAT IS LIKELY TO CAUSE DEATH OR SERIOUS BODILY INJURY IF DRIVEN, AND WAS PURCHASED, LEASED OR REGISTERED IN NEW JERSEY, YOU MAY BE ENTITLED UNDER NEW JERSEY'S LEMON LAW TO A REFUND OF THE PURCHASE PRICE OR YOUR LEASE PAYMENTS.

Here is a summary of your rights:

- 1. To qualify for relief under the New Jersey Lemon Law, you must give the manufacturer or its dealer the opportunity to repair or correct the defect in the vehicle within the Lemon Law's term of protection, which is the first 24,000 miles of operation or two years after the vehicle's original date of delivery, whichever is earlier.**
- 2. If the manufacturer or its dealer is unable to repair or correct a defect within a reasonable time, you may be entitled to return the vehicle and receive a full refund, minus a reasonable allowance for vehicle use.**
- 3. It is presumed that the manufacturer or its dealer is unable to repair or correct the defect if substantially the same defect continues to exist after the manufacturer has received written notice of the defect by certified mail, return receipt requested, and has had a final opportunity to correct the defect or condition within 10 calendar days after receipt of the notice. This notice must be received by the manufacturer within the term of protection and may be given only after (i) the manufacturer or its dealer has had two or more attempts to correct the defect; (ii) the manufacturer or its dealer has had at least one attempt to correct the defect if the defect is one that is likely to cause death or serious bodily injury if the vehicle is driven; or (iii) the vehicle has been out of service for repair for a cumulative total of 20 or more calendar days, or in the case of a motor home, 45 or more days.**
- 4. If substantially the same defect continues to exist after the manufacturer has had the final opportunity to repair or correct the defect, you may file an application for relief under New Jersey's Lemon Law.**

FOR COMPLETE INFORMATION REGARDING YOUR RIGHTS AND REMEDIES UNDER THE RELEVANT LAW, INCLUDING THE MANUFACTURER'S ADDRESS TO GIVE NOTICE OF THE DEFECT, CONTACT THE NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT, AT POST OFFICE BOX 45026, NEWARK, NEW JERSEY 07101, TEL. NO. (973) 504-6226.

Tesla offers its customers third-party arbitration through the dispute settlement program, a complaint resolution service administered by the National Center for Dispute Settlement. For information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact:

**Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)**



IMPORTANTE: SI ESTE VEHICULO TIENE UN DEFECTO QUE SUBSTANCIALMENTE AFECTA SU USO, VALOR O SEGURIDAD, O QUE PUEDE CAUSAR MUERTE O SERIO DANO CORPORAL SI SE MANEJA, Y FUE COMPRADO, ARRENDADO O REGISTRADO EN NUEVA JERSEY, USTED PUEDE TENER EL DERECHO BAJO LA LEY DE LIMON DEL ESTADO DE NUEVA JERSEY A UN REEMBOLSO DEL PRECIO DE COMPRA O A LOS PAGOS DE SU ARRENDAMIENTO.

Aqui le damos un sumario de sus derechos:

1. Para calificar por compensacion bajo la Ley de Limon de Nueva Jersey, usted debe darle al fabricante o a su concesionario la oportunidad de reparar o corregir el defecto del vehiculo dentro del termino de proteccion bajo la Ley de Limon, que son las 24,000 millas primeras de operacion o dos anos despues de la fecha original de la entrega del vehiculo o lo que suceda primero.
2. Si el fabricante o su concesionario no puede arreglar o corregir el defecto dentro de un tiempo razonable, usted puede tener el derecho de devolver el vehiculo y recibir un reembolso completo, menos un descuento por el uso del vehiculo.
3. Si se supone que el fabricante o su concesionario no puede reparar o corregir el defecto y si substancialmente el mismo defecto continua existiendo despues que el fabricante ha recibido un aviso del defecto, mandado por correo certificado con recibo de retorno, y ha tenido una oportunidad final para corregir el defecto o condicion dentro de los 10 dias naturales despues de recibir el aviso. Este aviso tiene que ser recibido por el fabricante dentro del termino de proteccion y solo se puede dar despues que (i) el fabricante o su concesionario ha intentado dos o mas veces de corregir el defecto; (ii) el fabricante o su concesionario ha intentado por lo menos una vez de corregir el defecto si el defecto es uno que puede causar la muerte o serio dano corporal si el vehiculo se maneja; o (iii) el vehiculo ha estado fuera de servicio por reparos por una acumulacion total de 20 dias naturales o mas, o en el caso de una casa rodante motorizada (*motorhome*) de 45 dias o mas.
4. Si substancialmente el mismo defecto continua existiendo despues que el fabricante ha tenido la ultima oportunidad de reparar o corregir el defecto, usted puede presentar una solicitud para compensacion bajo la Ley de Limon de Nueva Jersey.

