

June 3, 2022

Service Manager  
Tesla, Inc.  
9428 Reisterstown Rd.  
Owings Mills, MD 21117

Re: Invoice number xxxxxxxxxxxxxxxxxxxx  
VIN: xxxxxxxxxxxxxxxxxxxx  
Issue: Lug Nuts - Vehicle Set (Remove & Replace)

Apparently some problem with the lug nuts was detected during the annual tire rotation. I do want to keep my Model S in good condition and would choose Tesla Service to do so. However, I have two questions about this issue:

1. How is it possible that all 20 lug nuts and all 20 lug nut caps went bad between the last time Tesla Service rotated my tires on 26-Oct-2021 (invoice 3000S0003239883) and 24-May-2022? I was charged \$88 for these 40 pieces. Note that over my Model S' lifetime, only Tesla Service has ever touched the lug nuts and tires and it is garage-kept. Plus, is it standard practice to replace all of these if one develops a problem? None of the bad nuts or caps were returned.
2. I was charged twice for the labor to change the lug nuts. When I purchased the vehicle I pre-paid for eight years of annual service, which includes tire rotations. Doing a tire rotation means (1) remove lug nuts; (2) move tires; and (3) put lug nuts back on. Whether the lug nuts that are put back on are the originals or new ones, the third part of the process is clearly identical. I was charged \$70 labor to put the replacement lug nuts on, but *I had already paid for this labor.*

I wanted my car back after it was held in Service for four days for what was supposed to be a single-day operation, so I paid the bill. In retrospect, I am feeling queasy about this episode. I bought a premium luxury car and want to think the best of the Tesla brand. This last service feels suspicious.

Sincerely,