Dear Members,

RE: Premium Connectivity on Tesla vehicles ordered prior to end of June 2019

It has been brought to our attention that this issue is affecting many of our owners and whilst we cannot provide legal advice on this subject we can present the facts, update all members of the steps we've taken to date and remind owners of their legal rights.

The facts:

- A number of Model 3 and some Model S/X Tesla owners in the UK are facing charges for Premium Connectivity on vehicles they were led to believe had it included indefinitely.
- Evidence of the Tesla.com website (via The Internet Archive - WayBackMachine) proves there was no reference to any additional charges or any time limits for these features, and that a website change happened (at some point at the end of June 2019) where these additional charges / time limits were now referenced to those buying.
- For those ordering prior to this website change, it clearly stated that those that ordered the Premium Interior would have the following features included:
    - Satellite-view maps with live traffic visualisation and navigation
    - In-car internet streaming music & media
    - Internet browser
- Of those with this issue, there were no details about owners having to pay for premium connectivity in any order agreements
- The same issue happened in Australia and New Zealand and Tesla changed their policy on this

Tesla Owners UK have:

- 24th May 2020 - Sent a letter (attached to this letter) directly to Tesla Management which you can read.
- Week commencing 18th May 2020 - Continued two-way discussions & escalation with Tesla highlighting the issue, discussing the facts, the scale of the problem and the law to Tesla UK Management, Tesla EU Escalation teams and Tesla EMEA Management, whilst also confirming that we believe the issue is the same as the Australian / NZ issue

© 2020 Tesla Owners UK | TeslaOwners.org.uk

Tesla Owners UK is the official UK Tesla owners club, and is operated by Tesla Owners UK Limited, a company limited by guarantee (registration number 12049084) with registered office at Oaklands, St Clere Hill Road, Sevenoaks, TN15 6AH

and should be solved like it was there by extending free unlimited Premium Connectivity to all vehicles ordered before the website change (or failing that July 1st 2019).

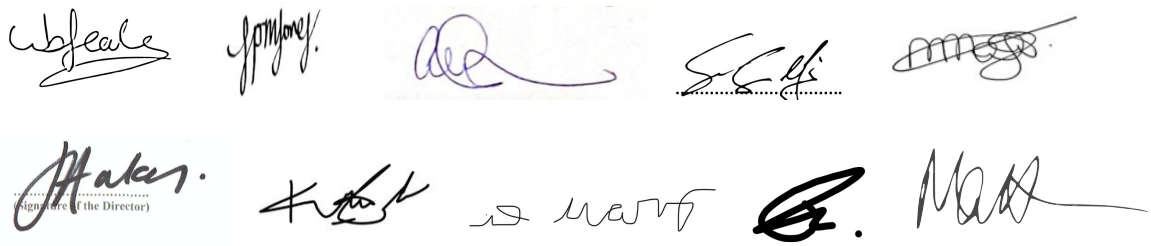
- May 2020 - we highlighted the issue to the UK management team and referenced the facts above.
- April onwards - We highlight the escalation methods Tesla UK provide us to those members with the issue.
- April 2020 - we highlighted the issue to Tesla EU Escalation teams as per our escalation path (this team are also on our main discussion group on Facebook and were previously the escalation team within your 'MyTesla' account), they stated it was being investigated with the right people.

A reminder, for all personal purchases (not via a company) made after 26th March 2015, all owners will be covered by the Consumer Rights Act 2015 . This means that in order for a contract term to be validly incorporated into a contract, notice of that term should be clear, transparent and fair at the time the contract is made.

As per our mission we will continue to push Tesla on this subject with the aim of gaining Unlimited Premium connectivity for all owners who purchased before Tesla clarified that there would be a charge for the service.

Regards,

Tesla Owners UK Executive Committee



© 2020 Tesla Owners UK | TeslaOwners.org.uk

Tesla Owners United Kingdom is the official UK Tesla owners club, and is operated by Tesla Owners UK Limited, a company limited by guarantee (registration number 12049084) with registered office at Oaklands, St Clere Hill Road, Sevenoaks, TN15 6AH