PARA INFORMACION COMPLETA ACERCA DE SUS DERECHOS Y RECURSOS BAJO ESTA LEY, INCLUYENDO LA DIRECCION DEL FABRICANTE PARA NOTIFICARLE EL DEFECTO, PONGASE EN CONTACTO CON: NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT, POST OFFICE BOX 45026, NEWARK, NEW JERSEY 07101, NUMERO DE TELEFONO: 973-504-6226.

Tesla ofrece a sus clientes arbitraje de terceros a través del programa de solución de controversias, un servicio de resolución de la queja administrado por el National Center for Dispute Settlement. Para obtener información acerca del programa de solución de controversias, consulte la Garantía Limitada de Vehículo Nuevo para su vehículo o contacte:

**Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)**



STATE OF NEW YORK
NOTICE TO CONSUMERS

“NEW CAR LEMON LAW BILL OF RIGHTS”

- (1) IN ADDITION TO ANY WARRANTIES OFFERED BY THE MANUFACTURER, YOUR NEW CAR, IF PURCHASED AND REGISTERED IN NEW YORK STATE, IS WARRANTED AGAINST ALL MATERIAL DEFECTS FOR EIGHTEEN THOUSAND MILES OR TWO YEARS, WHICHEVER COMES FIRST.**
- (2) YOU MUST REPORT ANY PROBLEMS TO THE MANUFACTURER, ITS AGENT OR AUTHORIZED DEALER.**
- (3) UPON NOTIFICATION, THE PROBLEM MUST BE CORRECTED FREE OF CHARGE.**
- (4) IF THE SAME PROBLEM CANNOT BE REPAIRED AFTER FOUR OR MORE ATTEMPTS; OR IF YOUR CAR IS OUT OF SERVICE TO REPAIR A PROBLEM FOR A TOTAL OF THIRTY DAYS DURING THE WARRANTY PERIOD; OR IF THE MANUFACTURER OR ITS AGENT REFUSES TO REPAIR A SUBSTANTIAL DEFECT OR CONDITION WITHIN TWENTY DAYS OF RECEIPT OF NOTICE SENT BY YOU TO THE MANUFACTURER BY CERTIFIED MAIL, RETURN RECEIPT REQUESTED; THEN YOU MAY BE ENTITLED TO EITHER A COMPARABLE CAR OR A REFUND OF YOUR PURCHASE PRICE, PLUS LICENSE AND REGISTRATION FEES, MINUS A MILEAGE ALLOWANCE ONLY IF THE VEHICLE HAS BEEN DRIVEN MORE THAN 12,000 MILES. SPECIAL NOTIFICATION REQUIREMENTS MAY APPLY TO MOTOR HOMES.**
- (5) A MANUFACTURER MAY DENY LIABILITY IF THE PROBLEM IS CAUSED BY ABUSE, NEGLIGENCE OR UNAUTHORIZED MODIFICATIONS OF THE CAR.**
- (6) A MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE IF THE PROBLEM DOES NOT SUBSTANTIALLY IMPAIR THE VALUE OF YOUR CAR.**
- (7) IF A MANUFACTURER HAS ESTABLISHED AN ARBITRATION PROCEDURE, THE MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE UNTIL YOU FIRST RESORT TO THE PROCEDURE.**
- (8) IF THE MANUFACTURER DOES NOT HAVE AN ARBITRATION PROCEDURE, YOU MAY RESORT TO ANY REMEDY BY LAW AND MAY BE ENTITLED TO YOUR ATTORNEY’S FEES IF YOU PREVAIL.**
- (9) NO CONTRACT OR AGREEMENT CAN VOID ANY OF THESE RIGHTS.**
- (10) AS AN ALTERNATIVE TO THE ARBITRATION PROCEDURE MADE AVAILABLE THROUGH THE MANUFACTURER, YOU MAY CHOOSE TO SUBMIT YOUR CLAIM TO AN INDEPENDENT ARBITRATOR, APPROVED BY THE ATTORNEY GENERAL. YOU MAY HAVE TO PAY A FEE FOR SUCH ARBITRATION.**



CONTACT YOUR LOCAL CONSUMER OFFICE OR ATTORNEY GENERAL'S OFFICE TO FIND OUT HOW TO ARRANGE FOR INDEPENDENT ARBITRATION.

Tesla offers its customers third-party arbitration through the dispute settlement program, a complaint resolution service administered by the National Center for Dispute Settlement. For information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

Should you seek a replacement or repurchase under the Lemon Law, you must use either the dispute settlement program or your state arbitration board prior to initiating court action. However, if you choose to seek remedies under the Lemon Law which are not created by the Magnuson-Moss Warranty Act, you need not use the dispute settlement program, although that option is still available to you.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

If you have any concerns or questions regarding your vehicle, please contact:

**Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)**



NOTICE TO CONSUMERS OF NORTH CAROLINA

If this vehicle does not conform to its applicable warranties and Tesla has not repaired the vehicle after a reasonable number of attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use the dispute settlement program prior to initiating court action. The dispute settlement program is a third-party arbitration service administered by the National Center for Dispute Settlement. However, if you choose to seek remedies under your state Lemon Law which are not created by the Magnuson-Moss Warranty Act, you need not use the dispute settlement program, although that option is still available to you.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

In addition, to seek remedies under your state Lemon Law, you must first:

- 1) notify Tesla at the address below in writing, by certified mail, of the problem with your vehicle; and
- 2) provide Tesla with an opportunity to repair it.

Also, should you wish to bring a court action against Tesla, you must provide Tesla with written notice of this intent, via certified or registered mail to the address listed below, at least 10 days prior to filing such suit.

If you have any concerns or questions regarding your vehicle, please contact:

Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)



NOTICE TO CONSUMERS OF OHIO

IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR TO COMPENSATION.

NOTICE

OHIO LAW REQUIRES YOU TO USE A QUALIFIED ARBITRATION PROGRAM BEFORE SUING THE MANUFACTURER OVER NEW CAR WARRANTY DISPUTES. FAILURE TO ARBITRATE YOUR CLAIM MAY PRECLUDE YOU FROM MAINTAINING A LAWSUIT UNDER SECTION 1345.75 OF THE REVISED CODE.

Tesla offers its customers third-party arbitration through the dispute settlement program, a complaint resolution service administered by the National Center for Dispute Settlement.

If the arbitrator's decision is not satisfactory to you, you may pursue a refund or replacement through the Ohio court system.

For information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact:

**Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)**



NOTICE TO CONSUMERS OF PENNSYLVANIA

If the new motor vehicle you have purchased does not conform to the manufacturer's express warranty, the Pennsylvania Automobile Lemon Law provides that the manufacturer may have to replace it or pay you a refund, at your option.

If you discover a defect that substantially impairs the use, value or safety of this vehicle, contact the manufacturer or its authorized service and repair facility immediately.

Your Lemon Law rights only cover defects which occur within one year of delivery, 12,000 miles of use or the term of the express warranty, whichever comes first.

The law states that it is reasonable for the manufacturer or its agent to make up to three separate attempts to correct the same defect.

After three unsuccessful repair attempts, or after a total of 30 days in which the vehicle is out of service for repair, you may be entitled to a comparable replacement vehicle or a refund of the purchase price less an allowance for your actual use.

If a dispute arises concerning a defect, you must resort to the dispute settlement program, a third-party complaint resolution service offered by Tesla and administered by the National Center for Dispute Settlement. However, if you choose to seek remedies which are not created by either the Lemon Law or the Magnuson-Moss Warranty Act, you need not use the dispute settlement program, although that option is still available to you.

The manufacturer must provide you with an itemized statement of all repair work performed when your vehicle is returned from service. Keep these records for future reference.

For more information, contact the Office of Attorney General, Bureau of Consumer Protection, Strawberry Square, 14th Floor, Harrisburg, Pennsylvania 17120.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact:

Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)



NOTICE TO CONSUMERS OF RHODE ISLAND

If this vehicle does not conform to its applicable warranties and Tesla has not repaired the vehicle after a reasonable number of attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under the Lemon Law, you must use either the dispute settlement program or the arbitration procedure established by Rhode Island's Consumer Council prior to initiating court action. The dispute settlement program is a third-party arbitration service administered by the National Center for Dispute Settlement. However, if you choose to seek remedies which are not created by either the Lemon Law or the Magnuson-Moss Warranty Act, you need not use the dispute settlement program or the procedure established by the Rhode Island Consumer Council, although the option of using the dispute settlement program is still available to you.

To seek remedies under the Lemon Law, you must provide Tesla with one final repair attempt.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact:

Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)



NOTICE TO CONSUMERS OF TEXAS

If this vehicle does not conform to its applicable warranties and Tesla has not repaired the vehicle after a reasonable number of attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

Should you seek a replacement or repurchase under your state Lemon Law, you must resort to the Texas Motor Vehicle Commission's resolution process prior to initiating court action.

In addition, to seek remedies under the Lemon Law, you must first:

- 1) notify Tesla at the address below in writing, by certified mail, of the problem with your vehicle; and
- 2) provide Tesla with an opportunity to repair it.

Tesla offers its customers third-party arbitration through the dispute settlement program, a complaint resolution service administered by the National Center for Dispute Settlement. For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number below.

If you have any concerns or questions regarding your vehicle, please contact:

Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)



STATE OF VERMONT
NOTICE TO CONSUMERS
NEW MOTOR VEHICLE ARBITRATION

The Vermont Lemon Law applies to new motor vehicles. A motor vehicle is defined as “a passenger motor vehicle which is purchased or leased, or registered in the state of Vermont and shall not include tractors, motorized highway building equipment, road-making appliances, snowmobiles, motorcycles, motor driven cycles, or the living portion of recreation vehicles, or trucks with a gross vehicle weight rating (GVWR) over 12,000 pounds. A “new motor vehicle” means a passenger motor vehicle which is still under the manufacturer's express warranty.” 9 V.S.A. Sections 4171 (6) and (9).

You may be entitled to apply for a comparable replacement vehicle or prorated refund if you discover a defect during the express warranty period that has not been successfully repaired after three repair attempts by an authorized dealer. The first repair must occur within the express warranty.

An alternative way of filing is if this vehicle has been out of service for repair for a cumulative total of thirty (30) calendar days within the express warranty. The vehicle is considered to be out of service if it is in control of an authorized dealer for the majority of each day.

A consumer may file a Demand with fewer than three unsuccessful repair attempts or fewer than thirty days out of service for a safety or other reason which meets the reasonable repair threshold.

Written repair orders or examination reports must be obtained to attain the presumption of reasonable repair.

You will explain at the hearing how the defect(s) or condition(s) substantially impairs the use, market value or safety of the vehicle.

The Lemon Law may not be used if you elect to file a claim with the manufacturer's dispute settlement mechanism or if you have discontinued vehicle payments.

The New Motor Vehicle Arbitration program includes other eligibility criteria.

Forms to initiate the New Motor Vehicle Arbitration process should be included with your new vehicle upon delivery. They may also be obtained via <http://dmv.vermont.gov> or by contacting:

**NEW MOTOR VEHICLE ARBITRATION
VERMONT DEPARTMENT OF MOTOR VEHICLES
ENFORCEMENT & SAFETY
120 STATE STREET
MONTPELIER, VT 05603-0001**

TELEPHONE: 802-828-2943 FAX: 802-828-2092



**E-Mail: DMV-LemonLaw@state.vt.us
TELECOMMUNICATIONS RELAY SERVICE, TTYITDD: 771**

For additional information about Tesla's dispute settlement program, see the New Vehicle Limited Warranty for your vehicle. You may also wish to contact Tesla at the following address:

**Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)**



NOTICE TO CONSUMERS OF VIRGINIA

If this vehicle does not conform to its applicable warranties and Tesla has not repaired the vehicle after a reasonable number of attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle.

To seek remedies under the Lemon Law, you must first:

- 1) notify Tesla at the address below in writing, by certified mail, of the problem with your vehicle; and
- 2) provide Tesla with an opportunity to repair it.

There may be times when Tesla may establish a special policy adjustment for your particular vehicle model which may pay for all or part of the cost of certain repairs beyond normal warranty coverage. Call Tesla at the number below to determine whether any special policy adjustments apply to your vehicle.

Tesla offers its customers third-party arbitration through the dispute settlement program, a complaint resolution service administered by the National Center for Dispute Settlement. For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number below.

If you have any concerns or questions regarding your vehicle, please contact:

**Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)**



STATE OF WEST VIRGINIA
NOTICE TO CONSUMERS

IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR TO COMPENSATION. HOWEVER, TO BE ENTITLED TO A REPLACEMENT OR TO COMPENSATION, YOU MUST FIRST NOTIFY THE MANUFACTURER OF THE PROBLEM IN WRITING AND PROVIDE THE MANUFACTURER WITH AN OPPORTUNITY TO REPAIR THE VEHICLE.

Should you seek a replacement or repurchase under the Lemon Law, you must use the dispute settlement program prior to initiating court action. The dispute settlement program is a third-party arbitration service administered by the National Center for Dispute Settlement. However, if you choose to seek remedies under your state Lemon Law which are not created by the Magnuson-Moss Warranty Act, you need not use the dispute settlement program, although that option is still available to you.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number below.

If you have any concerns or questions regarding your vehicle, please contact:

**Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)**



STATE OF WISCONSIN NOTICE TO CONSUMERS

If the new motor vehicle you have purchased does not conform to its written warranty, you may be entitled to a replacement or refund under Wisconsin's "Lemon Law." That law states that a consumer may claim and receive a refund or replacement vehicle if all of the following are true:

- 1) The new vehicle has a condition or defect covered by the vehicle's warranty that substantially impairs the vehicle's use, value or safety.
- 2) The condition or defect is not the result of abuse, neglect or unauthorized modification or alteration of the motor vehicle by the consumer.
- 3) Before the warranty expires or within one year of delivery, whichever is sooner:
 - A. the same defect is subject to repair by the manufacturer, motor vehicle lessor or authorized representative at least four times and the problem continues; or
 - B. the motor vehicle is out of service for a total of 30 days because of defects covered by the vehicle's warranty. The 30 days need not be consecutive.

Tesla offers its customers third-party arbitration through the dispute settlement program, a complaint resolution service administered by the National Center for Dispute Settlement (NCDS). Dispute settlement program decisions are binding on Tesla but not on the consumer. Tesla will comply with the decision within 30 days after receiving notice of the consumer's acceptance. The decisions and findings of NCDS are admissible as evidence in any court action.

For additional information about the dispute settlement program, see the New Vehicle Limited Warranty for your vehicle or contact Tesla at the address or toll-free number indicated below.

There may be times when Tesla may establish a special policy adjustment for your particular vehicle model which may pay for all or part of the cost of certain repairs beyond normal warranty coverage. Call Tesla at the number below to determine whether any special policy adjustments apply to your vehicle.

If you have any concerns or questions regarding your vehicle, please contact:

**Tesla Motors, Inc.
3500 Deer Creek Road
Palo Alto, California 94304
Attention: Vehicle Service
1-877-77-TESLA (1-877-778-3752)**